



PLATEAU STATE ONE STOP INVESTMENT CENTRE (OSIC)

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GRM ANNUAL 4TH QUARTERLY PERFORMANCE REPORT

Period: Oct Dec, 2024

Agency Responsible: Ministry of Commerce, Trade & Investment

Reporting Frequency: Quarter 3 Report

Public Complaints and Redress Report

SN	COMPLAINANT ID	NATURE OF COMPLAINT	CHANNEL	DATE	ACTION TAKEN	DATE/FINAL RESOLUTION /DAYS	STATUS
1	PS-T701	Misclassification leading to higher levy bracket	Verbal/Phone calls	02-11-24	Reclassification and refund issued	09-11-24 6 days	Resolved
2	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