



MINISTRY OF TRANSPORT

STATE SECRETARIAT, P/H ROAD, OWERRI

MANDATORY ADVANCE COMMUNICATION OF RULES OF UPCOMING CHANGES IN FEES

IN LINE WITH

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

The Ministry of Transport covenants as follows:

1. ETHICAL CODES THAT GUIDE OUR SERVICE FEE CHANGES

- a. 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.
- b. 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.
- c. Value Addition: Value addition will drive any changes in fees. Alternative options may be provided where necessary

2. 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 Transport is mandated to give advance communication of up- coming changes in fees, and such changes shall come into effect only after a minimum of 30 days after the date of notice of the changes to our customers.
- b) We shall keep to this provision of the Executive Order to promote efficiency and transparency of official fees, levies for all users of the services of Imo State Ministry of Transport. Such services include but not limited: Services for Issuance of Driving license, unpainted vehicles etc

For more information, Visit

Ministry of Transport Headquarters:

STATE SECRETARIAT, P/H ROAD, OWERRI

Signed

Hon Commissioner

