



ABIA STATE GOVERNMENT OF NIGERIA

MINISTRY OF COMMERCE, TRADE AND INVESTMENT

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Core Business Processes

1: BUSINESS PREMISES / TRADER REGISTRATION & LICENSING

Step	Activity	Procedure	Responsible Unit	Timeline (Working Days)	Cost (₦)	Output
1	Receive application	Applicant submits completed form with required documents (ID, business details, location) via desk or portal	Registry / Front Desk	Day 0	₦0	Application acknowledged
2	Log application & assign reference number	Application entered into registry/portal and unique reference generated	Registry	Day 0	₦0	Application log number
3	Verify documents for completeness	Officer checks documents against checklist; deficiencies flagged	Trade Services Unit	Day 1	₦0	Verification checklist
4	Conduct site inspection (if required)	Field visit to confirm business location and activity	Inspection Unit	Day 2–3	₦0	Inspection report
5	Review inspection findings	Review report and determine compliance status	Trade Services Unit	Day 3	₦0	Compliance decision

6	Assess applicable fees	Compute approved fee schedule based on business category and communicate same to applicant	Accounts / Revenue Unit	Day 3	₦0	Demand notice
7	Receive payment & issue receipt	Applicant pays via approved channels; receipt/e-receipt issued	Accounts	Day 3–4	₦10,000– ₦50,000 (licence fee, category-based)	Receipt / e-receipt
8	Approve application	Management reviews and signs off compliant applications	Director / Permanent Secretary	Day 4–5	₦0	Approval note
9	Issue licence/certificate	Generate and release licence/certificate to applicant	Trade Services Unit	Day 5–7	₦0	Licence / Certificate
10	Update registry & archive records	Update digital/physical records and archive documents	Registry / ICT	Day 7	₦0	Updated database

2: MARKET STALL / SHOP ALLOCATION & RENEWAL

Step	Activity	Responsible Unit	Timeline	Output
1	Submit allocation/renewal request	Applicant	Day 0	Application
2	Confirm availability	Market Administration Unit	Day 1	Availability status
3	Verify applicant details	Market Administration Unit	Day 1	Verification record
4	Approve allocation/renewal	Director	Day 2	Approval
5	Assess fees and communicate same to applicant	Accounts Unit	Day 2 - 3	Demand notice
6	Receive payment	Accounts	Day 3–4	Receipt
7	Issue allocation/renewal letter	Market Administration Unit	Day 4–6	Allocation letter
8	Update market register	Registry	Day 6–7	Updated register

3: MARKET LEVIES & FEES COLLECTION

Step	Activity	Responsible Unit	Timeline	Output
1	Identify chargeable traders/stalls	Market Admin / Revenue Unit /BIR	Daily	Trader list
2	Apply approved levy rates	Revenue Unit/BIR	Daily	Levy schedule
3	Issue consolidated demand notice	Revenue Unit/BIR	Same day	Demand notice
4	Receive payment	Remita/Accounts	Same day	Receipt / e-receipt
5	Record transaction	ICT / Accounts	Same day	Payment record
6	Reconcile & report collections	Accounts	Daily/Weekly	Revenue report

4: TRADE PERMIT / MOVEMENT OF GOODS

Step	Activity	Responsible Unit	Timeline	Output
1	Submit permit application	Applicant	Day 0	Application
2	Review goods & destination details	Trade Regulation Unit	Day 1	Review note
3	Conduct compliance checks	Inspection Unit	Day 1–2	Compliance report
4	Assess permit fee	Accounts Unit	Day 2	Demand notice
5	Receive payment	Accounts	Day 2	Receipt
6	Approve permit	Director / Authorized Officer	Day 2–3	Approval
7	Issue movement permit	Trade Regulation Unit	Day 3	Trade permit
8	Record permit details	Registry / ICT	Day 3	Permit register

5: MARKET INSPECTION & ENFORCEMENT

Step	Activity	Responsible Unit	Timeline	Output
1	Prepare inspection schedule	Inspection Unit	Weekly	Inspection plan
2	Conduct field inspection	Inspection Officers	As scheduled	Inspection findings
3	Scrutinize/verify documents	Inspection Unit	Same day	Inspection report
4	Issue compliance notice	Inspection Unit	Day 1	Compliance notice
5	Enforce sanctions (if applicable)	Enforcement Unit	Day 2–5	Enforcement record
6	Conduct follow-up inspection	Inspection Unit	Within 14 days	Follow-up report

7: CONSUMER COMPLAINT HANDLING

Step	Activity	Responsible Unit	Timeline	Output
1	Receive complaint	Consumer Protection Desk/GRM Officer	Day 0	Complaint log
2	Assign case officer	Desk Officer	Day 1	Case assignment
3	Investigate complaint	Assigned Officer	Day 2–3	Investigation report
4	Mediate / enforce resolution	Trade Regulation Unit	Day 3–10	Resolution decision
5	Close case & document	Consumer Desk	Day 10–14	Case closure report



Dr Chimezie Isaac Ukaegbu
Hon. Commissioner, Ministry of Trade & Commerce
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