

GRIEVANCE REDRESSED MECHAN

S/N				
1 SN	NAME OF COMPLAINANT	CONTACT INFORMATION	DATE RECEIVED	
2	GRV/2025/001	Mallam Kalla Gana	8114384797	08/01/2025
3	GRV/2025/002	Usman Sani	7036379272	15/01/2025
4	GRV/2025/003	usaini kabir	8062305619	20/01/2025
5	GRV/2025/004	Abubakar Hussaini	7033699593	25/01/2025
6	GRV/2025/005	Mustapha Auwal	8162301957	02/02/2025
7	GRV/2025/006	Haruna B Waru	7063342100	10/02/2025
8	GRV/2025/007	Mallam Auwal	8038181391	18/02/2025
9	GRV/2025/008	Me Dan Kunne	8123873503	22/02/2025
10	GRV/2025/009	Abubakar Usman	7034681025	01/03/2025
11	GRV/2025/010	Imran Sadiq	9032378340	05/03/2025
12	GRV/2025/011	Abu Musa Damaturu	8036207447	11/03/2025
13	GRV/2025/012	Sidi Tanko Ayuba	8035912553	18/03/2025
14	GRV/2025/013	Ado Provision	8067574700	24/03/2025
15	GRV/2025/014	fathes cake	8134421126	02/04/2025
16	GRV/2025/015	Usman Abba	9032743499	09/04/2025
17	GRV/2025/016	Fatima Ansari	7033847547	16/04/2025
18	GRV/2025/017	Aisha Ngari	8063244030	01/03/2025
19	GRV/2025/019	Aminu Musa	7045367312	01/06/2025
20	GRV/2025/020	Musa Ali Kagu	8134234578	05/06/2025
21	GRV/2025/021	Ayyuba Lawan	8145789054	10/06/2025
22	GRV/2025/022	Faruq Abatcha	7045367813	14/06/2025
23	GRV/2025/023	Maryam Sabo	8056743533	21/06/2025
24	GRV/2025/024	Usman Buba	8134567891	28/06/2025
25	GRV/2025/025	Aminu Bukar Maji	8134098071	03/07/2025
26	GRV/2025/026	Alh Maleh Idriss	8135790643	06/07/2025
27	GRV/2025/028	Isa Madaki	8067804321	08/07/2025
28	GRV/2025/029	Bala Goni	8156709323	10/07/2025
29	GRV/2025/030	Safiya Modu	8136709871	13/07/2025
30	GRV/2025/031	Habib Yau	8132579081	15/07/2025
31	GRV/2025/032	Fatima Bala	7032689890	18/07/2025
32	GRV/2025/033	Hamida Ahmad	903324576	02/09/2025
33	GRV/2025/034	Sharifa Ahmad Nuhu	8021356970	24/09/2025
34	GRV/2025/035	Ibrahim Ali	8094432827	07/10/2025
35	GRV/2025/036	Muktar Inusa	8034587012	19/10/2025

36 GRV/2025/037	Musa Mustapha	7037605346	30/10/2025
37 GRV/2025/038	Galadima Zannah Bura	8143279864	06/11/2025
38 GRV/2025/039	Ahmed Farra	7053864213	11/11/2025
39 GRV/2025/040	Amos Ayuba	9067809432	16/11/2025
40 GRV/2025/041	Hassan Maina Sule	8135896097	27/11/2025
41 GRV/2025/042	Umar Sadik	8054321196	30/11/2025
42 GRV/2025/043	Firdausi Ahmad Manga	8023145876	01/12/2025
43 GRV/2025/044	Usman Husaini	8123467890	02/12/2025
44 GRV/2025/045	Ayuba Saleh	7033569130	05/12/2025
45 GRV/2025/046	Jummai Suleiman	8133670891	06/12/2025
46 GRV/2025/047	Adam Abubakar	8095428566	07/12/2025
47 GRV/2025/048	Ali Yusuf	8033567210	08/12/2025
48 GRV/2025/049	Adam Garga	9054543538	09/12/2025
49 GRV/2025/050	Zaiyanu Umar	8035679206	10/05/2025
50 GRV/2025/051	Shamsu Abubakar	80325687986	10/05/2025

