



MINISTRY OF COMMERCE, TRADE & INDUSTRIES, SOKOTO.

Shehu Kangiwa Secretariat, Block 2, P.M.B. 2147, Western-Bypass Road,
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GRIEVANCE REDRESS MECHANISM (GRM)

1. **Address:** Block 2, Shehu Kangiwa Secretariat, Eastern Bypass Road, Sokoto State.
2. **Working Hours:** Monday to Thursday 9:00am to 3:30pm
3. **Contact Person:** Grievance Redress Officer
Sambo Bello
4. **Contact Number:** 08099304341, 09035517817
5. **Email:** ministryofcommercesokoto12@gmail.com
6. **STEP FOR REDRESS MECHANISM:**

Working Day(s)

Monday - Thursday 08:30am – 03:30pm, Friday 09:00am – 01:00pm

STAGE	ACTION	RESPONSIBLE PARTY	TIMEFRAME
Submission	File grievance in writing or online	Grievant (Trader)	Within 7 Days
Acknowledgement	Received acknowledgement of grievance	Grievance Redressal Officer	Within 2 business days
Investigation	Conduct through investigation	Grievance Redressal Team	Within 7 days
Resolution	Communicate resolution to the grievant	Grievance Redress Officer	Within 10n days
Appeal	If unsatisfied, file an appeal	Appellate Authority	Within 14 days of resolution communication
Appeal Resolution	Communicate appeal resolution	Appellate authority	Within 14 days of appeal submission

Sambo Bello

Registrar

For: Hon. Commissioner.