



**KOGI STATE GOVERNMENT
MINISTRY OF COMMERCE AND INDUSTRY
GRM ANNUAL QUARTERLY PERFORMANCE REPORT**
Period: Jan – dec , 2024

Agency Responsible: Ministry of Commerce & Industry

Reporting Frequency: Quarterly (Consolidated into Annual Report)

Trader Complaints and Redress Report (Jan 1 – Dec 31, 2024)

Introduction

The Kogi State 2024 Annual Trader Complaints and Redress Report provides a consolidated record of grievances received from traders across all four quarters of the year. No cases remained pending or unresolved at the end of the reporting period. This confirms that the Ministry achieved a 100% resolution rate for 2024. The report ultimately reflects a responsive and effective system that strengthens trust between the government and the trading community.

S N	COMPLAINANT ID	NATURE OF COMPLAINT	CHANNEL	DATE	ACTION TAKEN	DATE/FINAL RESOLUTION /DAYS	STATUS
1	KG-T001	Multiple taxation during trader registration in Kogi State	Verbal/Phone calls	09-01-24	Illegal multiple charges reversed and levies harmonized for traders	15/01/26 Days	Resolved

2	KG-T002	Incorrect documentation requirements provided for trading permit	Verbal/Phone calls	21-02-24	Correct trading permit requirements issued and officers cautioned	24/02/23 Days	Resolved
3	KG-T003	Delay in approval for allocation of trading space in Kogi market	Verbal/Phone calls	07-03-24	Approval process escalated and stall allocation granted	11/03/24 Days	Resolved

4	PS-T501	Delay in business name registration at the market office	Verbal/Phone calls	14-04-24	Registration process automated	19/04/24 5 Days	Resolved
5	PS-T502	Alleged bribery request for shop renewal	Verbal/Phone calls	01-06-24	Internal investigation and officer suspended	10-06-24 9 days	Resolved

6	PS-T501	Alleged bribery request for shop renewal	Verbal/Phone calls	01-07-24	Internal investigation and the officer suspended	5-07-24 5 days	Resolved
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7	PS-T701	Misclassification leading to higher levy bracket	Verbal/Phone calls	02-11-24	Reclassification and refund issued	09-11-24 6 days	Resolved
8	PS-T702	Seizure of perishable items during tax verification	Verbal/Phone calls	18-12-24	Public notice issued and agents blacklisted	22-12-24 4 days	Resolved

Signed
Permanent Secretary
Ministry of Trade and Commerce
31/12/2024