



OFFICE OF THE EXECUTIVE GOVERNOR GOVERNMENT HOUSE, DUTSE

Jigawa State Executive Order No. 8 of 2023 On the Establishment of a Grievance Redress Mechanism for Trade Related Matters

WHEREAS IT IS THE POLICY OF JIGAWA STATE GOVERNMENT TO PROMOTE EFFICIENT, FAIR AND TRANSPARENT TRADING ENVIRONMENT

NOW THEREFORE I, MALAM UMAR A. NAMADI, EXECUTIVE GOVERNOR OF JIGAWA STATE, BY VIRTUE OF THE AUTHORITY VESTED IN ME BY THE 1999 CONSTITUTION OF THE FEDERAL REPUBLIC OF NIGERIA (AS AMENDED) AND THE LAWS OF JIGAWA STATE, HEREBY ORDER AS FOLLOWS:

- I. That the Jigawa State Ministry of Commerce, Industry, Tourism and Cooperatives (MCITC), the Jigawa State Internal Revenue Service (JIRS), and any other Agency that may be concerned with trade and trade-related tax, fees, levies, are hereby mandated to establish a Grievance Redress Mechanism (GRM) to address complaints from traders and tax-payers bordering on harassment, unauthorized payments and other in-kind requests for quick resolution of such complaints to maintain smooth relations among Stakeholders, including Traders, Tax Payers and Ministries, Departments and Agencies (MDAs).

- II. That there shall be established for MCITCs and JIRS a **Grievance Redress Panel (GRP)** (hereinafter referred to as the Panel) which shall consist of the following members:
 - a. An Accredited Representative of MCIT
 - b. An Accredited Representative of JIRS.
 - c. The Legal Adviser and/or Legal Officer of the JIRS.
 - d. An independent Arbitrator/Mediator to be appointed by the Attorney General and Commissioner of Justice.
- III. That the functions of the Grievance Redress Panel shall be to:
 - a. Create and publish SMS/Hotline/Email Channels to lodge or make complaints to the Panel by traders.
 - b. Establish a Grievance Redress Desk at the MCITC and all the Tax Stations within Jigawa State.
 - c. Receive complaints from taxpayers in the State through any of the channels created.
 - d. Resolve all complaints within thirty (30) days from the date of receipt of such complaints.
- IV. That any aggrieved taxpayer, trader or organization (complainant) lodge a complaint to the Panel, relating to an act/omission of a tax official in respect of collection and payment of revenue to the State.
- V. That complaints may be made orally or in writing through any of the designated SMS/Hotline/Email published by the panel on the website of the Service for reporting complaints.
- VI. That Complaint(s) may also be registered at the Grievance Redress Desk located at JSIRS, MCITC or any designated Offices of the MDAs or Tax Stations within the State or outside the State through the use of Grievance Redress Form (Sample Template Attached as an Appendix to this Executive Order) or any other available means

- VII. That where a Complaint is made orally, the receiving officer of the Panel shall cause the complaint to be put in writing through the use of hard copy **FORM GRF 01 or its equivalent electronic form.**
- VIII. That Complaint(s) shall be lodged to the Panel not later than 30 days from the date the subject matter of the complaint(s) occurred.
- IX. That all complaints received through the Grievance Redress Desk at the Designated Offices or Tax Stations must be referred to the Grievance Redress Desk at the Head office of the service not later than 7 days from the date of lodging the complaints.
- X. That the Panel shall meet at least once every two weeks to resolve all registered pending complaints before the Panel.
- XI. That the Notice of Hearing of a complaint must be issued to the complainant and the respondent at least seven (7) days before the date of the proceedings before the Panel where the appearances or representations from the parties are required for final resolution of the complaint.

THIS EXECUTIVE ORDER SHALL TAKE EFFECT TWO WEEKS FROM THE
DATE OF ISSUANCE OF THIS ORDER.

ISSUED UNDER MY HAND THIS ^{1st}.....DAY OF November, 2023


Malam Umar A. Namadi, FCA
Executive Governor, Jigawa State

**GRM Executive Order
JIGAWA STATE GOVERNMENT
ISSUING MDA NAME**

GRM Reporting Template for Registration

Complainant

Name.....

Contact details: email and/or phone number.....

Vehicle Number.....

Date of complaint.....

Type of complaint.....

Responsible MDA

Description of complaint (harassment, unauthorized payments, and other in-kind requests).....

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Attachment of relevant evidence.....

Amount lost.....

Name of responsible party.....

Date of response to complaint.....

GRM Response Template

Name of

exporter/trader.....

Contact details.....

Date of complaint.....

Type of complaint.....

Status of incident (open, ongoing investigation, resolved)

MDA working on case.....

Date of response.....

Solvency mechanism used.....

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Action of

redress.....

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