



KOGI STATE MINISTRY OF COMMERCE AND INDUSTRY

Grievance Register (Starting a Business – January 2025 to December 2025)

SN	Complainant ID	Nature of Complaint	Channel	Date Received	Action Taken	Date of Final Resolution	Resolution Time (Days)	Status
1	KSMCI/SB/GRM/01/2025	Delay in issuance of trade licence after business registration	Phone call	22/01/2025	Application reviewed and trade licence issued	29/01/2025	7	Resolved
2	KSMCI/SB/GRM/02/2025	Conflicting information on business registration requirements	Physical	18/02/2025	Clarification provided and guidance harmonised	25/02/2025	7	Resolved
3	KSMCI/SB/GRM/03/2025	Failure to confirm payment for business premises levy	Written	20/03/2025	Payment verified and receipt issued	27/03/2025	7	Resolved
4	KSMCI/SB/GRM/04/2025	Delay in inspection of business premises for	Physical	24/04/2025	Inspection conducted and	01/05/2025	7	Resolved

		operational approval			approval granted			
5	KSMCI/S B/GRM/ 05/2025	Multiple desk visits required to complete business onboarding	Phone call	28/05/2025	Process streamlined and onboarding completed	05/06/2025	8	Resolved
6	KSMCI/S B/GRM/ 06/2025	Dispute over commercial registration fee charged	Written	25/06/2025	Fee schedule reviewed and excess charge refunded	03/07/2025	8	Resolved
7	KSMCI/S B/GRM/ 07/2025	Business approval delayed despite complete documentation	Physical	23/07/2025	Application reviewed and approval issued	28/07/2025	5	Resolved
8	KSMCI/S B/GRM/ 08/2025	Lack of notification on readiness of business operating permit	Phone call	21/08/2025	Applicant notified and permit released	29/08/2025	8	Resolved
9	KSMCI/S B/GRM/ 09/2025	Incorrect business activity classification on approval letter	Written	24/09/2025	Classification reviewed and corrected	02/10/2025	8	Resolved
10	KSMCI/S B/GRM/ 10/2025	Delay in issuance of certified true copy of trade licence	Physical	22/10/2025	Certified copy processed and issued	27/10/2025	5	Resolved

