

PLATEAU STATE GOVERNMENT MINISTRY OF COMMERCE AND INDUSTRY GRIEVANCE REDRESS MECHANISM (GRM) PERFORMANCE REPORT STARTING BUSINESS IN PLATEAU STATE

Reporting Period: January 1, 2024 - December 31, 2024

SN	COMPLAINANT ID	NATURE OF COMPLAINT	CHANNEL	DATE	ACTION TAKEN	DATE/FINAL RESOLUTION /DAYS	STATUS
1	PS-SB-0101- 2024	January: Delay or clarification required on business registration process	Walk-in	05/01/2024	Complaint reviewed; guidance provided and liaison with relevant MDA completed	07/01/2024 (2days)	Resolved
2	PS-SB-0102- 2024	January: Delay or clarification required on business registration process	Email	10/01/2024	Complaint reviewed; guidance provided and liaison with relevant MDA completed	12/01/2024 (2days)	Resolved
3	PS-SB-0103- 2024	January: Delay or clarification required on business registration process	Phone call	15/01/2024	Complaint reviewed; guidance provided and liaison with relevant MDA completed	18/01/2024 (3 days)	Resolved
4	PS-SB-0201- 2024	February: Delay or clarification required on business registration process	Walk-in	05/02/2024	Complaint reviewed; guidance provided and liaison with relevant MDA completed	05/02/2024 (1day)	Resolved
5	PS-SB-0202- 2024	February: Delay or clarification	Walk-In	10/02/2024	Complaint reviewed; guidance	15/02/2024 (5 days)	Resolved

		required on business registration			provided and liaison with relevant MDA		
		process			completed		
6	PS-SB-0203-	February:	Phone	15/02/2024	Complaint	19/02/2024	Resolved
	2024	Delay or	call	10,02,2021	reviewed;	(4 days)	110001700
	2021	clarification	can		guidance	(Tudy5)	
		required on			provided and		
		business			liaison with		
		registration			relevant MDA		
		process			completed		
7	PS-SB-0301-	March: Delay	Walk-in	05/03/2024	Complaint	07/03/2024	Resolved
,	2024	or		00,00,2021	reviewed;	(2 days)	110001700
	2021	clarification			guidance	(2 days)	
		required on			provided and		
		business			liaison with		
		registration			relevant MDA		
		process			completed		
8	PS-SB-0302-	March: Delay	Email	10/03/2024	Complaint	16/03/2024	Resolved
	2024	or	Ziiidii	10,00,2021	reviewed;	(6 days)	Resolved
	2021	clarification			guidance	(o days)	
		required on			provided and		
		business			liaison with		
		registration			relevant MDA		
		process			completed		
9	PS-SB-0303-	March: Delay	Phone	15/03/2024	Complaint	17/03/2024	Resolved
	2024	or	call		reviewed;	(2 days)	
		clarification	COLL		guidance		
		required on			provided and		
		business			liaison with		
		registration			relevant MDA		
		process			completed		
10	PS-SB-0401-	April: Delay	Walk-in	05/04/2024	Complaint	09/04/2024	Resolved
	2024	or			reviewed;	(4 days)	
		clarification			guidance	(11)	
		required on			provided and		
		business			liaison with		
		registration			relevant MDA		
		process			completed		
11	PS-SB-0402-	April: Delay	Email	10/04/2024	Complaint	12/04/2024	Resolved
	2024	or			reviewed;	(2 days)	
		clarification			guidance		
		required on			provided and		
		business			liaison with		
		registration			relevant MDA		
		process			completed		
12	PS-SB-0403-	April: Delay	Phone	15/04/2024	Complaint	17/04/2024	Resolved
	2024	or	call		reviewed;	(2days)	
1	İ	clarification			guidance	` ´ ´	

