

GOVERNMENT OF AKWA IBOM STATE OF NIGERIA

(All Correspondence Addressed
To The Hon. Commissioner)



MINISTRY OF TRADE & INVESTMENT
Block 5, Idongesit Nkanga Secretariat,
P.M.B. 1177, Uyo, Akwa Ibom State

APPLICATION, PROCESS AND PROCEDURE FOR GRIEVANCES AND COMPLAINT REPORTING FOR BUSINESS OPERATORS

The Grievance Redress Mechanism of Akwa Ibom State Ministry of Trade and Investment is not yet backed-up by Law nor by Executive Order. It is the absolute prerogative of the Honourable Commissioner to set the process and procedure for grievance redress as part of his responsibility as a Commissioner.

The Director of Commerce of the Ministry is the Head of the Grievances and Redress Committee.

PROCESS AND PROCEDURE FOR DISPUTE RESOLUTION IN AKWA IBOM STATE.

- (i) The complainant is to fill the form online, **download or print the complaint form here or collect hard copy of the form** at Ministry of Trade and Investment headquarters at Block 5, Idongesit Nkanga Secretariat Uyo and return same to the Headquarters after filling.
- (ii) The Management team of the Ministry of Trade and Investment will collate and meet to evaluate the complaints within two working days of receipt of the complaints.
- (iii) The parties involved will be invited by the Ministry of Trade and Investment Grievances Redress Committee for resolution of the dispute within three working days.
- (iv) The outcome of the resolution will be communicated to the complainant via SMS, e-mail, letters or direct call within two working days.
- (v) In all the process and resolution of dispute shall be completed within 7 days from the date of receipt of the complaint.

TYPE OF GRIEVANCES

The Ministry intervenes in trade related grievance between trade groups, trade associations and business community. The type of grievances being handled by the Ministry are as follows:

- i) Power tussle between members of trade association, group or traders.
- ii) Collection of illegal fees.
- iii) Disruption of trade activities
- iv) Over/under charge of Fees charged by Directorates of Commerce and Produce Inspection Services

RELEVANT MDAs AND STAKEHOLDERS TO INTERACT WITH

- (i). Akwa Ibom State Ministry of Justice, Block 8, Idongesit Nkanga Secretariat Complex, Uyo, Akwa Ibom State
- (ii). Akwa Ibom State Internal Revenue Service (AKIRS), Akwa Ibom State Revenue House, Banking Layout, Uyo, Akwa Ibom State
- (iii). Akwa Ibom State Ministry of Agriculture, Idongesit Nkanga State Secretariat Complex, Uyo, Akwa Ibom State
- (iv). Any other relevant MDAs

CONTACT PERSON AND HOTLINE

Contact name - Mr. Asian Umoren (Asst. Dir., Commerce)
Hotline for calls/SMS/WhatsApp - 08027900772
Room No. - 485, Second Floor

Please note that settlement of grievances is at no cost whatsoever to the complainant.

ENQUIRES:

For more information, enquiry, or complaints please contact Akwa Ibom State Ministry of Trade and Investment, Block 5, State Secretariat, Uyo between 8:00 am to 4:00pm (Monday - Friday, excluding public holidays) or call 08027900772 - Mr. Asian Umoren

Signed



**Permanent Secretary,
Akwa Ibom State Ministry of Trade & Investment**

18th December, 2023

**GOVERNMENT OF AKWA IBOM STATE
MINISTRY OF TRADE AND INVESTMENT**

TRADE COMPLAINT RESPONSE UNIT

AKWA IBOM STATE GRIEVANCE/DISPUTE COMPLAINT FORM

COMPLAINANT INFORMATION:

NAME:

PHONE:

ADDRESS:

E-MAIL ADDRESS:

NATURE OF BUSINESS:

INFORMATION REGARDING GRIEVANCE

Grievance should be submitted within 30 days of occurrence

Date of Incidence:

Location of Incidence:

Person(s)/Programmes involved:

Details of Grievance:

Amount lost: ₦

Please attach evidence, if any.

(Please add detail of complaint using additional paper, if required)

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Signature of Complainant:

Date:

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FOR OFFICE USE ONLY

Report taken by:

Date:

Follow-up by:

Date:

Action taken by:

Date: