

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

**QUARTERLY GRM PERFORMANCE REPORT – Q4 2025  
(OCTOBER–DECEMBER)**

**Executive Summary**

In Q4 2025, the Ministry of Commerce, Industry, Tourism, and Solid Minerals – Yobe State received a total of **11 complaints**, all of which were **fully resolved within the Service Level Agreement (SLA) timeframe**, achieving a **100% resolution and SLA compliance rate** for the quarter.

This strong performance reflects the Ministry’s continued commitment to efficiency, transparency, and responsiveness within its Grievance Redress Mechanism (GRM). The majority of complaints received in Q4 centered on:

- Stall allocation verifications at the Newly built modern market
- Market relocation adjustments
- Utility service disruptions during festive-season market activities

The Ministry maintained consistent acknowledgement timelines and reduced average resolution time compared to earlier quarters.

**1. Performance Summary (Q4 2025)**

Month	Complaints Received	Complaints Resolved	Turnaround Time	% Resolved Within SLA
October	4	4	Acknowledge: 2 days Resolve: 10 days	100%

Month	Complaints Received	Complaints Resolved	Turnaround Time	% Resolved Within SLA
November	3	3	Acknowledge: 3 days Resolve: 11 days	100%
December	4	4	Acknowledge: 2 days Resolve: 9 days	100%
<b>Q4 Total</b>	<b>11</b>	<b>11</b>	<b>Average: 10 days</b>	<b>100%</b>

## 2. Key Highlights and Observations

- All 11 complaints were resolved within SLA, demonstrating improved operational efficiency.
- Average acknowledgement time improved to 2–3 days, below the standard allowed.
- Enhanced coordination with local market committees contributed to faster case closure.
- No outstanding or escalated cases reported during Q4.

## 3. Overall Cumulative Performance (January – December 2025)

*(Updated with Q4 figures)*

Indicator	Q1	Q2	Q3	Q4	Total (Jan–Dec)
<b>Complaints Received</b>	11	18	10	11	<b>50</b>
<b>Complaints Resolved</b>	11	16	9	11	<b>47</b>
<b>Resolution Rate</b>	100%	89%	90%	100%	<b>94%</b>
<b>Average Resolution Time</b>	15 days	12 days	12 days	10 days	<b>12 days</b>

#### 4. Summary

Q4 2025 demonstrated significant improvement in SLA adherence and resolution efficiency. The Ministry achieved a **perfect SLA compliance rate**, reinforcing public trust and strengthening the overall effectiveness of the GRM system.

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