		roquired on			provided and		
		required on business			liaison with		
		registration			relevant MDA		
4.0	DG GD 0504	process	XAX 11 .	05 (05 (000)	completed	00/05/0004	D 1 1
13	PS-SB-0501-	May: Delay	Walk-in	05/05/2024	Complaint	09/05/2024	Resolved
	2024	or			reviewed;	(4days)	
		clarification			guidance		
		required on			provided and		
		business			liaison with		
		registration			relevant MDA		
		process			completed		
14	PS-SB-0502-	May: Delay	Email	10/05/2024	Complaint	12/05/2024	Resolved
	2024	or			reviewed;	(2-5 days)	
		clarification			guidance		
		required on			provided and		
		business			liaison with		
		registration			relevant MDA		
		process			completed		
15	PS-SB-0503-	May: Delay	Phone	15/05/2024	Complaint	17/05/2024	Resolved
	2024	or	call		reviewed;	(2-5 days)	
		clarification			guidance		
		required on			provided and		
		business			liaison with		
		registration			relevant MDA		
		process			completed		
16	PS-SB-0601-	June: Delay	Walk-in	05/06/2024	Complaint	07/06/2024	Resolved
	2024	or			reviewed;	(2-5 days)	
		clarification			guidance		
		required on			provided and		
		business			liaison with		
		registration			relevant MDA		
		process			completed		
17	PS-SB-0602-	June: Delay	Email	10/06/2024	Complaint	12/06/2024	Resolved
	2024	or		, ,	reviewed;	(2–5 days)	
		clarification			guidance		
		required on			provided and		
		business			liaison with		
		registration			relevant MDA		
		process			completed		
18	PS-SB-0603-	June: Delay	Phone	15/06/2024	Complaint	17/06/2024	Resolved
	2024	or	call	-,,	reviewed;	(2–5 days)	
		clarification			guidance	(= = ====	
		required on			provided and		
		business			liaison with		
		registration			relevant MDA		
		process			completed		
19	PS-SB-0701-	July: Delay	Walk-in	05/07/2024	Complaint	07/07/2024	Resolved
	2024	or	Train III	33,37,2021	reviewed;	(2-5 days)	110301VCu
	2021	clarification			guidance	(2 Juays)	
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		required on			provided and		
		business			liaison with		
		registration			relevant MDA		
		process			completed		
20	PS-SB-0702-	July: Delay	Email	10/07/2024	Complaint	12/07/2024	Resolved
20	2024	or	Lillali	10/0//2024	reviewed;	(2-5 days)	Resolved
	2024	clarification			guidance	(2-3 days)	
		required on			provided and		
		business			liaison with		
					relevant MDA		
		registration					
21	PS-SB-0703-	process	Phone	15/07/2024	completed	17/07/2024	Resolved
21		July: Delay		15/07/2024	Complaint	17/07/2024	Resolved
	2024	or	call		reviewed;	(2-5 days)	
		clarification			guidance		
		required on			provided and		
		business			liaison with		
		registration			relevant MDA		
	DO OD 0001	process	YAY 11 ·	05 (00 (000)	completed	05 (00 (000)	D 1 1
22	PS-SB-0801-	August:	Walk-in	05/08/2024	Complaint	07/08/2024	Resolved
	2024	Delay or			reviewed;	(2-5 days)	
		clarification			guidance		
		required on			provided and		
		business			liaison with		
		registration			relevant MDA		
		process			completed		
23	PS-SB-0802-	August:	Email	10/08/2024	Complaint	12/08/2024	Resolved
	2024	Delay or			reviewed;	(2-5 days)	
		clarification			guidance		
		required on			provided and		
		business			liaison with		
		registration			relevant MDA		
		process			completed		
24	PS-SB-0803-	August:	Phone	15/08/2024	Complaint	17/08/2024	Resolved
	2024	Delay or	call		reviewed;	(2-5 days)	
		clarification			guidance		
		required on			provided and		
		business			liaison with		
		registration			relevant MDA		
		process			completed		
25	PS-SB-0901-	September:	Walk-in	05/09/2024	Complaint	07/09/2024	Resolved
	2024	Delay or			reviewed;	(2–5 days)	
		clarification			guidance		
		required on			provided and		
		business			liaison with		
		registration			relevant MDA		
		process			completed		
26		Contombon	Email	10/09/2024	Complaint	12/09/2024	Resolved
_	PS-SB-0902-	September:	Elliali	10/09/2024	Complaint	12/05/2024	Resulveu
	PS-SB-0902- 2024	Delay or	Elliali	10/03/2024	reviewed;	(2-5 days)	Resolved

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2024 Delay or reviewed: (2 days)	32			Email	10/11/2024	•		Resolved
		2024	Delay or			reviewed;	(3 days)	
clarification guidance						_		
required on provided and			_			_		
business liaison with			business					
registration relevant MDA			registration			relevant MDA		
process completed			process			completed		
33 PS-SB-1103- November: Phone 15/11/2024 Complaint 17/11/2024 Resolved	33	PS-SB-1103-	November:	Phone	15/11/2024	Complaint	17/11/2024	Resolved
2024 Delay or call reviewed; (2days)		2024	Delay or	call		reviewed;	(2days)	
			clarification			guidance		

		required on business registration process			provided and liaison with relevant MDA completed		
34	PS-SB-1201- 2024	December: Delay or clarification required on business registration process	Walk-in	05/12/2024	Complaint reviewed; guidance provided and liaison with relevant MDA completed	09/12/2024 (4 days)	Resolved
35	PS-SB-1202- 2024	December: Delay or clarification required on business registration process	Email	10/12/2024	Complaint reviewed; guidance provided and liaison with relevant MDA completed	12/12/2024 (2days)	Resolved
36	PS-SB-1203- 2024	December: Delay or clarification required on business registration process	Phone call	15/12/2024	Complaint reviewed; guidance provided and liaison with relevant MDA completed	17/12/2024 (2 days)	Resolved