



KWARA STATE GOVERNMENT
GRIEVANCE REDRESS MECHANISM (GRM) REGISTER FOR TRUCKERS, TRANSPORTERS AND TRADERS
January 2025 – December 2025

S/N	Name of Complainant	Contact Information	Date Received	Description of Issue	Responsible MDA(s)	Date Grievance Addressed	Corrective Actions Taken	Status	Resolved within the TRADERS SLA provision of 15 working Days
1	Total Filling Station, Asa Dam Road, Ilorin	08150673607 services. totalenergies.ng	08/02/25	Illegal haulage fee demanded at Jebba Road checkpoint.	Ministry of Finance; KWSIRS	15/02/25	Checkpoint removed; collection stopped; officers cautioned.	Resolved	Yes
2	Golden Grace Rice Mills	08128200089	05/03/25	Multiple transport levies on rice shipment.	Ministry of Finance; Ministry of Justice	17/03/25	Unauthorized levy withdrawn. Refunds were also made to the complainant, and an apology was issued	Resolved	Yes
3	Sani Haulage Ltd.	08084563808	23/04/25	Unauthorized inspection delay.	Ministry of Works	02/05/25	Inspection removed.	Resolved	Yes

4	Blessing Traders Cooperative	07044336090	07/05/25	Multiple taxation.	Ministry of Finance	16/05/25	Collections discontinued.	Resolved	Yes
5	Suleiman Transport Ltd.	09031803487	03/07/25	Illegal haulage ticket.	Ministry of Finance	11/07/25	Ticket withdrawn.	Resolved	Yes
6	Bashilas Nigeria Limited	08032156229	22/07/25	Commodity levy.	Ministry of Agriculture; Ministry of Finance	31/07/25	Levy abolished.	Resolved	Yes
7	Prospect African Food Production Nigeria Limited	08022898974; 08032441702	07/10/25	Multiple road charges.	Ministry of Finance	17/10/25	Agents removed.	Resolved	Yes
8	Martins Agricultural Extension Agent	08061644422	09/12/25	Unofficial truck clearance payment.	Ministry of Finance; KWSIRS	18/12/25	Refunded and disciplined.	Closed	Yes
9	National Association of Food Traders (Kwara Chapter)		19/12/25	Repeated illegal haulage charges.	Ministry of Finance; Ministry of Justice	29/12/25	Compliance enforcement.	Closed	Yes