



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

		required on business registration process			provided and liaison with relevant MDA completed		
13	PS-SB-0501-2024	May: Delay or clarification required on business registration process	Walk-in	05/05/2024	Complaint reviewed; guidance provided and liaison with relevant MDA completed	09/05/2024 (4days)	Resolved
14	PS-SB-0502-2024	May: Delay or clarification required on business registration process	Email	10/05/2024	Complaint reviewed; guidance provided and liaison with relevant MDA completed	12/05/2024 (2-5 days)	Resolved
15	PS-SB-0503-2024	May: Delay or clarification required on business registration process	Phone call	15/05/2024	Complaint reviewed; guidance provided and liaison with relevant MDA completed	17/05/2024 (2-5 days)	Resolved
16	PS-SB-0601-2024	June: Delay or clarification required on business registration process	Walk-in	05/06/2024	Complaint reviewed; guidance provided and liaison with relevant MDA completed	07/06/2024 (2-5 days)	Resolved
17	PS-SB-0602-2024	June: Delay or clarification required on business registration process	Email	10/06/2024	Complaint reviewed; guidance provided and liaison with relevant MDA completed	12/06/2024 (2-5 days)	Resolved
18	PS-SB-0603-2024	June: Delay or clarification required on business registration process	Phone call	15/06/2024	Complaint reviewed; guidance provided and liaison with relevant MDA completed	17/06/2024 (2-5 days)	Resolved
19	PS-SB-0701-2024	July: Delay or clarification	Walk-in	05/07/2024	Complaint reviewed; guidance	07/07/2024 (2-5 days)	Resolved

		required on business registration process			provided and liaison with relevant MDA completed		
20	PS-SB-0702-2024	July: Delay or clarification required on business registration process	Email	10/07/2024	Complaint reviewed; guidance provided and liaison with relevant MDA completed	12/07/2024 (2-5 days)	Resolved
21	PS-SB-0703-2024	July: Delay or clarification required on business registration process	Phone call	15/07/2024	Complaint reviewed; guidance provided and liaison with relevant MDA completed	17/07/2024 (2-5 days)	Resolved
22	PS-SB-0801-2024	August: Delay or clarification required on business registration process	Walk-in	05/08/2024	Complaint reviewed; guidance provided and liaison with relevant MDA completed	07/08/2024 (2-5 days)	Resolved
23	PS-SB-0802-2024	August: Delay or clarification required on business registration process	Email	10/08/2024	Complaint reviewed; guidance provided and liaison with relevant MDA completed	12/08/2024 (2-5 days)	Resolved
24	PS-SB-0803-2024	August: Delay or clarification required on business registration process	Phone call	15/08/2024	Complaint reviewed; guidance provided and liaison with relevant MDA completed	17/08/2024 (2-5 days)	Resolved
25	PS-SB-0901-2024	September: Delay or clarification required on business registration process	Walk-in	05/09/2024	Complaint reviewed; guidance provided and liaison with relevant MDA completed	07/09/2024 (2-5 days)	Resolved
26	PS-SB-0902-2024	September: Delay or clarification	Email	10/09/2024	Complaint reviewed; guidance	12/09/2024 (2-5 days)	Resolved

		required on business registration process			provided and liaison with relevant MDA completed		
27	PS-SB-0903-2024	September: Delay or clarification required on business registration process	Phone call	15/09/2024	Complaint reviewed; guidance provided and liaison with relevant MDA completed	17/09/2024 (2days)	Resolved
28	PS-SB-1001-2024	October: Delay or clarification required on business registration process	Walk-in	05/10/2024	Complaint reviewed; guidance provided and liaison with relevant MDA completed	10/10/2024 (5 days)	Resolved
29	PS-SB-1002-2024	October: Delay or clarification required on business registration process	Email	10/10/2024	Complaint reviewed; guidance provided and liaison with relevant MDA completed	12/10/2024 (2 days)	Resolved
30	PS-SB-1003-2024	October: Delay or clarification required on business registration process	Phone call	15/10/2024	Complaint reviewed; guidance provided and liaison with relevant MDA completed	19/10/2024 (4 days)	Resolved
31	PS-SB-1101-2024	November: Delay or clarification required on business registration process	Walk-in	05/11/2024	Complaint reviewed; guidance provided and liaison with relevant MDA completed	07/11/2024 (2 days)	Resolved
32	PS-SB-1102-2024	November: Delay or clarification required on business registration process	Email	10/11/2024	Complaint reviewed; guidance provided and liaison with relevant MDA completed	13/11/2024 (3 days)	Resolved
33	PS-SB-1103-2024	November: Delay or clarification	Phone call	15/11/2024	Complaint reviewed; guidance	17/11/2024 (2days)	Resolved

		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