



## Gombe State Trade Related Grievance Report

Ticket Number	Full Name	Email	Phone	Help Topic	Category	Subject	Details	Location	Date	Amount Lost	File	Status	Responsible MDA	Admin Response	Date of Response
T000009	Abubakar Hassan	abbhas2024@gmail.com	7064359446	Interstate Trade Levy	Solicitation of Bribe	Illegal Charges at Border Post	At the Kumo border checkpoint, I was asked to pay an unofficial levy of ₦10,000 before passing with my textile goods. No receipt was given, and this happens regularly.	Kumo	10/12/2024	N/A		Resolved	Ministry of Trade Industry & Tourism	The State Ministry of Trade and Security Taskforce were notified. Officers involved were identified and disciplined. New signage detailing legal fees was installed. Halima was refunded ₦10,000 and inv	10/18/2024
T000010	Elias Istakis	istakiselias@gmail.com	8020525535	Approval Delay	Delayed Approvals	Delay in Issuance of Business Permit	I submitted my application for a trade license in September 2024. Itâ€™s now November and Iâ€™ve received no update or permit. Iâ€™ve visited the office twice with no response.	Gombe	11/15/2024	N/A		Resolved	Ministry of Trade Industry & Tourism	We traced his application and found it had an incomplete documentation flag. The admin desk failed to notify the applicant. The permit was processed and issued on November 20, 2024. Staff training has	11/20/2024
T000011	Chindo Baba	chindobaba@gmail.com	8037888829	Grievance Redress	Bill/Payment	Multiple Levies from Different Authorities	I run a small electronic shop. Both local and state officers come monthly, demanding separate levies. Itâ€™s confusing and weâ€™re scared of penalties.	Gombe Main Market	11/20/2024	N/A		Resolved	Ministry of Trade Industry & Tourism	We verified overlapping levy demands. The Internal Revenue Service issued a circular harmonizing market taxes effective 2024. Traders will be issued unified payment receipts going forward (Single Dema	12/22/2024
T000012	AISHATU ABDULKADIR RASHEED	aishatuabdulkadir08@gmail.com	8165579492	Grievance Redress	Emergency	Women Traders Denied Access to Front Stalls	Our women's cooperative applied for new stalls at Pantami Phone Market. But male traders who didnâ€™t apply were given front stalls. We feel cheated.	Pantami Market Gombe	12/13/2024	N/A		Resolved	Ministry of Trade Industry & Tourism	A review of the allocation list showed administrative errors. 5 stalls have now been reassigned to the womenâ€™s cooperative. Guidelines for fair allocation have been reviewed and redistributed for tran	12/20/2024

### Summary

<b>Total Complaints:</b>	4
<b>Total Resolved:</b>	4
<b>Total Unresolved:</b>	0
<b>Total</b>	0
<b>Unknown:</b>	0