



**KOGI STATE GOVERNMENT  
MINISTRY OF COMMERCE AND INDUSTRY**

**GRM QUARTERLY PERFORMANCE REPORT**

**Period: Oct- Dec , 2024**

**Agency Responsible: Ministry of Commerce & Industry**

**Reporting Frequency: 4th QTR**

**Trader Complaints and Redress Report**

SN	COMPLAINANT ID	NATURE OF COMPLAINT	CHANNEL	DATE	ACTION TAKEN	DATE/FINAL RESOLUTION /DAYS	STATUS
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