

S/n	Name of complainant	Phone number	Email	Type of complaint	Brief description of issue	Date of complaint
1				Trade related issue	Goods seized at checkpoint without proper documentation	4-Apr-2025
2				Illegal billing	Overcharged 150% on market stall	18-Apr-2025

SLA timeline for resolution (Days)	Department (MDA) working on case	Status of incident	Date of resolution	Solvency mechanism used	Action of redress
30	Trade Dept.	Resolved	30-Apr-2025	Mediation	Goods released with waiver
30	Market Authority	Resolved	25-Apr-2025	Special consideration	Refund of excess levy

Within SLA Timeline (Yes/No)	Remarks
Yes	Delay experienced
Yes	Satisfied