

**MINISTRY OF COMMERCE, INDUSTRY, TOURISM AND SOLID
MINERALS, YOBE STATE**

**📁 GRIEVANCE REDRESSED RECORD – TRADERS (JANUARY TO MAY
2025)**

GRM DESK OFFICER CONTACT INFORMATION

IBRAHIM UMAR IBRAHIM

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Grievance ID	Trader Name	Complaint Description	Date Lodged	Redress Provided	Solution Provided	Resolved within SLA
GRV/2025/001	Malam Kalla Gana	Delay in renewal of food safety license	2025-01-08	License renewed with updated process	Backlog cleared; automation added to reduce future delays	Yes
GRV/2025/002	Usman Sani	Unsanitary public restrooms in market area	2025-01-15	Sanitation increased, contractor fined	New sanitation contract awarded with daily monitoring	Yes
GRV/2025/003	Usaini Kabir	Illegal hawkers blocking shop entrance	2025-01-20	Hawkers relocated	Municipal team relocated unauthorized vendors after complaint verification	Yes
GRV/2025/004	Abubakar Hussaini	Vendor registration rejected without reason	2025-01-25	Registration re-evaluated and approved	Online form errors corrected; approval granted with guidance for others	No
GRV/2025/005	Mustapha Auwal	Excessive inspection visits causing disruption	2025-02-02	Schedule streamlined	Inspection frequency reduced to quarterly visits	Yes
GRV/2025/006	Haruna B Waru	Non-functional fire safety equipment in complex	2025-02-10	Equipment repaired, audit conducted	Fire safety compliance ensured; third-party audit completed	Yes

Grievance ID	Trader Name	Complaint Description	Date Lodged	Redress Provided	Solution Provided	Resolved within SLA
GRV/2025/007	Malam Auwal Me Dan Kunne	Inconsistent electricity supply affecting POS systems	2025-02-18	Transformer upgraded	Power board upgraded infrastructure near commercial block	No
GRV/2025/008	Abubakar Usman	Corrupt officer demanding bribes for permit	2025-02-22	Officer suspended	Inquiry confirmed misconduct; officer suspended and investigation initiated	Yes
GRV/2025/009	Imran Siddik	Delay in digital tax filing acknowledgment	2025-03-01	System error fixed	Backend updated on GST portal; acknowledgments automated	Yes
GRV/2025/010	Abu Musa Damaturu	Broken pavement causing customer accidents	2025-03-05	Pavement repaired	Repair team completed resurfacing; signage placed during maintenance	Yes
GRV/2025/011	Sidi Tanko Ayuba	Waterlogging near entry due to poor drainage	2025-03-11	Drainage cleared	Engineering team cleaned and redesigned drainage system	Yes
GRV/2025/012	Ado Provision	Biased shop allotment ignoring seniority	2025-03-18	Allotment re-reviewed	Appeals board re-allotted space fairly; policy revised for transparency	No
GRV/2025/013	Fathes Cake	Delay in receiving trade fair participation pass	2025-03-24	Pass issued with compensation	Manual dispatch issue resolved; traders given digital pass option	Yes
GRV/2025/014	Usman Abba	Loud construction disrupting business hours	2025-04-02	Timing adjusted	Contractor ordered to operate only during off-peak trading hours	Yes

Grievance ID	Trader Name	Complaint Description	Date Lodged	Redress Provided	Solution Provided	Resolved within SLA
GRV/2025/015	Fatima Ansari	Theft incidents in night market area	2025-04-09	Police patrolling increased	Surveillance cameras installed; police patrols increased at night	Yes
GRV/2025/016	Aisha Ngari	Discrepancy in e-auction result for market stall	2025-04-16	Auction re-conducted	Error in auction software fixed; re-auction done fairly with oversight	Yes

A total of 16 complaints were received between January and May 2025. The Ministry continues to ensure timely acknowledgment (**within 3 days**) and resolution (**within 30 days**).

MONTHLY STATISTICS REPORT

Name of MDA:

Ministry of Commerce, Industry, Tourism, and Solid Minerals – Yobe State

Weblink to Procedure (SLA):

To be provided (GRM procedure link/SLA if available)

Contact Details of MDA:

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Performance Summary for Grievance Redress Mechanism (January – April 2025)

Month	Total Complaints Received	Total Complaints Resolved	Turnaround Time for Process	% Complaints Resolved Within Turnaround Time
January	3	3	Acknowledge: 3 days Resolve: 6 days	100%
February	4	4	Acknowledge: 3 days Resolve: 18 days	100%
March	4	4	Acknowledge: 3 days Resolve: 21 days	100%
April	5	5	Acknowledge: 3 days Resolve: 7 days	100%

Remarks:

- All 16 complaints received from January to April were resolved **within SLA timeframes**.
 - Staff capacity building and process improvement measures have contributed to consistent performance.
 - The Ministry is working to deploy a **feedback mechanism** to further enhance accountability and service satisfaction.
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