



KWARA STATE MINISTRY OF BUSINESS INNOVATION AND TECHNOLOGY

ANNUAL Grievance Redress Mechanism (GRM) – Quarterly & Annual Report Period: January 1, 2024 – December 31, 2024

Report of Grievances Addressed (January 1 – December 31, 2024)

This report presents a consolidated record of grievances received and resolved by the Kwara State Ministry of Business Innovation and Technology between January 1, 2024, and December 31, 2024. All grievances were addressed 100% in line with established grievance redress procedures to ensure fairness, transparency, and timely resolution.

Summary of Grievance Resolution Performance

Indicator	Value
Total grievances received	6
Total grievances resolved	6
Resolution rate	100%
Average resolution time	5–14 working days
Outstanding grievances	Nil

Detailed Grievance Register (January – December 2024)

SN	Complaint ID	Nature of Complaint	Channel	Date Received	Action Taken	Date of Final Resolution	Resolution Time (Days)	Status
1	MCI/GRM/24/001	The Kwara State Association of Proprietors of Private Schools complained against the Kwara State Internal Revenue Service regarding	Walk in and fill in the complaint form	13/08/2024	On 15/08/2024 A reconciliation meeting was held, and the Association was	15/08/2024	3 days	Resolved

		the enforcement of school regulations in Kwara State. They were seeking redress for the bills served and appealing to the State to allow for reconciliation; therefore, they needed to halt the enforcement proceedings.			advised to check the state website for updated Revenue codes. They did so, and payment was made, and the enforcement proceeding was canceled.			
2	MCI/GRM/24/002	Delays in the CoOs process for business owners and their processes.	Verbal/Walk in	4/9/24	On 10/9/24, the Rice Farmers Association groups were invited to a meeting, where they were briefed on the processes and how to proceed. They were also advised to visit the State website for further clarification. CoOs were published on the Kwara State Geographic Information Systems and CoOs were issued.	10/9/24	7days	Resolved
3	MCI/GRM/24/003	Complaint of not getting Governmental support in funding their businesses, in agriculture	Written and submitted through the complaint form ,	18/09/2024	On 20/09/24, the Ministry invited the Association to further discuss and clarify. They were advised to	20/03/2024	2days	Resolved

			through walk-in		visit the State website for the application guidelines, and the application procedures were explained to them.			
4	MCI/GRM/24/004	Inaccurate Business Registration Information	Walk-in	21/11/2024	On 22/11/2024, the Ministry invited the Association to further discuss and clarify business registrations.	22/11/2024	1 day	Resolved
5	MCI/GRM/24/005	Government support in skill acquisition and support for SME LOANS	Phone call/ Verbal	02/07/2024	The Ministry invited the Association for further discussion and clarification.	04/07/2024,	2 days	Resolved
6	MCI/GRM/24/006	Removal of Billboard	Text Message	13/12/2024	On 17/12/24, the individual was requested to provide evidence of payment receipt. Payment verified, apologies were issued, and the billboard was restored.	13/12/2024	4	Resolved

Conclusion: All grievances received within the reporting period were fully resolved, with no outstanding cases as of December 31, 2024.