



## KWARA STATE MINISTRY OF BUSINESS, INNOVATION AND TECHNOLOGY

Grievance Register (Starting a Business Jan 2025– Dec.2025)

SN	Complaint ID	Nature of Complaint	Channel	Date Received	Action Taken	Date of Final Resolution	Resolution Time (Days)	Status
1	KSMBIT/SB/GRM/01/2025	Delay in issuance of business registration certificate after application submission	Phone call	20/01/2025	Application reviewed and certificate issuance expedited	27/01/2025	7	Resolved
2	KSMBIT/SB/GRM/02/2025	Incorrect business details captured during registration process	Physical	17/02/2025	Records reviewed and corrections effected	24/02/2025	7	Resolved
3	KSMBIT/SB/GRM/03/2025	Failure to acknowledge proof of payment for business registration	Written	18/03/2025	Payment reconciled and confirmation issued	25/03/2025	7	Resolved
4	KSMBIT/SB/GRM/04/2025	Delay in scheduling mandatory inspection for business premises	Physical	22/04/2025	Inspection scheduled and conducted	29/04/2025	7	Resolved
5	KSMBIT/SB/GRM/05/2025	Multiple visits required for	Phone call	26/05/2025	Process streamlined and	03/06/2025	8	Resolved

		single business registration process			registration completed			
6	KSMBIT/SB/GRM/06/2025	Dispute over registration fee charged by service desk	Written	23/06/2025	Official fee structure clarified and excess charge refunded	01/07/2025	8	Resolved
7	KSMBIT/SB/GRM/07/2025	Business application marked incomplete despite submission of required documents	Physical	21/07/2025	Documentation reviewed and application regularised	26/07/2025	5	Resolved
8	KSMBIT/SB/GRM/08/2025	Lack of notification on approval status of business registration	Phone call	19/08/2025	Applicant notified and approval released	27/08/2025	8	Resolved
9	KSMBIT/SB/GRM/09/2025	Incorrect business category assigned during registration	Written	22/09/2025	Business classification reviewed and corrected	30/09/2025	8	Resolved
10	KSMBIT/SB/GRM/10/2025	Delay in issuance of certified true copy of business registration	Physical	20/10/2025	Certified copy processed and issued	25/10/2025	5	Resolved