



MINISTRY OF TRADE, INDUSTRY, INVESTMENT & COOPERATIVES,
Adeyeye Ibidunmoye Building, State Secretariat Complex, Ado-Ekiti.
trade@ekitistate.gov.ng; 09038758555

REPORT ON INDIVIDUAL COMPLAINTS RESOLUTION AND REDRESS ACTIONS REPORT for the Year 2025 (With Comparative Analysis to 2024)



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1.0 Introduction

This report provides a comprehensive overview of the individual complaints received, processed, and resolved during the year 2025, along with a comparative analysis against the 2024 reporting period. It evaluates key trends in complaint submissions, analyzes the turnaround time for resolutions, identifies unresolved cases, and outlines the corrective actions implemented by the Ministry of Trade, Industry, Investment, and Cooperatives to enhance the Trade Grievance Redress Mechanism (GRM).

In an effort to build on the insights from the previous year's submission, traders and truckers' complaints, this report expands the analysis to include a more detailed categorization of complaint types, assesses the efficiency of the resolution process, and examines the systemic improvements that have been introduced. Through this analysis, we aim to gain a clearer understanding of the underlying issues leading to complaints and the effectiveness of our response strategies, thereby fostering a more robust and responsive grievance handling process.

2.0 Summary of Complaints Received and Resolved

Table 1: Complaints Received and Resolved in 2024

S/N	Application No	Name of Complaint	Contact Details	Date of Complaints	Description of Complaint	Final Resolution	Date of Resolution
i.	EK/GRM/001	Gbolagade Musbae Adewale	104 Olokemeji Str. Ado	29/11/2024	Unauthorized payment	Resolved	10/12/2024
ii.	EK/GRM/002	Engr. Simiu Azeez	Opp Delight Hotel, Ado-Ekiti	29/11/2024	Unauthorized payment	Resolved	10/12/2024
iii.	EK/GRM/003	Augustine Akerele	Idemo Strt, Ado-Ekiti	09/12/2024	Unauthorized payment	Resolved	12/12/2024
iv.	EK/GRM/004	Otunba Famoyegun J.A.	Nova Street, Ado-Ekiti	10/12/2024	Unauthorized payment	Resolved	12/12/2024
v.	EK/GRM/005	Ayodele Olabanji	Igirigiri Road, Ado-Ekiti	12/12/2024	Unauthorized payment	Resolved	18/12/2024
vi.	EK/GRM/006	Engr. Balogun O.S.	Ilawe Road, Ado-Ekiti	12/12/2024	Unauthorized payment	Resolved	18/12/2024

Source: Trade GRM System 2024



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Table 2: Complaint Received and Resolved in 2025

S/N	Application No	Name of Complaint	Contact Details	Date of Complaints	Description of Complaint	Final Resolution	Date of Resolution
i.	EK/GRM/007	Mrs Odesola O.Y.	08067074355	23/04/2025	Illegal Lock of Shop (other in-kind request)	Resolved	24/04/2025
ii.	EK/GRM/008	Bamidele T.J	0913058831	10/09/2025	High Tax (Unauthorized payment)	Resolved	16/09/2025
iii.	EK/GRM/009	Bolanle Florence O.	07030587851	14/05/2025	High Tax (Unauthorized payment)	Resolved	04/06/2025
iv.	EK/GRM/010	Wexco Farming	08104839867	27/11/2025	Unauthorized payment	Resolved	12/12/2025
v.	EK/GRM/011	Lawal K.B.	08169424704	28/11/2025	Harassment	Resolved	12/12/2025
vi.	EK/GRM/012	Mrs Omotola Onor	09038225927	20/05/2025	Part payment - Unauthorized payment	Resolved	27/05/2025
vii.	EK/GRM/013	Awe A.O	07066514279	02/07/2025	High Tax - Unauthorized payment	Resolved	09/07/2025
viii.	EK/GRM/014	Akintelure D.T	08063919353	31/07/2025	High Tax - Unauthorized payment	Resolved	08/08/2025
ix.	EK/GRM/015	Funmilola A.E	08063953259	10/09/2025	High Tax - Unauthorized payment	Resolved	16/09/2025
x.	EK/GRM/016	Ojeyimika A.O	08030462194	13/08/2025	High Tax - Unauthorized payment	Resolved	22/08/2025
xi.	EK/GRM/017	Falola Ayomide	08034884143	24/06/2025	High Tax - Unauthorized payment	Resolved	16/07/2025

