



**ABIA STATE GOVERNMENT**  
**MINISTRY OF TRADE AND COMMERCE**  
STATE SECRETARIAT, STATE SECRETARIAT UMUAHIA

Service Level Agreement (SLA) on how complaints logged on the GRM  
will be handled

**GENERAL PROVISION**

All complaints will be resolved with great sense of transparency and professionalism.  
Confidentiality of information received from complainants will be protected.

**ADMINISTRATION OF COMPLAINTS**

- a. The service care unit will establish contact with the complainant.
- b. He will Schedule physical meeting where it is necessary to do that, especially where resolution will involve paper work or other related matters
- c. The complaints resolution will be in line with Ministry GRM Template.

**COMPLAINANTS DUTIES**

- Complaints are required to make available verifiable contact addresses, including phone numbers, emails etc
- Complainants should endeavor to attend physical meetings at the Ministry Secretariat where the need arises

**TIMEFRAME**

All complaints will be resolved within 14 days of receipt

Hon Kingsley Chibueze Nwokocha  
Hon Commissioner, Ministry of Trade and Investment

