

S/N	APPLICATION NO	NAME OF COMPLAINANT	CONTACT DETAILS	DATE OF COMPLAINT
1	MCIT/GRM1	ASMAU ALIYU SULEIMAN	8036172835	10TH JANUARY 2024
2	MCIT/GRM2	ALH YAHAYA ALFIJIR	8034384797	15TH JANUARY 2024
3	GRM/GRM3	ALH UMAR AMASKO	8036379272	13TH FEBRUARY 2024
4	MCIT/GRM4	BABANGIDA S ASK	8066305619	13TH FEBRUARY 2024
5	MCIT/GRM5	LUKMAN DAN DUTSE	8035399593	20TH February 2024
6	MCIT/GRM6	YAHAYA ABBA BAFFA	7061601957	3RD MARCH 2024
7	MCIT/GRM7	MAMMAN LAWAN	8063702100	10TH MARCH 2024
8	MCIT/GRM8	ALH ABDULLAHI DAN DUTSE	7063181391	16TH MARCH 2024
9	MCIT/GRM9	ALH MUSA BASA	8032873503	12TH MAY 2024
10	MCIT/GRM10	ALH ABUBAKAR NASARA	8036381025	24TH APRIL 2024
11	MCIT/GRM11	SAMAILA MADINA	8032314340	23RD JUNE 2024
12	MCIT/GRM12	ALH ABDULLAHI BUSHSHA	8036277447	19TH AUGHUST 2024
13	MCIT/GRM13	ALH MUSA MAI ATAMFA	8035212553	27TH SEPTEMBER 2024
14	MCIT/GRM14	ALH KACHALLA	8065574700	30TH SEPTEMBER 2024
15	MCIT/GRM15	ABDULRAZAK RAUDA	8133421126	4TH OCTOBER 2024
16	MCIT/GRM16	MUHAMMAD SAIDU MURBA	9032743399	16TH NOVEMBRED 2024
17	MCIT/GRM17	LAWAN HARUNA JADO	7033847537	22ND NOVEMBER 2024
18	MCIT/GRM18	ADAMU KAWU	8063244080	28TH NOVEMBER 2024
19	MCIT/GRM19	ADAMU BULAMA	8037179703	10TH DECEMBER 2024
20	MCIT/GRM20	IBRAHIM U IBRAHIM	80686744338	11TH DECEMBER 2024

DESCRIPTION OF COMPLAINT

Dispute over Market Stall Allocation at Damaturu Modern Market
Delay in Issuance of Trade licence at Gashua Modern Market
Alleged harrasement by officials at Potiskum Cattle Market
Overcharging of stalls rent fees at Ngruru Modern Market
Theft of goods from stalls at Garin Alkali Market
Unfair distribution of Vendor spaces at Kuka Reta Cattle Market
Complaints about cleanliness and sanitation at Bayan Tasha Market
Accusation of favoritism in allocation of prime stalls in Gashua Modern Market
Disagreement over pricing regulations at Potiskum grains Market
Vendor disputes over operating hours at Bayan Tasha Market
Complain about Security Measures at Garin Alkali Market
Disputs over electrical connections and safety at Bayan Tasha Damaturu
Vendor grievances about waste disposal practices at Nguru Market
Alleged unethical practices by Management at Potiskum Market
Grievances regarding unfair competition from unregistered vendors at Kuka Reta M
Issues with Water supply and sanitation facilities at Buni Yadi Market
Dispute over Genarator Noise and Public disturbance in Tarmuwa Market
Complain about inadequate parking space for customers at Bayan Tasha Damaturu
Mismanagement of Shop fund by staff of the shop
Poor maitenance of electrical and market infrastructure at Bayan Tasha Market

