

AKWA IBOM STATE GOVERNMENT											
MINISTRY OF TRADE AND INVESTMENT											
GRIEVANCE REDRESS MECHANISM REPORT - JAN 2025											
S/N	TRACKING NO.	COMPLAINANTS NAME	CONTACT (PHONE)	DATE OF COMPLAINT	TYPE OF COMPLAINT (BASED ON CLASSIFICATION)	DESCRIPTION OF ISSUE	AMOUNT LOST (₦)	PARTY	DATE OF RESPONSE	ACTION TAKEN	STATUS (OPEN/ONGOING/RESOLVED)
1	MTI/JAN/001	Association of Community Pharmacist, Uyo Chapter	0705 515 1057	07 January 2025	Double payment of Business Premises	The Association complained that they paid Business Premises fees through their central body and MTI is also giving demand notice for the same revenue line	Advocacy	CS Unit - MTI	09 January 2025	The Ministry called the Area Officer in-charge of Uyo to retrieve the demand notices served to the affected members of the association.	Resolved
2	MTI/JAN/002	Tony Health Services	0802 542 0051	13 January 2025	Payment of backlog of Business Premises	The demand notice was not given in the past two years and was given directing them to pay the arrears was the challenge.		CS Unit - MTI	15 January 2025		
3	MTI/JAN/003	Itam Garri Women Association	0706 476 5158	17 January 2025	Encroachment into their assigned space by yam traders	The association complained that their assigned section of the market has been encroached by yam traders		CS Unit - MTI	20 January 2025	The Ministry wrote to the market officials to look into the matter and settle it.	
4	MTI/JAN/004	Itam Furniture Makers Association	0816 296 2500	20 January 2025	Role conflicting concerning distribution of demand notice in respect of Business Premises between Ministry of Trade & Investment and Local Govt. revenue staff	The complained was to identify the authorized group vested with the power to collect Business Premises	Advocacy	CS Unit - MTI	22 January 2025	The Ministry through the Area officer in-charge of the area educated them that it is the Ministry of Trade & Investment that are responsible for the collection of Business Premises fees while Local Govt is responsible for the collection of Shop rate, sanitation	Resolved
5	MTI/JAN/005	Itu Artisans Association	0803 042 4017	24 January 2025	Multiple taxation	Their complain centers on multiple demand notices from various group	Advocacy	CS Unit - MTI	27 January 2025	The Ministry met with Itu Local Govt. Authority and the Association and they were exempted from paying some taxes	