



## **MINISTRY OF TRANSPORT**

### **MANDATORY ADVANCE COMMUNICATION OF RULES OF UPCOMING CHANGES IN FEES**

IN ACCORDANCE 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' engagement. We prioritize Stakeholders' satisfaction in our dealings with them. Changes in our service fees will consider the concerns of users of our services.
- 2 Transparency and Honesty. We will communicate in a timely manner the processes leading to any upward change in our fees. We will adopt open dialogue and full disclosure of all relevant information.
- 3 Value Proposition. 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.

- In compliance to the Executive Order on the Promotion of transparency and Efficiency in the business environment, the Ministry of Transport is mandated to issue a two weeks' advance communication roles of up-coming changes in fees, levies etc to our customers. We shall keep to this provision of the Executive Order to promote efficiency and transparency of official fees, levies for all users of Permit for unpainted taxi companies/services in Imo state, including users of Drivers License, Motor- park operational license , Truck waiver permit, Traffic management and compliance enforcement, Regulation of interstate and intrastate transportation services Coordinate Public-private partnerships for transport infrastructure development

The Permanent Secretary,  
Ministry of Transport