1 RESPONSE STATUS MIN O

RESPONSIBLE MINISTRY, DEPARTMENT AND AGENCY (MDA)	MODE/CHANNEL OF RECEIVING GRIEVANCE
Ministry of Commerce	Walk-In Complain
Market Management Ahmad Lawan Modern Market Gashua	Walk-In Complain
Ministry of Commerce and Justice	Written complain
Ministry of Commerce	Email
Police Dept.	Walk-In Complain
Ministry of Commerce	Phone call
Ministry of Commerce and Environmental Sanitatoi Agency	Phone call
Ministry of Commerce and Yobe Investment	Written complain
Ministry of Commerce	Phone call
Market Authority and Ministry of Commerce	Written complain
Security Dept	Written complain
Electrical Dept	Walk-In Complain
Ministry of Commerce and Environmental Sanitatoi Agency	Written complain
Ministry of Commerce	Written complain
Ministry of Commerce and Justice	Email
Yobe State Water Cooperation	Email
Commerce and Environmet	Walk-In Complain
Ministry of Commerce, YOGIS and Housing	Written complain
Ministry of Commerce	Written complain
Market Management and Ministry of Commerce	Written complain

OF COMMERCE

DETAILS OF WHERE THE REPORT WAS MADE	STATUS OF COMPLAINT	ACTIONS TAKEN
MCIT Commerce Department	Resolved	Reallocation of Stalls
Gashua Market, customer care desk	Pending	Investigating the cause of delay
MCIT Zonal Office Potiskum	Resolved	Investigating the disciplinary Action
Nguru Modern Market	Pending	Review of Rent Fee Structure
Garin Alkali Station	Resolved	Arrest of suspect and recovery of stolen funds
Kuka Reta Market	Pending	Redistribution of vendor spaces
Environmental Sanitation Agency	Resolved	Clean up campaign and improved waste Management
Yobe Investment	Resolved	Reallocation of Stalls
Potiskum Zonal Office	Pending	Review of pricing regulations
Ministry of Commerce	Resolved	Agreement on new operating hours
Ministry of Commerce	Pending	Improvement in Security Measures
Ministry of Commerce	Resolved	Inspection and repairs of electrical connections
Ministry of Commerce	Resolved	Improved waste disposal practices
Ministry of Commerce	Pending	Investigation of Management practices
Ministry of Commerce	Resolved	Registration and regulation of Vendors
yobe state water cooperation	Pending	Installation of New Water facilities
ministry of environment	Resolved	Enforcement of water regulation
YOGIS	Pending	Expansion of Parking facilities
Ministry of Commerce	Resolved	Audit and reallocation of funds
ministry of commerce	Pending	Maintenance and repairs of infrastructure

FINAL RESOLUTION	FEEDBACK GIVEN	MODE/CHANNEL OF FEEDBACK	OFFICER COMPLETING THE FORM
Resolved on 27th January 2024	Yes	Walk-In	Adamu Bulama
In Progress	No	Walk-In	Adamu Bulama
Resolved on 17th February 2024	Yes	Phone call	Lawan Ali
In Progress	No	Phone call	Lawan Ali
Resolved on 20th February 2024	Yes	Phone call	Ibrahim Umar
In Progress	No	Email	Adamu Bulama
Resolved on 20th March 2024	Yes	Email	Adamu Bulama
Resolved on 20th March 2024	Yes	Written letter	Adamu Bulama
In Progress	No	Written letter	Ibrahim Umar
Resolved on 15th May 2024	Yes	Written letter	Adamu Bulama
In Progress	No	Phone call	Lawan Ali
Resolved on 27th Aughust 2024	Yes	Walk-In	Ibrahim Umar
Resolved on 10th October 2024	Yes	Phone call	Adamu Bulama
In Progress	No	Written letter	Lawan Ali
Resolved on 11th October 2024	Yes	Email	Lawan Ali
In Progress	No	Email	Adamu Bulama
Resolved on 25th November 2024	Yes	Walk-In	Adamu Bulama
In Progress	No	Walk-In	Adamu Bulama
Resolved on 24th December 2024	Yes	Written letter	Adamu Bulama
In Progress	No	Phone call	Ibrahim Umar