



PLATEAU 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 Issue	Responsible MDA(s)	Timeframe for Response/Redress	Date Grievance Addressed	Corrective Actions Taken	Status
1	Ibrahim Musa	08093146728	21/1/25	The complainant complained about the lack of directional signs to the approved truck parking area, resulting in delivery delays.	Ministry of Transport; Ministry of Works	10 working days	03-Feb-2025	Directional signs installed and transport unions informed.	Resolved
2	Esther Gyang	08175269041	19/3/25	Delay in verification of commercial	Ministry of Transport	12 working days	04-Apr-2025	Additional verification officers	Resolved

				vehicle documentation.				assigned.	
3	Suleiman Abdullahi	07084417953	27/5/25	Blocked drainage near loading point restricted truck access.	Ministry of Works	15 working days	17-Jun-2025	Drainage cleared and maintenance schedule introduced.	Resolved
4	Rebecca Davou	08136782506	14/7/25	Poor communication on revised operating hours at goods terminal.	Ministry of Commerce and Industry	8 working days	24-Jul-2025	Public notices issued and signage updated.	Resolved
5	Yakubu Samuel	08069531847	09/9/2025	Delay in payment confirmation for approved transport services.	PSIRS	9 working days	22/9/25	Electronic confirmation process improved.	Resolved
6	Ngozi Eze	07042876315	18/12/25	The complainant reported that he was charged and made to pay offloading fees despite an Executive Order that prohibited payment of such fees in Plateau State	Ministry of Transport; Ministry of Works	20 working days	19/12/25	Apology was issued and fee refunded; staff across MDAs were sensitized on the Executive Order	Resolved