



## **IMO STATE GOVERNMENT**

### **IMO STATE MINISTRY OF TRADE AND INVESTMENT**

**Imo State Secretariat Complex, Port Harcourt Road, Owerri.**

## **MANDATORY ADVANCE COMMUNICATION OF RULES OF UPCOMING CHANGES IN FEES FOR LOADING AND OFF-LOADING**

### **IN LINE WITH**

EXECUTIVE ORDER ON THE PROMOTION OF TRANSPARENCY AND  
EFFICIENCY IN THE BUSINESS ENVIRONMENT PASSED IN DECEMBER,  
2023

### **ETHICAL CODES THAT GUIDE OUR SERVICE FEE CHANGES**

- 1 Stakeholders' Satisfaction: We prioritize Stakeholders satisfaction in our dealings with them. Changes in our service fees will take into consideration the concerns of users of our services.
- 2 Integrity: The processes leading to any upward change in our fees will be communicated timely. We will adopt open dialogue, full disclosure of every relevant information.
- 3 Value Addition: Value addition will drive any changes in fees. Alternative options may be provided where necessary

**STATEMENT OF COMMITMENT TO MANDATORY  
COMMUNICATION OF RULES OF UPCOMING CHANGES IN FEES.**

Our commitment to mandatory advance communication of changes in fees shall form part of the Service Level Agreement with our Clients. We are committed to keeping our agreement with Clients.

- a) In compliance to the Executive Order on the Promotion of transparency and Efficiency in the business environment, Imo State Ministry of Trade and Investment is mandated to issue a two weeks' advance communication of up-coming changes in fees, levies etc to our customers for services involving, Registration of Produce Merchants, Registration of Co-operative society, Loading and Off- loading. We shall keep to this provision of the Executive Order to promote efficiency and transparency of official fees, levies.

Signed

The Hon Commissioner