

| AKWA IBOM STATE GOVERNMENT                         |  |  |  |  |  |  |  |  |  |  |  |
|----------------------------------------------------|--|--|--|--|--|--|--|--|--|--|--|
| MINISTRY OF TRADE AND INVESTMENT                   |  |  |  |  |  |  |  |  |  |  |  |
| GRIEVANCE REDRESS MECHANISM REPORT - FEBRUARY 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/FEB/001  | Itam Timberr Dealers Association      | 0803 710 4908   | 07 February 2025  | Impounding of their trucks by Uyo local govt. revenue officers for more than 48 hours | The Association complained that the Uyo local govt. revenue staff impounded their vehicle for offence they have not committed for over 48 hours            | Advocacy        | CS Unit - MTI | 10 February 2025 | The Ministry investigated the complaint and invite the association and the said local govt. revenue officials for clarifications and the vehicle was release since the impoundment was unjustified | Resolved                       |
| 2   | MTI/FEB/002  | Urua Anwa Oil Palm Women Association  | 0816 460 6698   | 13 February 2025  | Impounding of their trucks in the border between Akwa Ibom State and Abia             | The association complained that the vehicle carrying their products was impounded on the grounds of improper grading and documentation                     |                 | CS Unit - MTI | 17 February 2025 | The Ministry allowed for re-inspection and correction and then ordered for the release of the vehicle without unnecessary delays                                                                   |                                |
| 3   | MTI/FEB/003  | Ukanafun Oil palm sellers Association | 0701 350 2352   | 17 January 2025   | Disagreement with off takers                                                          | The association and off-takers could not agreed on the value to be delivered as a result of fluctuation in the price of oil since money has been deposited |                 | CS Unit - MTI | 19 February 2025 | The Ministry guided both parties to either partially adjust quantities, refund differences or restructure the agreement to reflect prevailing market conditions.                                   | Resolved                       |
| 4   | MTI/FEB/004  | Nkek Palm Kernel Association          | 0706 501 2147   | 20 February 2025  | Imposition of specific days by the community for the trading of palm kernel           | The association complained that the community is attempting to impose a specific market days for their business                                            | Advocacy        | CS Unit - MTI | 24 February 2025 |                                                                                                                                                                                                    | Resolved                       |