



INTERSTATE TRADE-RELATED GRIEVANCE REDRESS MECHANISM (GRM) REPORT

Reporting Period: January - December 2025

1. Introduction

This report presents a summary of interstate trade-related complaints received and managed through the State Grievance Redress Mechanism (GRM) during the 2025 reporting period. Interstate trade complaints typically arise from the movement of goods, services, and commercial operators across state boundaries and often involve multiple agencies, transport unions, checkpoints, and regulatory authorities.

The objective of this report is to assess the effectiveness of the GRM in addressing barriers to interstate trade, improving transparency, and supporting a more business-friendly operating environment.

2. Overview of Complaints Received

During the reporting period, a total of **48 interstate trade-related complaints** were recorded. Complaints were received through formal petitions, referrals from trade associations, transport unions, and reports submitted via designated complaint channels.

Summary of Complaints:

- **Total Complaints Received:** 48
- **Complaints Resolved:** 38
- **Complaints Unresolved:** 8
- **Complaints Pending / Under Verification:** 2

This represents a **resolution rate of approximately 79%**, exceeding the minimum 75% benchmark for effective GRM performance.

3. Nature of Interstate Trade Complaints

Interstate trade-related complaints received during the period were categorised as follows:

- **Checkpoint and Transit Delays (15 cases):**
Complaints relating to prolonged delays at interstate checkpoints, multiple inspections, or unclear clearance requirements.

- **Transport and Logistics Charges (11 cases):**
Concerns regarding inconsistent transport charges, unofficial fees, or lack of clarity on approved levies across state boundaries.
- **Harassment and Enforcement Concerns (9 cases):**
Allegations of excessive enforcement actions or inconsistent application of regulations affecting inter-state traders and transporters.
- **Documentation and Regulatory Compliance Issues (8 cases):**
Complaints relating to unclear documentation requirements for interstate movement of goods.
- **Market Access and Entry Barriers (5 cases):**
Reports of difficulties accessing markets or operating across state lines due to administrative or procedural barriers.

4. Complaint Resolution and Actions Taken

The following actions were taken to address interstate trade-related complaints:

- **Inter-Agency Coordination:**
Relevant MDAs and enforcement units were engaged to review reported issues, particularly those involving checkpoints and transit delays.
- **Engagement with Transport and Trade Associations:**
Consultative meetings were held with transport unions and trade associations to clarify approved charges and compliance requirements.
- **Clarification of Regulatory Requirements:**
Guidance was issued to complainants on documentation and compliance standards required for interstate trade operations.
- **Corrective Enforcement Measures:**
In cases where procedural lapses were identified, corrective instructions were issued to relevant officers or units.

Most resolved complaints were concluded within **5-10 working days**, depending on complexity and inter-agency involvement.

5. Resolution Performance

INDICATOR	VALUE
TOTAL COMPLAINTS RECEIVED	48
COMPLAINTS RESOLVED	38
COMPLAINTS UNRESOLVED	8
PENDING / UNDER VERIFICATION	2
RESOLUTION RATE	79%
AVERAGE RESOLUTION TIME	5-10 working days

The resolution rate demonstrates a strong GRM response, particularly given the multi-agency nature of interstate trade complaints.

6. Key Challenges Identified

Despite the positive resolution rate, the following challenges were observed:

- Complexity of complaints involving multiple agencies and jurisdictions
- Delays in resolving cases requiring inter-state coordination
- Inconsistent understanding of approved fees and compliance requirements among operators

These challenges underscore the need for continued coordination and standardisation.

7. Lessons Learned

Key lessons from managing interstate trade complaints include:

- Early inter-agency engagement significantly reduces resolution time
- Clear communication of approved charges helps prevent repeat complaints
- Engagement with transport unions and trade groups is critical for compliance

- Preventive guidance is more effective than reactive enforcement

8. Conclusion and Way Forward

The GRM demonstrated strong effectiveness in managing interstate trade-related complaints during the reporting period, achieving a resolution rate above 75%. While some challenges remain, particularly in cases requiring inter-state collaboration, the overall performance reflects a functional and responsive grievance redress system.

Going forward, emphasis will be placed on preventive measures, harmonisation of trade procedures, and continuous engagement with stakeholders to further reduce barriers to interstate trade.

Prepared by:

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