



## **Report on Traders' Complaints and Redress Actions**

The Grievance Redress Mechanism (GRM) is a set of arrangements that enable users to raise grievances with relevant MDAs and seek redress when they perceive a negative impact arising from the MDA or its services. It is a way to mitigate, manage, and resolve potential or realized negative impacts submitted by stakeholders. The GRM for traders and truckers in Ekiti State was established under the Ministry of Trade, Industry, Investment and Cooperatives. This GRM addresses complaints by truckers/transporters and traders for inter-state movement of goods. The Committee/panel for the Trade GRM was inaugurated by His Excellency, the Governor on Wednesday, November 20, 2024. The members of the committee include the following:

- i. Mr. Obisesan V.O. Chairman
- ii. Mr Osundele F.M. Rep (Ministry of Trade, Industry, Investment and Cooperatives)
- iii. Bar. Kolawole Y.R Rep (Ministry of Justice)
- iv. Mr Adekunle O.B. Rep (Ekiti State Internal Revenue Services)
- v. Mr. Omowaye B. Technical Adviser
- vi. Mr Borisade O.M Rep (EKKICIMA)
- vii. Mr Omotayo E.O. Rep (Ministry of Trade, Industry, Investment and Cooperatives)
- viii. Mr Ore. O.S. Desk Officer (Trade GRM)

The report on the complaints from traders and redress actions as at year-end 2024 is presented below:

### **1. Overview of Complaints**

<b>Complaint Status</b>	<b>Number of Complaints</b>
Total Complaints	<b>6</b>
Resolved	<b>6</b>
Unresolved	<b>0</b>
Unknown Status	<b>0</b>

### **2. Nature of Complaints**

The complaints received from traders fall into the following categories:

<b>Category</b>	<b>Percentage of Total Complaints</b>	<b>Description</b>
Inadequate Infrastructure	50%	Issues related to poor road condition e.g. bad road to quarry site; insufficient market facilities etc.
Taxation and Fees	50%	Concerns over high taxes, unexpected fees or unauthorized payment

### 3. Corrective Actions Taken

A range of measures has been implemented to address the complaints:

- **Infrastructure Improvements:**
  - Initiated road maintenance projects under Ekiti State Rural Access and Agricultural Marketing Projects.
- **Unauthorized Payment:**
  - Conducted independent audits to investigate claims and ensure accountability.

### 4. Challenges and Next Steps

- **Challenges:**
  - Some complaints remain unresolved due to a lack of supporting evidence.
- **Next Steps:**
  - Create awareness about the establishment of the GRM through jingles in the radios.
  - Engage stakeholders in regular consultations to identify emerging issues.
  - Strengthen enforcement mechanisms to ensure accountability.

### 5. Conclusion

Significant progress has been made in addressing trader complaints, especially through process improvements and infrastructure investments. A continued focus on transparent communication, stakeholder engagement, and proactive policy adjustments will further minimize grievances and create a more supportive trading environment.



**Ore, OLUWADAMILARE SOLA**  
**DESK OFFICER**  
**26/12/2024**