UISM ,MINISTRY OF COMMERCE,INDUSTRY,TOU

DESCRIPTION OF ISSUE	RECEIVING OFFICER
Delay in renewal of food safety license	Ibrahim Umar Ibrahim
unsanity public restroom in market area	Ibrahim Umar Ibrahim
illegal hawkers blocking shop entrance	Ibrahim Umar Ibrahim
vendor registration rejected without reason	Ibrahim Umar Ibrahim
excessive inspection visits causing disruption	Ibrahim Umar Ibrahim
non functional fire safety equipment in complex	Ibrahim Umar Ibrahim
inconsistent electricity	Ibrahim Umar Ibrahim
supply affecting POS system	Ibrahim Umar Ibrahim
corrupt officer demanding bribes for permit	Ibrahim Umar Ibrahim
delay in digital tax filling acknowledgement	Ibrahim Umar Ibrahim
broken pavement causing customer accidents	Ibrahim Umar Ibrahim
waterlogging near entry due to poor drainage	Ibrahim Umar Ibrahim
biased shop allotment ignoring seniority	Ibrahim Umar Ibrahim
delay in receiving trade fair participation pass	Ibrahim Umar Ibrahim
loud construction disrupting business hours	Ibrahim Umar Ibrahim
theft incidents in night market area	Ibrahim Umar Ibrahim
discrepancy in e-auction result for market stall	Ibrahim Umar Ibrahim
Force Relocation due to fly over construction disrupting sales	Ibrahim Umar Ibrahim
Sudden closure of kukareta market due to insurgency fears	Ibrahim Umar Ibrahim
Rent dispute due to market reconstruction	Ibrahim Umar Ibrahim
loss of goods in Tarmuwa after abrupt market shutdown	Ibrahim Umar Ibrahim
Low patronage after relocation to the Damaturu Modern Market	Ibrahim Umar Ibrahim
Harrasment by taskforce officials during traders relocation	Ibrahim Umar Ibrahim
Lack of toilet facilities at temporary market stalls	Ibrahim Umar Ibrahim
theft in new night trading zone after market move	Ibrahim Umar Ibrahim
Electricity cut-up after the relocation temporary sites	Ibrahim Umar Ibrahim
Bias ressignment of stalls spaces force move	Ibrahim Umar Ibrahim
refusal to accept relocated site permit by official	Ibrahim Umar Ibrahim
damage goods due to poor shelter atv the new site	Ibrahim Umar Ibrahim
no responsonse from GRM desk for 10 days post submission	Ibrahim Umar Ibrahim
Complaint: Swap Transaction Failed	Ibrahim Umar Ibrahim
Complaint: High Slippage on Trade	Ibrahim Umar Ibrahim
Incorrect Token Amount Received After Swap	Ibrahim Umar Ibrahim
Delayed Transaction Confirmation	Ibrahim Umar Ibrahim

LP Rewards Not Showing

Unable to Withdraw Liquidity

Farming Rewards Lower Than Expected

Staking Rewards Not Received

IDO Allocation Missing

Unexpected Trading Fee

Bridge Transfer Delayed (Cross-Chain)

