



KOGI STATE GOVERNMENT MINISTRY OF COMMERCE AND INDUSTRY

REPORT OF GRIEVANCES ADDRESSED (January 1 – December 31, 2024)

This report presents a consolidated record of grievances received and addressed by the Kogi State Ministry of Commerce and Industry within the period January 1, 2024 to December 31, 2024, in line with established grievance redress procedures.

Summary of Grievance Resolution Performance

Indicator	Value
Total grievances received	18
Total grievances resolved	18
Resolution rate	100%
Average resolution time	4–7 working days
Outstanding grievances	Nil

Detailed Grievance Register (January – December 2024)

SN	Complaint ID	Nature of Complaint	Channel	Date Received	Action Taken	Date of Response / Final Resolution	Resolution Time (Days)	Status
1	KSMCI/GRM/01/2024	Delay in business registration support	Phone call	10/01/2024	Application reviewed and guidance provided	15/01/2024	5	Resolved
2	KSMCI/GRM/02/2024	Unclear licensing requirements	Written	05/02/2024	Checklist issued	11/02/2024	6	Resolved
3	KSMCI/GRM/03/2024	Multiple levies complaint	Phone call	19/02/2024	Harmonisation explained	25/02/2024	6	Resolved
4	KSMCI/GRM/04/2024	Delay in trade permit	Letter	11/03/2024	Permit processed	18/03/2024	7	Resolved
5	KSMCI/GRM/05/2024	Inspection fee dispute	Walk-in	08/04/2024	Fee corrected	12/04/2024	4	Resolved

6	KSMCI/GRM/06/2024	No feedback on application	Walk-in	06/05/2024	Applicant notified	10/05/2024	4	Resolved
7	KSMCI/GRM/07/2024	Delay in approval letter	Letter	03/06/2024	Approval issued	11/06/2024	8	Resolved
8	KSMCI/GRM/08/2024	Enforcement complaint	Written	19/06/2024	Compliance verified	28/06/2024	7	Resolved
9	KSMCI/GRM/09/2024	Incorrect classification	Walk-in	15/07/2024	Corrected	22/07/2024	7	Resolved
10	KSMCI/GRM/10/2024	Renewal fee clarification	Walk-in	05/08/2024	Explained	09/08/2024	4	Resolved
11	KSMCI/GRM/11/2024	Delayed official response	Letter	02/09/2024	Response issued	09/09/2024	7	Resolved
12	KSMCI/GRM/12/2024	Processing timeline complaint	Walk-in	14/10/2024	Timeline clarified	21/10/2024	7	Resolved
13	KSMCI/GRM/13/2024	Duplicate payment request	Walk-in	04/11/2024	Cancelled	08/11/2024	4	Resolved
14	KSMCI/GRM/14/2024	Compliance confirmation delay	Letter	18/11/2024	Confirmation issued	25/11/2024	7	Resolved
15	KSMCI/GRM/15/2024	Incentive eligibility inquiry	Walk-in	02/12/2024	Criteria explained	06/12/2024	4	Resolved
16	KSMCI/GRM/16/2024	Application status inquiry	Walk-in	09/12/2024	Status provided	13/12/2024	4	Resolved
17	KSMCI/GRM/17/2024	Missing documentation	Walk-in	16/12/2024	Documents completed	20/12/2024	4	Resolved
18	KSMCI/GRM/18/2024	Service delivery complaint	Walk-in	23/12/2024	Feedback provided	30/12/2024	7	Resolved

Conclusion: All grievances received within the reporting period were fully resolved, with no outstanding complaints as at December 31, 2024.