



KOGI STATE GOVERNMENT
GRIEVANCE REDRESS MECHANISM (GRM) REGISTER FOR TRUCKERS, TRANSPORTERS AND TRADERS
January 2025 – December 2025

S/ N	Name of Complainant	Contact Information	Date Received	Description of Complaint	Responsible MDA(s)	Timeframe for Response/Redress	Date Grievance Addressed	Corrective Actions Taken	Status
1	Musa Ibrahim	0803582196	15/1/25	Repeated requests for unofficial payments at designated truck checkpoint.	Ministry of Transportation	10 working days	27/1/25	Unauthorize d checkpoint personnel sanctioned; monitoring strengthene d.	Resolved
2	Grace Okafor	08062718425	18/2/25	Delay in issuance of haulage movement clearance.	Ministry of Transportation	8 working days	28/2/25	Clearance processed; workflow streamlined.	Resolved

3	Yahaya Sule	07058824130	1/03/25	Inconsistent information on approved transport-related fees.	KGIRS; Ministry of Commerce	12 working days	28/3/25	Official fee schedule issued; staff reoriented.	Resolved
4	Fatima Bello	08096319054	09/6/25	Prolonged waiting time for truck inspection.	Ministry of Transportation	15 working days	30/6/25	Inspection schedule reorganized.	Resolved
5	Samuel Ojo	08165172389	18/8/25	Access to loading point obstructed by unauthorized trading.	Ministry of Commerce; LGA	14 working days	05/9/25	Access corridor cleared and enforcement improved.	Resolved
6	Peter John	08059284417	22/12/25	Illegal charging of Haulage Fee, despite Executive Order N03 of 2025 prohibiting collection of Haulage Fee	Ministry of Transportation	9 working days	23/12/25	Fee refunded, apology issued to the complainant, and officer reprimanded, and MDAs were sensitized on the Executive Order 03 of 2025 on prohibition and	Resolved

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