Copliant from filling station

Duplicate shop allocation

Allege staff collecting bribe

Harrasment by taskforce officials during traders relocation

Debt conflict between traders

Business premises complaint along family support

Filling Station Complaint

Traders complaint about notification on govnrment activities

Ibrahim Umar Ibrahim

RISM AND SOLID MINERALS YOBE STATE FROM

MDA	STATUS OF OF COMPLAINT	DATE RESPONDED BY	ACTION TAKING
Ministry of Commerce	Resolved	12/01/2024	Investigating the cause of delay
Ministry of Commerce	Resolved	19/01/2025	Investigating the disciplinary Action
Ministry of Commerce	Resolved	23/01/2025	Review of Rent Fee Structure
Ministry of Commerce	Resolved	26/01/2025	Arrest of suspect and recovery of stolen funnds
Ministry of Commerce	Resolved	05/02/2025	Redistribution of vendor spaces
Ministry of Commerce	Resolved	15/02/2025	Clean up campaign and improved waste Management
Ministry of Commerce	Resolved	19/02/2025	Reallocation of Stalls
Ministry of Commerce	Resolved	25/02/2025	Review of pricing regulations
Ministry of Commerce	Resolved	02/03/2025	Aggreement on new operating hours
Ministry of Commerce	Resolved	09/03/2025	Improvement in Security Measures
Ministry of Commerce	Resolved	15/03/2025	Inspection and repairs of electrical connections
Ministry of Commerce	Resolved	20/03/2025	Improved waste disposal practices
Ministry of Commerce	Resolved	27/03/2025	Investigation of Management practices
Ministry of Commerce	Resolved	03/04/2025	Registration and regulation of Vendors
Ministry of Commerce	Resolved	11/04/2025	Installation of New Water facilities
Ministry of Commerce	Resolved	20/04/2025	Enforcement of water regulation
Ministry of Commerce	Resolved	20/04/2025	Resoved through appropriate measures
Ministry of Commerce	Resolved	03/06/2025	Alternate trading zones allocated with notice
Ministry of Commerce	Resolved	07/06/2025	support and control of the situstion currently ongoing
Ministry of Commerce	Resolved	15/06/2025	Temporary rent relive untill transition is completed
Ministry of Commerce	Resolved	15/06/2025	dispatch and initiate support directional sign board
Ministry of Commerce	Resolved	27/06/2025	incidence lodge action taking
Ministry of Commerce	Resolved	29/06/2025	awarded for temporary sanitation unit
Ministry of Commerce	Resolved	03/07/2025	partnership with security volunteer
Ministry of Commerce	Resolved	08/07/2025	patrol coverage extended
Ministry of Commerce	Resolved	13/07/2025	new source installed for temporary stalls
Ministry of Commerce	Resolved	15/07/2025	relocation conducted with traders involvement
Ministry of Commerce	Resolved	15/07/2025	circular released clarifying legal status of vendors
Ministry of Commerce	Resolved	27/07/2025	distribution of tarpulins and temporary roofing via ER FUN
Ministry of Commerce	Resolved	27/07/2025	Delay traaced to saber down time,ticked updated
Ministry of Commerce	Resolved	02/08/2025	Transaction logs were reviewed. Failure occurred due to in:
Ministry of Commerce	Resolved	22/09/2025	AMM pool data showed low liquidity at the time of trade. S
Ministry of Commerce	Resolved	30/09/2025	Audit confirmed price impact due to pool imbalance. AMM
Ministry of Commerce	Resolved	31/09/2025	Stacks network congestion identified. Transaction eventual

Ministry of Commerce	Resolved	01/10/2025	Timestamp check revealed rewards start after the next cycl
Ministry of Commerce	Resolved	02/10/2025	User reset wallet nonce and successfully
Ministry of Commerce	Resolved	03/10/2025	User informed about APY fluctuation mechanisms.
Ministry of Commerce	Resolved	04/10/2025	User received full amount.
Ministry of Commerce	Resolved	05/10/2025	Snapshot verification shared; user accepted outcome
Ministry of Commerce	Resolved	06/11/2025	Fee breakdown shared. User acknowledged understanding
Ministry of Commerce	Resolved	07/12/2025	Transfer completed successfully.
Ministry of Commerce	Resolved	08/12/2025	Resolved through appropriate measures
Ministry of Commerce	Resolved	09/12/2025	Resolved through appropriate measures
Ministry of Commerce	Resolved	10/12/2025	Resolved through appropriate measures
Ministry of Commerce	Resolved	11/12/2025	Resolved through appropriate measures
Ministry of Commerce	Resolved	12/12/2025	Resolved through appropriate measures
Ministry of Commerce	Resolved	13/12/2025	Resolved through appropriate measures
Ministry of Commerce	Resolved	14/12/2025	Resolved through appropriate measures
Ministry of Commerce	Resolved	15/12/2025	Resolved through appropriate measures

JANUARY TO JULY 2025

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REMARKS	Category of compliant
Satisfactory by all pparties involved	Trade Related
Satisfactory by all pparties involved	Trade Related
Satisfactory by all pparties involved	Trade Related
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Satisfactory by all pparties involved	Trade Related
Sufficient gas on Stacks. User was guided to retry with recommended gas values. Issue resolved.	
Slippage warnings were confirmed visible	
constant product formula functioned as designed.	
lly confirmed. User was advised on monitoring mempool status during high network load periods.	

