



PLATEAU STATE ONE STOP INVESTMENT CENTRE (OSIC)

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GRM ANNUAL QUARTERLY PERFORMANCE REPORT

Period: Jan – Mar , 2024

Agency Responsible: OSIC

Reporting Frequency: Quarter 1 Report

Public Complaints and Redress Report

S N	COMPLAINA NT ID	NATURE OF COMPLAINT	CHANNEL	DATE	ACTION TAKEN	DATE/FIN AL RESOLUTI ON /DAYS	STATUS
1	PS-T001	Delay in obtaining Business Registration Guidance at OSIC	Verbal/Phone calls	12-01-24	OSIC provided immediate support and assigned a registration officer	18/01/24 6Days	Resolved
2	PS-T402	Incorrect information on required documents for starting a business	Verbal/Phone calls	25-01-24	OSIC updated the checklist and re-oriented frontline officers	28-02-24 3 days	Resolved