



PLATEAU STATE ONE STOP INVESTMENT CENTRE (OSIC) 7 Beach Rd, Jos 930105, Plateau, Nigeria Tel: 702 666 0082 Email: plasipaosic@gmail.com

GRM ANNUAL QUARTERLY PERFORMANCE REPORT

Period: April –Jun , 2024

Agency Responsible: Ministry of Commerce, Trade & Investment

Reporting Frequency: Quarter 2 Report

Public Complaints and Redress Report

S N	COMPLAIN ANT ID	NATURE OF COMPLAINT	CHANNEL	DATE	ACTION TAKEN	DATE/ FINAL RESOL UTION /DAYS	STATUS
1	PS-T403	Delay in issuance of OSIC Appointment /Processing Token	Verbal/Phone calls	15-04-24	Token issued and process expedited by OSIC	19-04-24 4 days	Resolved
2	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
3	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