

## GRIEVANCES

01/12/24.  
(2007653/238)  
NATURE OF GRIEVANCE  
A complaint was received from Independent petroleum marketers Association (IPMA) threatening to close all filling stations in the state as result of action taken by the state and of the year operation embark upon by Weights & measure department of Federal Ministry of Trade & Commerce office.

They alleged that, one office at the office is harassing & members exporting money illegally from them and he has no chance. They said they are ready and fully obeying the laws and aware by all weights and measure rules and regulations.

## REGISTER

### RESOLUTIONS REACHED

The Ministry called the meeting of the taskforce on petroleum which workshop included Rep. CO, Rep. SSS Rep. State Civil Defense, a ZPMAN so all state witnesses meet and the weight and measure department was Rep. by the Zonal Coordinator of FCT Federal Ministry of Trade & Commerce.

The IPMA was convinced by the decision of the meeting and, ZPMAN made a second thought on the planned action of closing all filling stations and aside by the decision of the meeting.

### STIVE TAKING TO REACHED RESOLUTION

The next issue was passed in a week after holding about 3 meetings so all the stakeholders in the meeting agree that since the office in question is not in Samaru, we have had an end of the year break commencing immediately after their operation. He will appear in the January 2025, to address the committee and move forward.

SAC.

A. Nigili

24/12/2024.



| DATE        | NATURE OF GRIEVANCES                                                                                                                                                                                                                                           | Re. | ACTION TAKEN                                                                                                                                                                                                                                                                                                                                                                                                                                      | TIME TAKEN TO REACH RESOLUTION                                                                            |
|-------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------|
| 1. 30/12/23 | The grievance was brought forward by some members of Hemmingsdale Trading Co. on irregularities in Allocation of space in the market, which was brought to the ministry by one Mohammed Baile Ibrahim O70683624 of one time staff chairman of the association. | Re. | The ministry invited all the stakeholders including the current Chairman of Hemmingsdale Trading Co. O70683624, the Minister, amongst others, after due deliberation the meeting reached a resolution. Some space were allocated to the aggrieved members and the case was resolved and left to rest.                                                                                                                                             | It took the ministry about three days to resolve the issue which ended on 25 Dec 2023.                    |
| 2. 10/01/24 | One Samuel Aliye, O7036172825 brought a complaint seeking for redress between him and one person, who purchase some food items from him on credit and refuse to pay. amount is about ₦2,000,000.                                                               | Re. | Grievance redress Committee of the ministry, soon set down and discuss on the issue, which later invite all the two persons involved, after listening to the both side, the Committee found that the person for who defaulted payment is Guilty, and he acknowledged it himself. The committee said to have only two options either to send them to court or pay the amount in full. He agreed to settle the amount in one week and which he did. | The case was completely resolved in 2 weeks from the time of filing without going court on 24th Oct 2024. |

Doc.  
 M/In/Pro  
 24/12/2023