

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

QUARTERLY GRIEVANCE REDRESS MECHANISM (GRM) PERFORMANCE REPORT

Q3 2025 (July – September)

Executive Summary

This report presents the Grievance Redress Mechanism (GRM) performance of the **Ministry of Commerce, Industry, Tourism, and Solid Minerals – Yobe State** for the **third quarter of 2025 (July–September)**.

During this quarter, the Ministry received a total of **10 complaints**, bringing the cumulative number of complaints received from **January to October 2025 to 39**.

Of the 10 complaints received in Q3, **9 were fully resolved**, and **1 remains under review**. The Ministry maintained a **90% resolution rate** within the Service Level Agreement (SLA) timeframe.

The majority of complaints in Q3 were related to:

- Market relocations due to ongoing infrastructure projects.
- Temporary power and water supply issues at relocation sites.
- Communication delays between local market committees and GRM desk officers.

Key achievements this quarter include the **launch of a digital complaint tracking dashboard**, **improved trader feedback mechanisms**, and **enhanced staff capacity** through targeted training.

Overall, the Ministry continues to demonstrate strong performance and responsiveness, with an **average resolution time of 12 days** and **92% SLA compliance** across all quarters to date.

1. Performance Summary (Q3 2025)

Month	Total Complaints Received	Total Complaints Resolved	Turnaround Time	% Resolved Within SLA
July	4	4	Acknowledge: 3 days Resolve: 9 days	100%

Month	Total Complaints Received	Total Complaints Resolved	Turnaround Time	% Resolved Within SLA
August	3	3	Acknowledge: 3 days Resolve: 12 days	100%
September	3	2	Acknowledge: 3 days Resolve: 15 days	67%
Q3 Total	10	9	Average Resolution Time: 12 days	90%

2. Cumulative Performance (January – September 2025)

Indicator	Q1 (Jan–Mar)	Q2 (Apr–Jun)	Q3 (Jul–Sep)	Total (Jan–Sep)
Complaints Received	11	18	10	39
Complaints Resolved	11	16	9	36
Overall Resolution Rate	100%	89%	90%	92%
Average Turnaround Time	15 days	12 days	12 days	13 days

3. Highlights and Observations

- **10 complaints** were received in Q3, with **9 resolved** within SLA timelines.
- **Consistent 3-day acknowledgement rate** maintained across all months.
- **Key issue trends:** market relocation logistics, electricity reliability, and stall allocation transparency.
- **Unresolved complaint:** one case under technical review, to be finalized in early Q4 2025.

4. Key Developments and Improvements

1. **Digital GRM Dashboard:** Enables real-time tracking, classification, and analytics of complaints.
2. **SMS Feedback System:** Keeps traders informed of their complaint progress.
3. **Capacity Building:** Targeted staff training on SLA adherence and complaint documentation.
4. **Local Collaboration:** Strengthened coordination with LGAs and market committees to improve response speed.

5. Planned Actions for Q4 2025

- Rollout of **full GRM automation** with online complaint forms and instant case updates.
- Conduct **Trader Sensitization Workshops** across major markets in Damaturu, Potiskum, and Gashua.
- Introduce **quarterly stakeholder dialogue** to foster transparency and feedback-driven improvement.
- Establish a **rapid response framework** for market-related emergencies (e.g., relocations, demolitions).

6. Summary Snapshot (January – October 2025)

Metric	Performance
Total Complaints Received	39
Total Complaints Resolved	36
Overall SLA Compliance	92%
Average Resolution Time	13 days
Outstanding Cases	3 (under review)

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