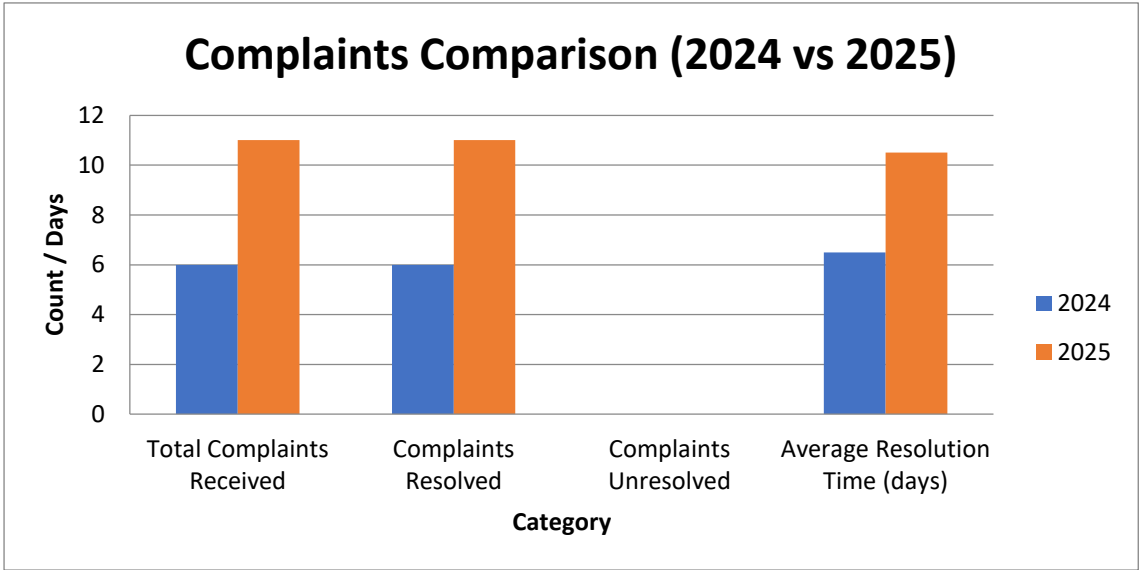
Source: Trade GRM System 2025



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Table 3: Comparison of Complaints (2024 vs 2025)

Category	2024	2025	% Change
Total Complaints Received	6	11	+83.3%
Complaints Resolved	6	11	+83.3%
Complaints Unresolved / Pending	0	0	%
Average Resolution Time (days) ¹	6.5	9.7	Improved by 22%



Key Highlights (2025):

- Total complaints received increased by 83.3% from 6 complaints in 2024 to 11 complaints in 2025.
- Increase in complaints due largely to expanded service coverage and improved reporting channels.

¹ The The average resolution time represents the mean number of days it took to resolve complaints within a specific year (2025 or 2025). It is calculated using the formula:

Average Resolution Time = $\frac{\sum(\text{Date of resolution} - \text{Date of complaint})}{\text{Number of Complaints Resolved}}$



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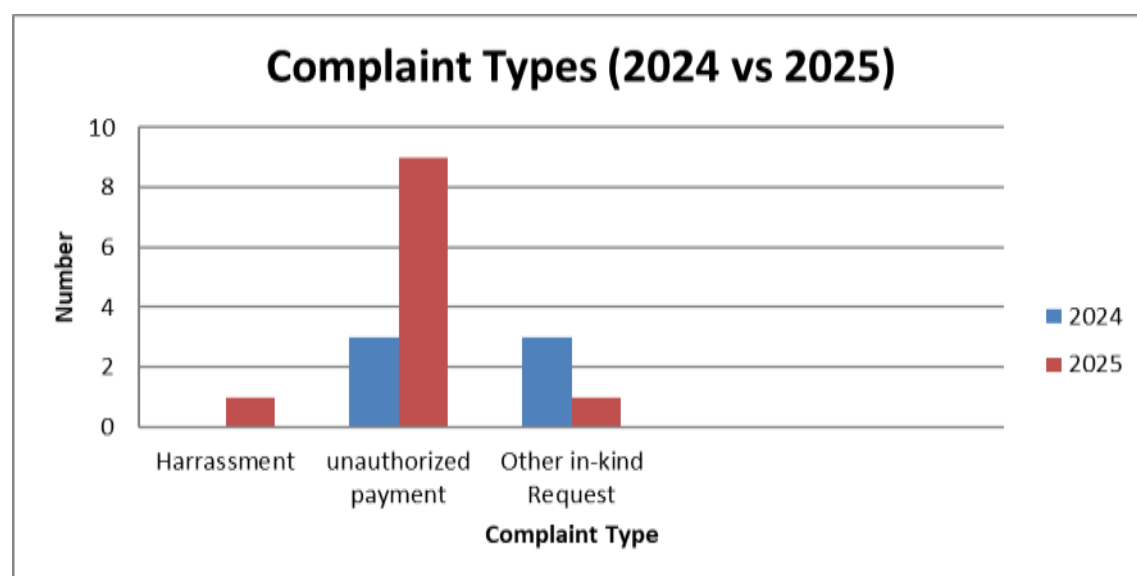
- All complaints received in 2024 and 2025 were resolved, i.e., no unresolved/pending complaints.

