



PLATEAU STATE GOVERNMENT MINISTRY OF COMMERCE, TRADE & INVESTMENT

GRM ANNUAL QUARTERLY PERFORMANCE REPORT

Period: Jan – dec , 2024

Agency Responsible: Ministry of Commerce, Trade & Investment

Reporting Frequency: Quarterly (Consolidated into Annual Report)

Trader Complaints and Redress Report (Jan 1 – Dec 31, 2024)

Introduction

The 2024 Annual Trader Complaints and Redress Report provides a consolidated record of grievances received from PUBLIC across all four quarters of the year. No cases remained pending or unresolved at the end of the reporting period. This confirms that the Ministry achieved a 100% resolution rate for 2024. The report ultimately reflects a responsive and effective system that strengthens trust between the government and the trading community.

S N	COMPLAINANT ID	NATURE OF COMPLAINT	CHANNEL	DATE	ACTION TAKEN	DATE/FI NAL RESOLUT ION /DAYS	STATUS
1	PS-T001	Delay in obtaining driver's license application guidance	Verbal/Phone calls	10-01-24	Guidance provided immediately and applicant assigned a licensing officer	16/01/24 - 6 Days	Resolved
2	PS-T402	Incorrect information on required documents	Verbal/Phone calls	20-02-24	Document checklist updated	23/02/24 - 3 Days	Resolved

		for driver's permit registration			and officers re-oriented		
3	PS-T403	Delay in issuance of driver's permit processing token	Verbal/Phone calls	05-03-24	Processing token issued and application expedited	09/03/24 - 4 Days	Resolved

4	PS-T501	Delay in business name registration at the market office	Verbal/Phone calls	14-04-24	Registration process automated	19/04/24 5 Days	Resolved
5	PS-T502	Alleged bribery request for shop renewal	Verbal/Phone calls	01-06-24	Internal investigation and officer suspended	10-06-24 9 days	Resolved

6	PS-T501	Alleged bribery request for shop renewal	Verbal/Phone calls	01-07-24	Internal investigation and the officer suspended	5-07-24 5 days	Resolved
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7	PS-T701	Misclassification leading to higher levy bracket	Verbal/Phone calls	02-11-24	Reclassification and refund issued	09-11-24 6 days	Resolved
8	PS-T702	Seizure of perishable items during tax verification	Verbal/Phone calls	18-12-24	Public notice issued and agents blacklisted	22-12-24 4 days	Resolved

Signed
Director
Ministry of Trade & Investment, Plateau State
31/12/24