



KWARA STATE - TRADERS' GRIEVANCE REDRESS MECHANISM (GRM) MONTHLY REPORT

Period: January – December 2024

JANUARY 2024

S N	Complaint ID	Medium	Time Complaint Filed	Nature of Complaint	Action Taken	Time Resolved	Status
1	KWTR/Jan/001	Hotline	05/01/2024 – 09:42am	Double charging for shop levy	Error corrected ; new invoice issued	05/01/2024 – 2:15pm	Resolved
2	KWTR/Jan/014	Walk-in	17/01/2024 – 11:30am	Harassment by taskforce officer	Officer cautioned ; apology issued	18/01/2024 – 10:20am	Resolved

FEBRUARY 2024

S N	Complaint ID	Medium	Time Complaint Filed	Nature of Complaint	Action Taken	Time Resolved	Status
1	KWTR/Feb/09	Phone Call	06/02/2024 – 3:18pm	Wrong issuance of shop permit	Permit reviewed and reissued	07/02/2024 – 9:00am	Resolved
2	KWTR/Feb/022	WhatsApp	25/02/2024 – 8:05am	Seizure of goods without notice	Goods returned; officer reprimanded	25/02/2024 – 4:35pm	Resolved

MARCH 2024

S N	Complaint ID	Medium	Time Complaint Filed	Nature of Complaint	Action Taken	Time Resolved	Status
1	KWTR/Mar/006	Walk-in	04/03/2024 – 1:12pm	Delay in allocating new stall	Allocation completed	06/03/2024 – 10:00am	Resolved
2	KWTR/Mar/028	Walk-in	21/03/2024 – 9:15am	Miscalculated sanitation fee	Bill corrected	21/03/2024 – 11:40am	Resolved

APRIL 2024

S N	Complaint ID	Medium	Time Complaint Filed	Nature of Complain t	Action Taken	Time Resolved	Status
1	KWTR/Apr/013	Hotline	07/04/2024 – 10:30am	Forceful lock-up of shop	Shop reopened	07/04/2024 – 3:00pm	Resolved
2	KWTR/Apr/031	Phone Call	27/04/2024 – 8:55am	Wrong signage fee issued	New fee computed	27/04/2024 – 1:10pm	Resolved

MAY 2024

S N	Complaint ID	Medium	Time Complaint Filed	Nature of Complain t	Action Taken	Time Resolved	Status
1	KWTR/May/017	Email	09/05/2024 – 12:45pm	Delay in trader ID renewal	Renewal processed	10/05/2024 – 8:30am	Resolved
2	KWTR/May/041	Walk-in	23/05/2024 – 2:00pm	Overbilled stall upgrade fee	Correction made	24/05/2024 – 9:25am	Resolved

JUNE 2024

S N	Complaint ID	Medium	Time Complaint Filed	Nature of Complaint	Action Taken	Time Resolved	Status
1	KWTR/Jun/005	Hotline	03/06/2024 – 7:55am	Aggressive enforcement activity	Officer cautioned	03/06/2024 – 1:40pm	Resolved
2	KWTR/Jun/029	Email	18/06/2024 – 4:20pm	Delay in issuing receipt	Receipt issued	19/06/2024 – 9:00am	Resolved

JULY 2024

S N	Complaint ID	Medium	Time Complaint Filed	Nature of Complaint	Action Taken	Time Resolved	Status
1	KWTR/Jul/011	Phone Call	05/07/2024 - 8:50am	Wrong kiosk allocation	Reallocation completed	06/07/2024 - 10:45am	Resolved
2	KWTR/Jul/024	WhatsApp	25/07/2024 - 7:30pm	Levy by unauthorized persons	Agents removed; refund issued	26/07/2024 - 2:50pm	Resolved

AUGUST 2024

S N	Complaint ID	Medium	Time Complaint Filed	Nature of Complaint	Action Taken	Time Resolved	Status
1	KWTR/Aug/003	Hotline	02/08/2024 - 10:05am	Illegal stall sealing	Stall reopened	02/08/2024 - 1:00pm	Resolved
2	KWTR/Aug/032	Walk-in	28/08/2024 - 12:10pm	Under-assessment of sanitation fee	Corrected and updated	28/08/2024 - 4:00pm	Resolved

SEPTEMBER 2024

S N	Complaint ID	Medium	Time Complaint Filed	Nature of Complaint	Action Taken	Time Resolved	Status
1	KWTR/Sep/008	Email	05/09/2024 - 2:55pm	Multiple charges by officers	Consolidated charge issued	06/09/2024 - 9:10am	Resolved
2	KWTR/Sep/020	Phone Call	21/09/2024 - 11:20am	Delay in renovation approval	Approval granted	22/09/2024 - 2:45pm	Resolved

OCTOBER 2024

S N	Complaint ID	Medium	Time Complaint Filed	Nature of Complaint	Action Taken	Time Resolved	Status
1	KWTR/Oct/015	WhatsApp	10/10/2024 - 5:18pm	Seizure of wares during inspection	Wares released; officer reprimanded	11/10/2024 - 9:30am	Resolved
2	KWTR/Oct/028	Hotline	29/10/2024 - 10:40am	Incorrect stall renewal fee	Fee corrected	29/10/2024 - 3:50pm	Resolved

NOVEMBER 2024

S N	Complaint ID	Medium	Time Complaint Filed	Nature of Complaint	Action Taken	Time Resolved	Status
1	KWTR/Nov/004	Walk-in	04/11/2024 - 9:00am	Delay in trader permit renewal	Renewal completed	04/11/2024 - 12:10pm	Resolved
2	KWTR/Nov/019	Email	22/11/2024 - 3:45pm	Wrong documentation attached	Corrected and updated	23/11/2024 - 9:15am	Resolved

DECEMBER 2024

S N	Complaint ID	Medium	Time Complaint Filed	Nature of Complaint	Action Taken	Time Resolved	Status
1	KWTR/Dec/012	Phone Call	07/12/2024 - 11:12am	Excessive penalty for late payment	Penalty reviewed	07/12/2024 - 4:30pm	Resolved
2	KWTR/Dec/021	Hotline	19/12/2024 - 8:25am	Misconduct by enforcement officer	Officer suspended; apology issued	20/12/2024 - 3:00pm	Resolved