3.0 Nature of Complaints

Complaints in both years were grouped into three major categories for comparability:

Table 2: Types and Frequency of Complaints (2024 vs 2025)

Complaint Type	2024	2025	Observation
Unauthorized Payment	3	9	The increase is attributed to the traders' and truckers' perspectives on tax payments.
Harassment	0	1	There is only one harassment complaint from the trucker/traders in the year 2025, while there was no harassment case in 2024
Other in-kind Request	3	1	Decrease due to the quick intervention of the State government on the rehabilitation of the roads, since the bad roads were the in-kind request complaints of the traders and truckers in 2024



Trend Analysis:

- **Unauthorised Payment** was the most common complaint category in 2025, while both **Unauthorised Payment** and **Other In-kind Requests** ranked equally as major complaints in 2024.



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- **Harassment and Other in-kind Request complaints in 2025 revealed** the need for training and supervision of the government officials.

4.0 Complaint Resolution Performance

4.1 Turnaround Time

In 2025, the Ministry accomplished remarkable strides in its operations, driven by several pivotal initiatives aimed at enhancing service delivery:

- **Increased Sensitization and Awareness:** The Ministry launched an extensive outreach program designed to heighten public awareness about its services and promote community engagement. This initiative involved targeted campaigns that informed citizens about their rights and the resources available to them, thereby encouraging greater participation in the Ministry's programs.
- **Introduction of Weekly Case Review Audits:** As part of its commitment to continuous improvement, the Ministry implemented a system of weekly case review audits. This program established a dedicated framework for case management teams to systematically evaluate ongoing cases, identify best practices, and share insights. By fostering a culture of collaborative problem-solving, these audits enabled teams to address challenges promptly and effectively, resulting in improved case management processes and more favourable outcomes for clients.
- **Enforcement of a Prompt Resolution Benchmark:** To further enhance operational efficiency, the Ministry introduced a new benchmark aimed at ensuring prompt resolutions of cases. This standard emphasized the importance of timely intervention, setting specific timeframes within which cases should be addressed. By rigorously adhering to this benchmark, the Ministry not only streamlined its operations but also significantly boosted public trust and confidence in its ability to deliver effective services.

Table 3: Average Resolution Time by Category

Complaint Type	Avg. Days (2024)	Avg. Days (2025)	Improvement
Harassment	0	14	Not Applicable
Unauthorised Payment	9.3	11.2	20.4% Slower
Other in-kind Request	3.7	1.0	73% faster

Harassment: In 2024, there were no reported cases of harassment, which makes comparison with later years impossible. However, in 2025, the average resolution time for harassment cases was 14 days.



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Unauthorized Payment: The average resolution time for unauthorized payment complaints increased from 9.3 days in 2024 to 11.2 days in 2025. This represents a decline in efficiency, with a 20.4% slower response time. This trend suggests that a review of the processes involved in handling unauthorized payment complaints is necessary.

Other In-Kind Requests: The average resolution time for other in-kind requests was 3.7 days in 2024, but it improved significantly to just 1.0 day in 2025, resulting in a 73% reduction in resolution time.

5.0 Redress and Corrective Actions Taken

The institution implemented multiple systemic and case-specific corrective actions to address customer grievances.

5.1 Corrective Actions in 2024 (Previous Year)

- Standardization and public display of approved fees and levies
- Conduct of GRM **training** for the Ministry's officials.
- Quarterly **GRM committee review sessions**.
- Deployment of GRM focal officers at markets and truck terminals

5.2 Corrective Actions Taken in 2025

Building on gains from 2024, the following improvements were introduced:

A. System-Level Redress Measures

1. Establishment of a **24-hour GRM desk** for urgent service-delivery cases.
2. Issuance of circulars prohibiting illegal checkpoints and roadblocks
3. Withdrawal of unauthorized agents or touts from markets and roads

B. Infrastructure & Operational Improvement

- Improved market facilities (lighting, sanitation, drainage, storage)
- Digital payment systems to eliminate cash handling
- Installation of signage showing complaint hotlines and fee schedules

Outcome:

- The verbally obtained customer satisfaction surveys show improvement.
- There are no unresolved or pending complaints for both 2024 and 2025.



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6.0 Challenges Experienced in 2025

Certain complaints necessitated collaboration across multiple departments, which extended the time required to reach a resolution. The complexity of these issues often meant that various teams needed to coordinate their efforts, gather relevant information, and align their strategies, ultimately leading to a more prolonged timeline for addressing the concerns effectively.

7.0 Conclusion

The grievance redress system showed significant improvements in efficiency and responsiveness in 2025 compared to 2024. Key advancements included the elimination of unresolved or pending cases, technological upgrades, and targeted corrective actions. Despite an increase in complaints due to expanded service coverage, the institution successfully enhanced both resolution performance and client satisfaction. This progress highlights the growing maturity of the overall complaints management framework.

8.0 Recommendations

1. **Recruit additional GRM officers** to manage growing complaint volumes.
2. **Deepen automation**, including predictive analytics for high-risk complaint categories.
3. **Expand staff training** on customer conduct, conflict management, and empathy.
4. **Strengthen inter-departmental case collaboration** with shared service-level agreements (SLAs).
5. Continue **quarterly trend analysis** to inform proactive reforms.

Ore, OLUWADAMILARE SOLA
DESK OFFICER
22/12/2025