

ONDO STATE GOVERNMENT

MINISTRY OF COMMERCE, INDUSTRY AND COOPERATIVE SERVICES.

REPORT ON TRADE GRIEVANCE / DISPUTE COMPLAIN CASES TREATED.

COMPLAINANT NAME: – Florence Onalaja

CONTACT DETAILS (Email and/or phone number) - 09075149159

ADDRESS OF COMPLAINANT: - Isinkan Market Akure

VEHICLE NUMBER (IF ANY): - NIL

DATE OF COMPLAINT: - 13 – 02 - 2024

TYPE OF COMPLAINT: - Disruption of business

RESPONSIBLE MDA: - Ministry of Commerce Industry and Cooperative Services.

DESCRIPTION OF COMPLAINT: - Encroachment of shop space

ATTACHED DOCUMENTS: - Nil

EVIDENTIAL DOCUMENT (IF ANY): - Nil

AMOUNT LOST: NONE

NAME OF RESPONSIBLE PARTIES: - Saliu Funmilola

RESOLUTION:- i) Mrs Sliu agreed that actually her wares, after displayed often blocked the access road and path to Mrs Florence Shop.

- ii) She agreed to limit the display of goods to the front of her shop and not encroach on her neighbor space again.

SIGNATURE OF COMPLAINANT

A handwritten signature in blue ink, appearing to be "Florence Onalaja".

SIGNATURE OF THE PERMANENT SECRETARY.....

A handwritten signature in blue ink, followed by the date "16/2/24".



ONDO STATE GOVERNMENT

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REPORT ON TRADE GRIEVANCE / DISPUTE COMPLAIN CASES TREATED.

COMPLAINANT NAME: – Alewi Iyanu Samuel

CONTACT DETAILS (Email and/or phone number) - 09038180939

ADDRESS OF COMPLAINANT: - Sabo Market Ore

VEHICLE NUMBER (IF ANY): - Not Applicable

DATE OF COMPLAINT: - 04/11/2024

TYPE OF COMPLAINT: - Trade Dispute

RESPONSIBLE MDA: - Ministry of Commerce Industry and Cooperative Services

DESCRIPTION OF COMPLAINT: - Price war / deliberate price battle

ATTACHED DOCUMENTS: - Nil

EVIDENTIAL DOCUMENT (IF ANY): - NIL

AMOUNT LOST: NIL

NAME OF RESPONSIBLE PARTIES: - Ojo Ade Toyosi

RESOLUTION:- 1) Mrs Alewi was enlightened that price is a product of market forces and not to be determined by individual or union.

2) Alewi agreed to stop quarelling with Mrs Ojo Ade Toyosi on price issue.

3) She agreed that the choice of Alewi selling below her price is not to frustrate him out of market.

SIGNATURE OF COMPLAINANT *A. G. W. I.*

SIGNATURE OF THE PERMANENT SECRETARY..... *[Signature]* 8/11/24

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REPORT ON TRADE GRIEVANCE / DISPUTE COMPLAIN CASES TREATED.

COMPLAINANT NAME: – Divine Child

CONTACT DETAILS (Email and/or phone number) - 07058922438

ADDRESS OF COMPLAINANT: - Sabo market,Ore

VEHICLE NUMBER (IF ANY): - Not Applicable

DATE OF COMPLAINT: - 11/9/2024

TYPE OF COMPLAINT: - Trade dispute

RESPONSIBLE MDA: - Ministry of Commerce Industry and Cooperative Services

DESCRIPTION OF COMPLAINT: - Deliberate display of goods on the road, leading to blockage of the complainant shop

ATTACHED DOCUMENTS: - Nil

EVIDENTIAL DOCUMENT (IF ANY): - Nil

AMOUNT LOST: Not quantified

NAME OF RESPONSIBLE PARTIES: -Akinsuroju Kola

RESOLUTION:- i) Each party was directed to limit the display of wares to the frontage of their shops.

ii) it was exerted to Mrs Akinsuroju Kola that the path leading to their shops is not her space, and should not be seen as an appendage extension of shop.
She agreed to stop displaying goods on the road.

SIGNATURE OF COMPLAINANT

Darius Chidi

SIGNATURE OF THE PERMANENT SECRETARY

[Signature] 9/9/24

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REPORT ON TRADE GRIEVANCE / DISPUTE COMPLAIN CASES TREATED.

COMPLAINANT NAME: – Ighoyeta Elizabeth

CONTACT DETAILS (Email and/or phone number) - 08101690211

ADDRESS OF COMPLAINANT: - Sabo market, Ore.

