

|                                               |             |                   |                 |                   |                                             |                      |             |                  |                  |              |                                |
|-----------------------------------------------|-------------|-------------------|-----------------|-------------------|---------------------------------------------|----------------------|-------------|------------------|------------------|--------------|--------------------------------|
| ENUGU STATE GOVERNMENT                        |             |                   |                 |                   |                                             |                      |             |                  |                  |              |                                |
| MINISTRY OF TRADE, INVESTMENT AND INDUSTRY    |             |                   |                 |                   |                                             |                      |             |                  |                  |              |                                |
| GRIEVANCE REDRESS MECHANISM REPORT - MAY 2025 |             |                   |                 |                   |                                             |                      |             |                  |                  |              |                                |
| SN                                            | TRACKING NO | COMPLAINANTS NAME | CONTACT (PHONE) | DATE OF COMPLAINT | TYPE OF COMPLAINT (BASED ON CLASSIFICATION) | DESCRIPTION OF ISSUE | AMOUNT LOST | RESPONDING PARTY | DATE OF RESPONSE | ACTION TAKEN | STATUS (OPEN/ONGOING/RESOLVED) |
|                                               |             |                   |                 |                   |                                             |                      |             |                  |                  |              |                                |

There are no complaints in May 2025