



## OYO STATE GOVERNMENT

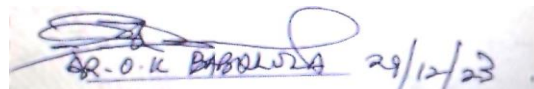
### TRADE GRIEVANCE REDRESS MECHANISM

Oyo State Government has established a Committee on Trade Grievance Redress Mechanism design for the traders to ensure timely and effective resolution of grievances. Wherein the Committee shall collaborate with relevant Agencies to resolve issues arising from the trade activities in the State such as: harassments, unauthorized payments, other similar requests and disruption of business etc.

Following, the processes for the Grievance Redress Mechanism for Trade and movement of goods are below:

- *For reporting any grievance(s) forward your grievance in writing or electronic mail/WhatsApp call to the desk officer via our helplines*
- ***Below:***  
*Phone No: **09111694405, 09111694406 and 09111694407***  
*Email: [trade@oyostate.gov.ng](mailto:trade@oyostate.gov.ng) or [info@oyostatetarde.com](mailto:info@oyostatetarde.com)*
- *Download the Trade Grievance Redress Mechanism complaints form 002 from the State official website via the link:*  
  
*<https://trade.oyostate.gov.ng/wp-content/uploads/2023/12/OYO-STATE-INTERSTATE-TRADE-GRIEVANCE-REDRESS-MECHANISM-COMPLAINT-FORM.pdf>*
- *Upon the receipt of the grievance(s) there shall be swift acknowledgement of the complaint within 24hr*

- *After the receipt of the complaint the State Trade Grievance Redress Committee shall investigate the matter.*
- *Based on the findings of the investigation, the State Trader Grievance Redress Committee shall deliberate on the ground raised, resolve the grievance and make decision regarding the complaints or issues. These shall take effect within 14 working days from the date of initial submission of the complaint.*
- *If the aggrieved person is dissatisfied with the decision of the Committee, he/she is entitled to file or write an appeal to the Grievance Redress Appeal Committee at the State Level in the Mediation Centre situated at Ministry of Justice which shall take up the matter. This shall be resolved within 14 working days of the appeal from the dissatisfied person.*



A.R. O.K. BABALOLA 29/12/23

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**Permanent Secretary**

**Ministry of Trade, Industry, Investment & Cooperatives.**