

AKWA IBOM STATE											
MINISTRY OF TRADE AND INVESTMENT											
GRIEVANCE REDRESS MECHANISM REPORT - JULY 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/Jul/001	Mokam Marts	0803 398 1644	3 July 2025	Typo Error on E-receipt	Typo error was made in the Name of Business			9 July 2025	The error was corrected and a new receipt given	Resolved
2	MTI/Jul/002	House Appliance Dealers Association, Nepa Line, Uyo	0704 424 7373	16 July 2025	Double taxation	Double taxation by Uyo Local Govt. Agents			18 July 2025	The Ministry met with Uyo Local Govt. Authority and House Appliance Dealers and they were exempted from paying some taxes	Resolved
3	MTI/Jul/003	PrecyAnn Ventures	0802 884 6727	16 July 2025	Sales Restriction	She complained of being restricted from selling at Itam market by the market chairman	Advocacy		21 July 2026		
4	MTI/Jul/004	John Nse	0814 922 4821	23 July 2025	Non-payment of AKS grant/equipment empowerment	He complained of neither receiving the equipment nor the money	50,000.00		25 July 2026	He was directed to the right office to lay his complaints	