



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: 1st 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

