



OYO STATE GOVERNMENT

INTERSTATE TRADE GRIEVANCE REDRESS MECHANISM

This Grievance Redress Mechanism is design for the Interstate traders. wherein the Committee shall collaborate with relevant Agencies to resolve issues arising from the Interstate trade activities in the State.

Following, the processes for the Grievance Redress Mechanism for Inter State Trade/ 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: 09034423126, 07012990552
Email : oyostateirs@gmail.com or info@oyostateirs.com*
- ❖ *Download the Inter-State GRM complaint form 002 from the State official website via the link:
<https://bir.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 acknowledgment of the complaint within 24hr*
- ❖ *After the receipt of the complaint the State Interstate Trade Grievance Redress Committee may investigate the matter.*

- ❖ *Based on the findings of the investigation, the State Interstate 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 days from the date of initial submission of the complaint.*
- ❖ *If the aggrieved person is dissatisfied with the decision of the MDA/Committee, he/she is entitle 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 days of the appeal from the dissatisfied person.*



Executive Chairman (OYSBIR)