



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

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

**Reporting Frequency: 1<sup>st</sup> Qtr Report**

**Trader Complaints and Redress Report (Jan – March, 2024)**

SN	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	15/01/26Days	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	24/02/2 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	11/03/4Days	Resolved

