

MINISTRY OF TRADE AND INVESTMENT

GRIEVANCE REDRESS MECHANISM (GRM) RESPONSE STATUS FORM

S/N	APPLICATION NO	NAME OF COMPLAINANT	CONTACT DETAILS	DATE OF COMPLAINT	DESCRIPTION OF COMPLAINT	RESPONSIBLE MINISTRY, DEPARTMENT AND AGENCY (MDA)	MODE/CHANNEL OF RECEIVING GRIEVANCE	DETAILS OF WHERE THE REPORT WAS MADE	STATUS OF COMPLAINT	DATE & ACTIONS TAKEN	FINAL RESOLUTION	FEEDBACK GIVEN	MODE/CHANNEL OF FEEDBACK	OFFICER COMPLETING THE FORM
1	GRM81253	Emeka Chukuka	08058786212	45235	My company was locked after being accused of not paying taxes which I have paid.	Imo State Internal Revenue Services	Phone call	Relif market Owerri	Concluded/Resolved	on 12/5/23 was invited and came to the Commissioners office, sensitized on the new rate and shop was unlocked	Sensitization of market leadership	The rate is government approved rate	Public enlightenment	Ifeoma Ezeobi
2	GRM81253	Ebele Dominic	08028589323	16/12/23	Company bill board was removed by government because I did not pay advert fee rate	Signagage & Advert Agency	Phone call	Item Street, Owerri	Concluded/Resolved	On 17/12/23, individual was advised to pay the advert rate, Paid the advert rate and billboard was released for erection	Sensitized that advert and signagage were not free and provided the list of advert rates	Order for removal of the park	Awareness creation on advert and signagage	Ifeoma Ezeobi
3	GRM81253	Emeka Chinedu	08156166512	14/12/23	Double shop allocation	Ministry of Trade & Investment	Walk-in	Owerri main market	Concluded/Resolved	15/12/23, Constitution of investigative committee, committee reallocated land to the original allottee	Re-allocation to the original Allotee	Re-allocation of shop to Jennipher Beson	AllocationLetter	Ifeoma Ezeobi
4	GRM81253	Owuly Jacintha	07066995241	45270	Shop was shut for evading tax	Imo State Internal Revenue Services	Phone call	Owerri -Umuahia Express Way	Concluded/Resolved	12/12/23. Invited for Tax assessment, and paid the value of outstanding tax and shop was reopened	12/12/23. Invited for Tax assessment, and paid the value of outstanding tax and shop was reopened	Sensitization of payment of taxes over radio program	Phone	Ifeoma Ezeobi
5	GRM81523	Okafor Oforuma	9156745280	45271	Delayed in renewal of ROW permit	IMOGIS	Phone call/office visit	Owerri	Concluded/Resolved	On 13/11/23, Apologies were issued for the delay due to system issues and ROW renewal license was issued	Policy was made to sensitize public whenever there was delayed	Policy review on communicating to the public	Public awareness creation	Ifeoma Ezeobi
										Apology was issued for the delay due to system issues and ROW renewal license was issued on 13/11/23				

6	GRM81523	Ignatius Lucky	8069235147	45058	Delayed in renewal of ROW permit	IMOGIS	Office visit	Owerri	Concluded/Resolved	Policy was made to sensitize public whenever there was delayed	Policy review on communicating to the public	Public awareness creation	Ifeoma Ezeobi	
	GRM81253	Uchechukwu Rosemary	8135441238	27/11/23	Request for gratification to issue ROW permit		Office visit	Owerri	Concluded/resolved	Staff was issued query for requesting gratification which was denied. Apologies was issued to complainant and ROW permit was also issued on 28/11/23	Public were sensitized that payment for the renewal of ROW are to be made electronically and any staff that requested for money should be reported to IMOGIS	Public awareness	Public awareness	Ifeoma Ezeobi