VEHICLE NUMBER (IF ANY): - Nil

DATE OF COMPLAINT: - 03/9/2024

TYPE OF COMPLAINT: -.Trade dispute

RESPONSIBLE MDA: - Ministry of Commerce

DESCRIPTION OF COMPLAINT: - Barricade/Obstruction of shop frontage, resulting into sales disruption

ATTACHED DOCUMENTS: - Nil

EVIDENTIAL DOCUMENT (IF ANY): - Nil

AMOUNT LOST: Not quantified

NAME OF RESPONSIBLE PARTIES: - Olowodasa Adenike

RESOLUTION:- i) Each trader was enjoined to stay within the confines of their shop boundaries when displaying.

ii) Mrs Olowodasa tacitly agreed that she sometimes displayed her wares in a way that disrupted the free flow of human traffic to Mrs Igbo Elizabeth shop.

SIGNATURE OF COMPLAINANT

Ighoyeta

SIGNATURE OF THE PERMANENT SECRETARY

Print 6/9/24

3) Mrs Abosedo was mandated to effect payment within 7 days, which she agreed to abide with.

SIGNATURE OF COMPLAINANT

SIGNATURE OF THE PERMANENT SECRETARY.....

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REPORT ON TRADE GRIEVANCE / DISPUTE COMPLAIN CASES TREATED.

COMPLAINANT NAME: – Akinsooto Folashade

CONTACT DETAILS:-08031568291

ADDRESS OF COMPLAINANT: - Mofere market Ondo

VEHICLE NUMBER (IF ANY): - Not Applicable

DATE OF COMPLAINT: - 25/11/2024

TYPE OF COMPLAINT: - Trade dispute

RESPONSIBLE MDA: - Ministry of Commerce

DESCRIPTION OF COMPLAINT: - Failure to pay for fowls purchased

ATTACHED DOCUMENTS: - Nil

EVIDENTIAL DOCUMENT (IF ANY): - Nil

AMOUNT LOST: N45,000.00

NAME OF RESPONSIBLE PARTIES: - Akintade Bose

RESOLUTION:- 1) Mrs Abosedede was advised to plead to Mrs Akinsooto Folashade, to maintain peace in the market.

2) Mrs Akinsooto Folashade was advised to exercise restraint in giving undocumented credit facilities to her customers.

3) Mrs Abosedo was mandated to effect payment within 7 days, which she agreed to abide with.

SIGNATURE OF COMPLAINANT

J. Ades

SIGNATURE OF THE PERMANENT SECRETARY.....

[Signature]

28/11/24



ONDO STATE GOVERNMENT

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REPORT ON TRADE GRIEVANCE / DISPUTE COMPLAIN CASES TREATED.

COMPLAINANT NAME: – Akinsulure Olapeju

CONTACT DETAILS:-08069818400

ADDRESS OF COMPLAINANT: - Mofere market Ondo

VEHICLE NUMBER (IF ANY): - Not Applicable

DATE OF COMPLAINT: - 10/10/2024

TYPE OF COMPLAINT: - Trade dispute

RESPONSIBLE MDA: - Ministry of Commerce

DESCRIPTION OF COMPLAINT: - Refusal to pay for items bought (fowls)

ATTACHED DOCUMENTS: - Nil

EVIDENTIAL DOCUMENT (IF ANY): - Nil

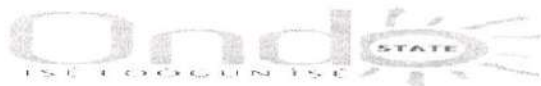
AMOUNT LOST: N42,000.00

NAME OF RESPONSIBLE PARTIES: - Seto Akinpelumi

RESOLUTION:- 1) The complainant agreed that the amount involved should be paid on 2 instalments.
2) Seto Akinpelumi Promised to make first payment of N30,000 within one month, and balance up within 45 days.

SIGNATURE OF COMPLAINANT

SIGNATURE OF THE PERMANENT SECRETARY.....



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REPORT ON TRADE GRIEVANCE / DISPUTE COMPLAIN CASES TREATED.

COMPLAINANT NAME: – Alimi Abike Elizabeth

CONTACT DETAILS (Email and/or phone number) - 08142752821

ADDRESS OF COMPLAINANT: - 1st Market, Iyere, Owo

VEHICLE NUMBER (IF ANY): - Nil

DATE OF COMPLAINT: - 22/7/2024

TYPE OF COMPLAINT: - Trade dispute

RESPONSIBLE MDA: - Ministry of Commerce

DESCRIPTION OF COMPLAINT: - Continuous/Incessant snatching of customers

ATTACHED DOCUMENTS: - Nil

EVIDENTIAL DOCUMENT (IF ANY): - Nil

AMOUNT LOST: Nil

NAME OF RESPONSIBLE PARTIES: - Mrs Funke Adekanbi

RESOLUTION:- i) Both parties was warned to desist from calling customers, who has no direct intention of visiting their shop.

