

	GOMBE STATE GRIEVANCE REDRESS MECHANISM GOMBE STATE GOVERNMENT Report on Grievances Received and Resolved Period: 2024-01-01 to 2024-12-31 Responsible MDA(s): Ministry of Trade Industry & Tourism	
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Ticket No.	Full Name	Email	Phone	Help Topic	Category	Subject	Details	Location	Date	Amount Lost	Status	Responsible MDA	Resolution	Resolution Date
T000009	Abubakar Hassan	abbhas2024@gmail.com	07064359446	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	2024-10-12 17:48:24	N/A	Responded	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	2024-10-18 14:02:00
T000010	Elias Istakis	istakiselias@gmail.com	08020525535	Approval Delay	Delayed Approvals	Delay in Issuance of Business Permit	I submitted my application for a trade license in September 2024. It's now November and I've received no update or permit. I've visited the office twice with no response.	Gombe	2024-11-15 09:09:18	N/A	Responded	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	2024-11-20 10:48:00
T000011	Chindo Baba	chindobaba@gmail.com	08037888829	Grievance Redress	Bill/Payment	Multiple Levies from Different Authorities	I run a small electronic shop. Both local and state officers come monthly, demanding separate	Gombe Main Market	2024-11-20 16:21:21	N/A	Responded	Ministry of Trade Industry & Tourism	The State Ministry of Trade Taskforce were notified. Visits and levy demands by local and state officers were documented. Clarifications	2024-12-22 12:45:00

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							levies. It's confusing and we're scared of penalties.						on applicable fees were obtained. Shop owner guidance was provi	
T000012	AISHATU ABDULKADIR RASHEED	aishatuabdulkadir08@gmail.com	08165579492	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 didn't apply were given front stalls. We feel cheated.	Pantami Market Gombe	2024-12-13 06:18:51	N/A	Responded	Ministry of Trade Industry & Tourism	A review of the allocation list showed administrative errors. 5 stalls have now been reassigned to the women's cooperative. Guidelines for fair allocation have been reviewed and redistributed.	2024-12-20 13:43:00

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