

MINISTRY OF TRADE AND INVESTMENT											
GRIEVANCE REDRESS MECHANISM REPORT - DECEMBER, 2024											
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/DEC/001	T-Kpele Enterprise	07069746941	2-12-2024	Disruption of PoS operation	Disruption of PoS operation in the premise of the State Secretariat	Advocacy	CS Unit, MTI	02/12/2024	He was advised to contact the office of the Head of Service	Resolved
2	MTI/DEC/002	DSLX Mega Services	08157482923	11-12-2024	Loss of Business Premises Certificate	The business owner complained that he has lost his original Business Premises Certificate	Advocacy	CS Unit, MTI	11-12-2024	He was asked to present evidence of previous registration before re-issuance	Resolved