

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

Grievance Redressed Record – Traders (June to July 2025)

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Grievance ID	Trader Name	Complaint Description	Date Lodged	Redress Provided	Solution Provided	Resolved within SLA
GRV/2025/017	Aminu Musa	Forced relocation due to flyover construction disrupting sales	2025-06-01	Temporary kiosk space allocated	Alternate trading zones allocated with notice; market welfare unit notified	Yes
GRV/2025/018	Musa Ali Kagu	Sudden closure of Kukareta market due to insurgency fears	2025-06-05	Security taskforce already in operation.	Military support and controlled of the situation currently ongoing.	Yes
GRV/2025/019	Ayyub Lawan	Rent disputes due to market reconstruction	2025-06-10	Rent freeze enacted for 30 days	Temporary rent relief until transition is completed	No
GRV/2025/020	Farouk Abacha	Loss of goods in Tarmuwa after abrupt market shutdown	2025-06-14	Compensation review panel set up	Valuation team dispatched to assess loss and initiate support	No
GRV/2025/021	Maryam Sabo	Low patronage after relocation near flyover site	2025-06-21	Visibility support provided	Directional signboards placed, awareness support by LGAs	Yes
GRV/2025/022	Usman Buba	Harassment by task force officials during traders relocation	2025-06-28	Complaint escalated to legal desk	Incident logged, disciplinary action against overstepping official	Yes

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GRV/2025/023	Aminu Bukar Maji	Lack of toilet facilities at temporary market stalls	2025-07-03	Mobile toilets installed	Contract awarded for temporary sanitation units.	Yes
GRV/2025/024	Alh Male Idris	Theft in new night trading zone after market move	2025-07-06	Local vigilante group stationed	Partnership with security volunteers; patrol coverage extended	Yes
GRV/2025/025	Isa Madaki	Electricity cutoff after relocation to temporary site	2025-07-08	Power board reconnected lines	New source installed for temporary stalls	No
GRV/2025/026	Bala Goni	Biased reassignment of stall spaces post-move	2025-07-10	Committee reviewed allocations	Reallocation conducted with traders' union involvement	Yes
GRV/2025/027	Safiya Modu	Refusal to accept relocated site permit by officials	2025-07-13	Clarification issued by ministry	Circular released clarifying legal status of relocated vendors	Yes
GRV/2025/028	Habib Yau	Damaged goods due to poor shelter at new site	2025-07-15	Roofing materials provided to affected traders	Distribution of tarpaulins and temporary roofing via emergency response funds.	Yes
GRV/2025/029	Fatima Bala	No response from GRM desk for 10 days post-submission	2025-07-18	Apology issued; immediate processing started	Delay traced to server downtime; ticket processing protocol updated	Yes

Summary

- **Total Complaints Received (Q2):** 13
- **Major Issues:** Relocation due to flyover project, insurgency-triggered closures of Markets, basic infrastructure gaps
- **Emerging Themes:** Infrastructure strain, need for swift emergency response, and improved communication channels