



**EKITI STATE ENVIRONMENTAL PROTECTION AND
WATERSHED MANAGEMENT AGENCY(EKSEPWMA),
MINISTRY OF ENVIRONMENT**

STATE SECRETARIAT, NEW IYIN ROAD, ADO-EKITI, EKITI STATE

**MANDATORY ADVANCE COMMUNICATION RULES OF UPCOMING
CHANGES**

To ensure transparency, inclusiveness, and compliance with policy implementation, the Ekiti State Environmental Protection and Watershed Management Agency should adopt the following Mandatory Advance Communication Rules for Upcoming Changes. By adhering to these rules, the Ekiti State Environmental Protection and Watershed Management Agency ensures a participatory approach to governance, fostering trust and compliance with its initiatives.

i. Notification Timeline

- a. Minimum Notice Period: All stakeholders must receive a minimum of 30 days' notice before any significant policy, procedural, or regulatory change is implemented. The changes must be communicated in advance of implementation to ensure stakeholders have adequate time to prepare and respond.
- b. Emergency Situations: In cases of emergencies that necessitate immediate changes, notification should be given as soon as possible, with details provided no later than 48 hours post-change.

ii. Stakeholder Identification

Identify Stakeholders: Determine all relevant stakeholders, including local communities, businesses, government agencies, NGOs, and other partners.

Segment Communication: Tailor messages to different stakeholder groups based on their specific interests and impacts.

iii. Communication Channels:

Any significant policy, procedural, or regulatory change can be publicized through multiple channels for communication such as:

- Official website of Ekiti State – www.ekitistate.gov.ng;
- Social medial platforms (official accounts);
- Local radio,
- Television
- Public notices in local newspapers to ensure wide dissemination.

iv. Communications Content Requirements

The Communications should include:

- A clear description of the changes.
- The rationale behind the changes. Clearly outline the purpose, benefits, and necessity of the changes, linking them to the broader goals of environmental protection and sustainable watershed management
- Impacts on stakeholders and the environment. Include a summary of anticipated impacts, both positive and negative, on the community and environment.
- Information on how to engage with the agency for feedback or inquiries.
- Details of any public meetings or forums for discussion.

v. Stakeholder Engagement

- Consultation Forum: The Agency shall organize town hall meetings, focus groups discussion, or webinars to discuss proposed changes;

- **Feedback Mechanisms:** The Agency shall provide stakeholders (e.g. residents, businesses, local government councils) with accessible channels (email, hotline, or online forms) to submit feedback or concerns about upcoming changes.

vi. Accessibility Considerations

- The MDA shall ensure that all communication is accessible to various populations including translations for non-English speakers and accommodations for those with disabilities.
- **Plain Language Communication:** the MDA shall ensure all announcements are communicated in plain language, avoiding technical jargon
- Translate all notices into Yoruba and other prominent local dialects such as Ekiti, and Epira to accommodate diverse linguistic groups.

vii. Documentation

- ✓ Document all communications and feedback for accountability and future reference. Make detailed information on upcoming changes, including policies, guidelines, and technical documents, publicly accessible via the agency's official website and physical offices
- ✓ Maintain records of responses and adaptations made based on stakeholder input.

viii. Inclusion of Vulnerable Groups

Targeted Outreach: The MDAs shall design specific communication strategies to engage vulnerable groups (e.g., low-income residents, rural communities) who may face challenges in accessing standard communication channels. The MDAs shall help such as in-person consultations or community representatives to clarify the changes and their implications.

ix. Follow-Up

After the initial communication, provide regular updates as the implementation date approaches to keep stakeholders informed of progress or any adjustments.

x. Grievance Redress Mechanism

Complaints Desk: Establish a dedicated office or hotline to address inquiries, complaints, or disputes arising from the proposed changes.

Response Timeframe: Ensure all grievances are acknowledged within 48 hours and resolved within 30 days from the date of receipt of such complaints/grievances

xi. Crisis Communication Plan:

In situation of any noted crisis (environmental), the Agency shall have a protocol in place for urgent changes that may require immediate communication, ensuring rapid dissemination of information.

xii. Implementation

- a. The Agency shall train staff on these communication rules to ensure adherence and consistency in messaging.
- b. They shall review and revise communication strategies periodically to remain effective and responsive to stakeholders' needs.

xiii. Post-Implementation review

- a. Monitoring Reports: Share reports on the implementation progress and outcomes of the changes.
- b. Feedback Analysis: Conduct surveys or public forums to gather input on the effectiveness of communication efforts and address any residual concerns.

xiv **Monitoring and Evaluation**

The agency shall establish a system to monitor and evaluate the effectiveness of its communication plan, including tracking engagement metrics, feedback, and suggestions from stakeholders.

xv. **Compliance**

The agency shall ensure that all communication and engagement activities comply with relevant laws, regulations, and policies, including the Ekiti State Environmental Protection and Watershed Management Agency's policies and procedures.

xvi. **Transparency**

The agency shall maintain transparency in all communication and engagement activities, ensuring that all stakeholders have access to accurate and timely information about upcoming changes.



Signed: General Manager
Ekiti State Environmental Protection and
Watershed Management Agency
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