



### **EXECUTIVE ORDER No 12 of 2023**

#### **THE ESTABLISHMENT OF A GRIEVANCE MECHANISM IN THE KWARA STATE**

WHEREAS the Government of Kwara State's policy is to create an enabling environment for businesses and entrench measures and strategies to improve the Trade Process in the State. This Executive Order shall take effect immediately upon its signing.

NOW, THEREFORE, I, Abdulrahman, Abdulrazaq Governor of Kwara State, by the authority vested in me under Section 5(2) Constitution of the Federal Republic of Nigeria 1999(as amended) and all other enabling Laws and powers in that regard, do hereby order as follows: Grievance Redress Mechanism (GRM) Provisions should cover the following:

1. Purpose: The Executive is declared to establish a Governance Risk Management system with a GRM Phone and ensure adequate reporting and management of governance-related issues across Kwara State.
2. Reporting Mechanism
3. Scope of Reporting
4. Investigation and Resolution
5. Training and Awareness
6. Compliance with the global best practices
7. Responsibility and Reporting Structure

8. Monitoring and Reporting
9. Penalties and Enforcement
10. Amendment and Review

IN WITNESS WHEREOF, I have set my hand and caused the seal of Kwara State to be affixed on this 20th day of December 2023.

  
**ABDULRAHMAN, ABDULRAZAQ,**  
**EXECUTIVE GOVERNOR OF KWARA**