



**PLATEAU STATE GOVERNMENT
MINISTRY OF COMMERCE AND INDUSTRY
ANNUAL AND MONTHLY GRIEVANCE REDRESS MECHANISM (GRM) PERFORMANCE REPORT
STARTING BUSINESS IN PLATEAU STATE
Reporting Period: January 1, 2025 – December 31, 2025**

SN	Complaint ID	Nature of Complaint	Channel	Date Received	Action Taken	Date of Final Resolution	Resolution Time (Days)	Status
1	PL-MCI-SB-0101-2025	January 2025: Delay in acknowledgment of post-registration inspection request	Walk-in	08/01/2025	Inspection scheduled and completed after internal liaison	10/01/2025	2	Resolved
2	PL-MCI-SB-0102-2025	January 2025: Request for clarification on signage	Email	14/01/2025	Guidance issued and applicant notified in writing	16/01/2025	2	Resolved

		requirement for new business premises						
3	PL-MCI-SB-0201-2025	February 2025: Delay in issuance of certified true copy of incorporation support letter	Phone call	09/02/2025	File reviewed and document released for collection	12/02/2025	3	Resolved
4	PL-MCI-SB-0301-2025	March 2025: Complaint on multiple desk visits required to obtain Ministry onboarding form	Walk-in	11/03/2025	Process streamlined and forms provided immediately	13/03/2025	2	Resolved
5	PL-MCI-SB-0401-2025	April 2025: Delay in endorsement of fire safety report for starting-business approval	Written	07/04/2025	Endorsement completed and forwarded to relevant unit	10/04/2025	3	Resolved
6	PL-MCI-SB-0501-2025	May 2025: Incorrect business classification on layout	Email	12/05/2025	Classification corrected after joint verification	17/05/2025	5	Resolved

		plan submitted for approval						
7	PL-MCI-SB-0601-2025	June 2025: Failure to confirm payment for produce inspection fee linked to new agro business	Email	06/06/2025	Payment verified and receipt issued	08/06/2025	2	Resolved
8	PL-MCI-SB-0801-2025	August 2025: Delay in scheduling youth development levy assessment for new firm	Phone call	18/08/2025	Assessment completed and applicant notified	21/08/2025	3	Resolved
9	PL-MCI-SB-1001-2025	October 2025: Complaint on lack of notification before environmental compliance visit	Walk-in	10/10/2025	Applicant engaged and visit rescheduled with notice	12/10/2025	2	Resolved
10	PL-MCI-SB-1101-2025	November 2025: Delay in issuance	Phone call	14/11/2025	Clearance reviewed and issued	18/11/2025	4	Resolved

		of tourism levy clearance for premises permit						
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