

EXECUTIVE ORDER

No⁹.....of 2023

Made under the inherent powers of the Governor

I, **Professor Charles Chukwuma Soludo CFR**, the Governor of Anambra State with the consent of the Anambra State Executive Council Order that:

1. An upgraded Grievance Redress Mechanism (GRM) System is established to ensure effective reporting and management of governance-related issues;
2. The Grievance Redress Mechanism (GRM) System shall include the following:
 - a) Reporting Mechanism
 - b) Scope of Reporting
 - c) Confidentiality
 - d) Investigation and Resolution
 - e) Training and Awareness
 - f) Compliance with global best practices
 - g) Responsibilities and Reporting Structure
 - h) Monitoring and Reporting
 - i) Penalties and Enforcement
 - j) Amendment and review
3. The information on the Grievance Redress Mechanism (GRM) System shall be publicly available particularly through official government websites and all their related social media platforms.

4. The Grievance Redress Mechanism will be set up, managed, and administered by the Ministry of Industry in collaboration with the Ministry of Justice, each will assign a staff member to work as administrators.
5. The Grievance Redress Procedure will include and must embrace the complainant submitting a written grievance letter for the records, and all resolutions will also be similarly communicated in writing.
6. The Grievance Redress Mechanism managers must resolve all disputes to the satisfaction of parties to the dispute within 21 working days.
7. All applicable telephone/ mobile phone hotlines and email addresses will be advertised to the public via various channels to create public awareness and understanding.
8. Standard Operating Procedure for resolving all disputes are as outlined below:

Step 1: Complainant registers grievance either by Voice call, SMS or WhatsApp using any of the publicized hotlines and also sends a written complaint via email;

Step 2: GRM desk officer receives and logs grievance;

Step 3: GRM desk officer acknowledges, notifies complainant of case status to any or all official arbitrators concerned and/or requests for further details;

Step 4: GRM desk officer activates Grievance Investigation process;

Step 5: GRM desk officer communicates resolution timeframe to the complainant;

Step 6: GRM desk officer ensures grievance is resolved and remedial actions are executed within the time frame (Typically within 72hrs but not exceeding 21 days);


Step 7: GRM desk monitors implementation of the resolution;

Step 8: Complainant and GRM desk officer interact to ensure that the resolution is agreeable and satisfactory to all parties.

Step 9: Complaint records and file are closed when solution is fully implemented. The principles of fairness, justice, equity, good faith and the provisions of the law shall be the guide on all matters.

9. This Order takes effect immediately.

Made Awka this 6th day of November 2023


Prof. Charles Chukwuma Soludo, CFR
Governor of Anambra State