



**KOGI STATE GOVERNMENT
MINISTRY OF COMMERCE AND INDUSTRY
MONTHLY COMPLIANCE REPORT**

MONTH: JANUARY- JULY, 2025

DATE OF SUBMISSION: JULY 31, 2025

1. EXECUTIVE SUMMARY

This report highlights the level of compliance with established procedures under the Ministry's Grievance Redress Mechanism (GRM), aimed at promoting a business-friendly environment through timely resolution of business-related complaints.

JANUARY, 2025

2. TOTAL NUMBER OF SERVICE REQUESTS RECEIVED

Service Area	No. of Requests Received	Channel of Receipt
Registration/Renewal of Business Premises and Cooperatives matters	5	Offline

3. SERVICE DELIVERY TIMEFRAMES

Service Type	OFFICIAL SLA	SOURCE Document
Registration/Renewal of Business Premises and Cooperatives matters	Within a Week	https://kogistate.gov.ng/wp-content/uploads/SERVICE-LEVEL-AGREEMENT-FOR-KOGI-STATE-MINISTRY-OF-COMMERCE-AND-INDUSTRY.pdf

4. REQUEST RESOLUTION METRICS

Service Type	Resolved Within SLA	% Compliance	Resolved Beyond SLA	% Non-Compliance
Registration/Renewal of Business Premises and Cooperatives matters	5	100%	0	0%

FEBRUARY, 2025

1. TOTAL NUMBER OF SERVICE REQUESTS RECEIVED

Service Area	No. of Requests Received	Channel of Receipt
Registration/Renewal of Business Premises and Cooperatives matters	4	Offline

2. SERVICE DELIVERY TIMEFRAMES

Service Type	OFFICIAL SLA	SOURCE Document
Registration/Renewal of Business Premises and Cooperatives matters	Within a Week	https://kogistate.gov.ng/wp-content/uploads/SERVICE-LEVEL-AGREEMENT-FOR-KOGI-STATE-MINISTRY-OF-COMMERCE-AND-INDUSTRY.pdf

3. REQUEST RESOLUTION METRICS

Service Type	Resolved Within SLA	% Compliance	Resolved Beyond SLA	% Non-Compliance
Registration/Renewal of Business Premises and Cooperatives matters	3	75%	1	25%

MARCH, 2025

1. TOTAL NUMBER OF SERVICE REQUESTS RECEIVED

Service Area	No. of Requests Received	Channel of Receipt
Registration/Renewal of Business Premises and Cooperatives matters	7	Offline

2. SERVICE DELIVERY TIMEFRAMES

Service Type	OFFICIAL SLA	SOURCE Document
Registration/Renewal of Business Premises and Cooperatives matters	Within two Weeks	https://kogistate.gov.ng/wp-content/uploads/SERVICE-LEVEL-AGREEMENT-FOR-KOGI-STATE-MINISTRY-OF-COMMERCE-AND-INDUSTRY.pdf

3. REQUEST RESOLUTION METRICS

Service Type	Resolved Within SLA	% Compliance	Resolved Beyond SLA	% Non-Compliance
Registration/Renewal of Business Premises and Cooperatives matters	6	86%	1	14%

APRIL, 2025

1. TOTAL NUMBER OF SERVICE REQUESTS RECEIVED

Service Area	No. of Requests Received	Channel of Receipt
Registration/Renewal of Business Premises and Cooperatives matters	6	Offline

2. SERVICE DELIVERY TIMEFRAMES

Service Type	OFFICIAL SLA	SOURCE Document
Registration/Renewal of Business Premises and Cooperatives matters	Within 9days	https://kogistate.gov.ng/wp-content/uploads/SERVICE-LEVEL-AGREEMENT-FOR-KOGI-STATE-MINISTRY-OF-COMMERCE-AND-INDUSTRY.pdf

3. REQUEST RESOLUTION METRICS

Service Type	Resolved Within SLA	% Compliance	Resolved Beyond SLA	% Non-Compliance
Registration/Renewal of Business Premises and Cooperatives matters	6	100%	0	0%

MAY, 2025

1. TOTAL NUMBER OF SERVICE REQUESTS RECEIVED

Service Area	No. of Requests Received	Channel of Receipt
Registration/Renewal of Business Premises and Cooperatives matters	5	Offline

2. SERVICE DELIVERY TIMEFRAMES

Service Type	OFFICIAL SLA	SOURCE Document
Registration/Renewal of Business Premises and Cooperatives matters	Within 3 days	https://kogistate.gov.ng/wp-content/uploads/SERVICE-LEVEL-AGREEMENT-FOR-KOGI-STATE-MINISTRY-OF-COMMERCE-AND-INDUSTRY.pdf

3. REQUEST RESOLUTION METRICS

Service Type	Resolved Within SLA	% Compliance	Resolved Beyond SLA	% Non-Compliance
Registration/Renewal of Business Premises and Cooperatives matters	5	100%	0	0%

JUNE, 2025

1. TOTAL NUMBER OF SERVICE REQUESTS RECEIVED

Service Area	No. of Requests Received	Channel of Receipt
Registration/Renewal of Business Premises and Cooperatives matters	5	Offline

2. SERVICE DELIVERY TIMEFRAMES

Service Type	OFFICIAL SLA	SOURCE Document
Registration/Renewal of Business Premises and Cooperatives matters	Within 5 days	https://kogistate.gov.ng/wp-content/uploads/SERVICE-LEVEL-AGREEMENT-FOR-KOGI-STATE-MINISTRY-OF-COMMERCE-AND-INDUSTRY.pdf

3. REQUEST RESOLUTION METRICS

Service Type	Resolved Within SLA	% Compliance	Resolved Beyond SLA	% Non-Compliance
Registration/Renewal of Business Premises and Cooperatives matters	4	80%	1	20%

JULY, 2025

1. TOTAL NUMBER OF SERVICE REQUESTS RECEIVED

Service Area	No. of Requests Received	Channel of Receipt
Registration/Renewal of Business Premises and Cooperatives matters	2	Offline

2. SERVICE DELIVERY TIMEFRAMES

Service Type	OFFICIAL SLA	SOURCE Document
Registration/Renewal of Business Premises and Cooperatives matters	Within 3 days	https://kogistate.gov.ng/wp-content/uploads/SERVICE-LEVEL-AGREEMENT-FOR-KOGI-STATE-MINISTRY-OF-COMMERCE-AND-INDUSTRY.pdf

3. REQUEST RESOLUTION METRICS

Service Type	Resolved Within SLA	% Compliance	Resolved Beyond SLA	% Non-Compliance
Registration/Renewal of Business Premises and Cooperatives matters	2	100%	0	0%

Conclusion:

The Ministry maintained steady compliance across all months with over 75% of cases resolved promptly, ensuring a responsive business

environment. Continuous efforts to digitalize the system and improve agency coordination are underway.

Submitted by:
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