



ONDO STATE GOVERNMENT

MINISTRY OF ENVIRONMENT

APPLICATION, PROCESSES AND PROCEDURE FOR GRIEVANCES AND COMPLAINT REPORTING

The Grievance Redress Mechanism of Ondo State Ministry of Environment is not backed-up by Law or by Executive Order. It is part of the Ministry's routine duties under the purview of the Honourable Commissioner to set the process and procedure for grievance reporting and settling as part of its responsibilities as a Commissioner.

The Permanent Secretary of the Ministry is the Chairman of the Grievances Committee. The Honorable Commissioner quarterly or periodically report to the State Executive Council the grievances resolved and the actions taken.

PROCESS AND PROCEDURE FOR DISPUTE RESOLUTION IN THE ONDO STATE MINISTRY OF ENVIRONMENT.

- i. Letter of complaint is submitted to the office of the Honourable Commissioner.
- ii. The Honourable Commissioner will forward the letter to the Permanent Secretary within 24 hours.
- iii. The Permanent Secretary will forward same to the Director Pollution Control and Sanitation (DPC&S)/the concerned Director within 24 hours.
- iv. The DPC&S/the concerned Director will lead a team (or assign an Officer to lead a team) of relevant professionals which includes Scientific Officers, Environmental Health Officers, Civil Engineers, e.t.c. to the site for onsite inspection within 48 working hours.
- v. Decisions will be taken based on the situation on field. Abatement Notice may be issued wherein specific directives will be given to the culpable party. However, if it's a case that cannot be determined on field, both parties will be invited to the Ministry for Alternative Dispute Resolution (ADR) within a week from the date of field inspection.

- vi. The ADR Committee was constituted by the Honourable Commissioner and presided over by the Director Legal Services (DLS) in the Ministry. It also comprises of other Directors and some field Officers in the Ministry.
- vii. The ADR Committee will sit, hear the case and resolve based on professional and legal considerations/advice.
- viii. An agreement form will be signed by both parties (complainant and defendant) after the ADR meeting showing consent of both parties to the agreement(s) reached.
- ix. If there is no compliance after the above steps, the Ministry may resolve to prosecuting the culpable party in the court of law.

TYPE OF GRIEVANCES

The Ministry intervene in environmental related grievance between communities, groups and industries. The type of grievances been handled by the Ministry are as follows:

- i) Pollution issues
- ii) Sanitation issues.
- iii) Ecological matters
- iv) Flood and Erosion issues
- v) Destruction of Urban Ornamental Trees
- vi) Destruction of Urban Renewal Plan

RELEVANT MDAs AND STAKEHOLDERS TO INTERACT WITH

(i). Ondo State Ministry of Justice, 2nd floor, Ministry of Finance Building, State Secretariat Complex Alagbaka, AkureOndo State

(ii). Ondo State Internal Revenue Service (ODIRS), Ondo State Revenue House, Igbatoro Road, AlagbakaAkure, Ondo State

(iii). Ondo State Environment Protection AgencyAkure, Ondo State

(iv). Nigeria Security and Civil Defense Corps (NSCDC), along government house road, beside National Industrial Court, AlagbakaAkure.

(v). Ondo State Security Agency (Amotekun Corps), quarter 20, government quarters, AlagbakaAkureOndo State.

(vi) Ondo State Ministry of Health, 2nd floor, Ministry of Education Building, State Secretariat Complex Alagbaka, Akure Ondo State

(vii) Ministry of Urban and Physical Planning

(viii) Nigeria Erosion and Watershed Management Project (NEWMAP)

GRIEVANCE RESOLVED SO FAR

The Ministry has resolved some grievances and complaints. *See the evidence of the grievance resolved here*

CONTACT PERSON AND HOTLINE

Contact name– Mrs. Kemi Akinyomi
Hotline for calls/SMS/WhatSapp - 08030708773

Please note that settlement of grievances is at no cost whatsoever to the complainant.

ENQUIRES:

For more information, enquiry, or complaints please contact Ondo State Ministry of Environment, 3rd floor, Ministry of Education building, State Secretariat, Alagbaka, Akure between 8:00 am to 4:00pm (Monday – Friday, excluding public holidays) or call 08030708773 – Mrs. Kemi Akinyomi.

Signed
The Permanent Secretary,
Ondo State Ministry of Environment
30th December 2024