- ii) They both agreed that customer snatching is synonymous to the two of them.
- iii) The two women agreed to allow customers to walk freely on their own volition into the shop of their choice.
- iv) They jointly agreed to obey the conditions.

SIGNATURE OF COMPLAINANT

Alimi Abike Elizabeth

SIGNATURE OF THE PERMANENT SECRETARY

[Signature] 26/7/24



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REPORT ON TRADE GRIEVANCE / DISPUTE COMPLAIN CASES TREATED.

COMPLAINANT NAME: – Ojo Ojuko

CONTACT DETAILS:- 08068302165

ADDRESS OF COMPLAINANT: - Mechanic Village Akure

VEHICLE NUMBER (IF ANY): - Not Applicable

DATE OF COMPLAINT: - 19/12/2023

TYPE OF COMPLAINT: - power tussle

RESPONSIBLE MDA: - Ministry of Commerce Industry and Cooperative Services

DESCRIPTION OF COMPLAINT: - Stealing, Embezzlements and illegal collection of rent.

ATTACHED DOCUMENTS: - Attached

EVIDENTIAL DOCUMENT (IF ANY): - Attached

AMOUNT LOST: N96,000.00

NAME OF RESPONSIBLE PARTIES: - Mr Segun Odofin (former Chairman Mechanic Village Akure)

RESOLUTION: - The Chairman Mr Segun Odofin was suspended from being the Chairman of the Village.

SIGNATURE OF COMPLAINANT

Ojo Ojuko

SIGNATURE OF THE PERMANENT SECRETARY.....

[Signature]

25/3/24



ONDO STATE GOVERNMENT

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REPORT ON TRADE GRIEVANCE / DISPUTE COMPLAIN CASES TREATED.

COMPLAINANT NAME: – Olujola Alaba Ruth

CONTACT DETAILS (Email and/or phone number) - 08068775788

ADDRESS OF COMPLAINANT: - Ita-Ipele

VEHICLE NUMBER (IF ANY): - Nil

DATE OF COMPLAINT: - 26/9/2024

TYPE OF COMPLAINT: - Trade dispute

RESPONSIBLE MDA: - Ministry of Commerce

DESCRIPTION OF COMPLAINT: - Deliberate encroachment into shop space, to hinder sales

ATTACHED DOCUMENTS: - Nil

EVIDENTIAL DOCUMENT (IF ANY): - Nil

AMOUNT LOST: Nil

NAME OF RESPONSIBLE PARTIES: - Isaac Idowu

RESOLUTION:- i) ^{Mrs.} ~~Mr~~ Isaac Idowu promised to limit the display of her wares to his shop frontage.
ii) The parties agreed to tolerate each other and live as peaceful neighbors

SIGNATURE OF COMPLAINANT

Olujola

SIGNATURE OF THE PERMANENT SECRETARY

[Signature] 2/10/24



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REPORT ON TRADE GRIEVANCE / DISPUTE COMPLAIN CASES TREATED.

COMPLAINANT NAME: – Shola Bunmi

CONTACT DETAILS (Email and/or phone number) -

ADDRESS OF COMPLAINANT: - Isinkan market Akure

VEHICLE NUMBER (IF ANY): - Nill

DATE OF COMPLAINT: - 15/04/2024

TYPE OF COMPLAINT: - Trade dispute

RESPONSIBLE MDA: - Ministry of Commerce

DESCRIPTION OF COMPLAINT: - Spreading of false information on goods/products being sold

ATTACHED DOCUMENTS: - Nill

EVIDENTIAL DOCUMENT (IF ANY): - Nill

AMOUNT LOST: Not quantified

NAME OF RESPONSIBLE PARTIES: - Mrs Aluko Deborah

RESOLUTION:- 1) Mrs Aluko Deborah was given the last warning to desist from spread false information on any of the trader or their customers, or she will be ejected from the market.
2) She was asked to apologize to Mrs Shola Bunmi, which she did.
3) Mrs Shola was asked to accept her apology in the interest of peace in the market.

SIGNATURE OF COMPLAINANT

Bunmi

SIGNATURE OF THE PERMANENT SECRETARY

[Signature]

19/4/24