



## MINISTRY OF COMMERCE, TRADE AND INVESTMENT

IMO STATE

### OUR COMMITMENT TO SERVICE EXCELLENCE

### GRIEVANCE REDRESS MECHANISM (GRM)

#### STATEMENT OF COMMITMENT

we are committed to providing efficient, transparent, and accountable services to all persons who seek our services: Traders, business owners, cooperatives, investors, Truck drivers, and the general public.

This ministry's GRM is designed to provide you a platform for you to ask questions about the business processes of the ministry, seek redress and assistance with confidence. Your voice will be heard promptly, and protected.

#### THE GRM IS FULLY OPERATIONAL:

The Grievance Redress Mechanism is active for all business Processes provided by the Ministry of Commerce, Trade and Investment:

- Loading and Off loading
- Starting a Business
- Business Premises permit
- Cooperative society Registration

There is a dedicated GRM Unit that oversees the end-to-end management of complaints from submission to resolution ensuring accountability and continuous improvement in service delivery

#### How to Submit a Grievance

You can call :08088338494 ,

Email [ifykellyn@gmail.com](mailto:ifykellyn@gmail.com), OR

Visit the Head, Investment Department (Customer Care Unit) Ministry of Commerce, Trade and Investment and logged your complaint

## Commitment to Timely Resolution:

Type of Grievance	Resolution Timeline
General Inquiries	Within 2 working days
Routine Complaints	Within 7 working days
Complex or Escalated Cases	Within 14 working days

**Performance Update:** Over the past year, 100% of grievances were resolved within the specified SLA timelines. We will continue to improve our internal processes to increase efficiency and stakeholder confidence.

## Transparency & Accountability

We believe in open governance. As part of this commitment:

- Monthly GRM Performance Reports are published online
- Data includes: number of complaints received, resolution rates and average response time.
- Identified challenges are shared alongside corrective actions
- These reports help us track progress, strengthen systems, and build public trust.

## Your Feedback Matters

Where ever you are; whether you're a trader in Relief Market, a small business owner on the Douglas and Wetheral Roads, or an entrepreneur seeking support, your input helps us serve you better.

We welcome your

- Complaints about delays or poor service
- Suggestions for improving policies and procedures
- Acknowledgement for excellent staff performance

Together, we are building a more responsive, inclusive, and business-friendly environment in Imo State

For more information:

Email us on: [ifykellyn@gmail.com](mailto:ifykellyn@gmail.com),

Call us on: 08088338494, OR

Visit us at:

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Signed  
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