



PLATEAU STATE MINISTRY OF COMMERCE AND INDURSTRY JAN 2024-DEC 2024 GRIVERANCE REDRESS ANNUAL REPORT

Summary

This GRM report system integrates multiple reporting channels, including walk-in complaints, telephone hotlines, and emails. Ministry of Commerce and Industry received 7 complaints and resolved all the issues and achieved **100%**. Turnaround.

SN	Complaint ID	Nature of Complaint	Channel	Date Received	Action Taken	Date of Final Resolution	Resolution Time	Status
1	PSCI/GRM/001	Delay in business registration processing	Walk-in	10-Jan-2024	On 12/01/24 application reviewed and escalated; registration processed and approved	12-Jan-2024	2 days	Resolved
2	PSCI/GRM/002	Complaint on access to investment information	Phone call	05-Mar-2024	On 08/03/24 Investor information pack provided and guidance	08-Mar-2024	3 days	Resolved

					session conducted			
3	PSCI/GRM/003	Delay in issuance of trade permit	Hotline	18-May-2024	Pon 21/5/24 permit application verified and fast-tracked for approval	21-May-2024	3 days	Resolved
4	PSCI/GRM/004	Complaint on multiple taxation	Walk-in	02-Jul-2024	On 06/07/24 complaint investigated; harmonization clarification issued and resolved with relevant agency	06-Jul-2024	4 days	Resolved
5	PSCI/GRM/005	Difficulty accessing SME support programme	wwalkin	14-Sep-2024	On 17/9/24 applicant onboarded and linked to SME support desk for assistance	17-Sep-2024	3 days	Resolved
6	PSCI/GRM/006	Delay in processing export documentation	walkinn	20-Oct-2024	On 24/10/24 documentation reviewed and processed; liaison with export desk completed	24-Oct-2024	4 days	Resolved
7	PSCI/GRM/007	Complaint on business premises	Walk-in	05-Dec-2024	On 08/12/24 Inspection team deployed and	08-Dec-2024	3 days	Resolved

		inspection delay			compliance confirmed; approval granted			
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