



Ministry of Commerce, Trade and Industries

GRIEVANCE REDRESS MECHANISM (GRM) ANNUAL PERFORMANCE REPORT
Reporting Period: January 1, 2024 – December 31, 2024

Date of Publication: January 20, 2025

1. Executive Summary

This report presents the performance of the Grievance Redress Mechanism (GRM) of the Adamawa State Ministry of Commerce, Trade & Industries for the period January 1 to December 31, 2024, as required under DLI 5 of the SABER Program.

The GRM received a total of 31 grievances during the year, all of which were formally logged, investigated, and resolved. Of these:

- 26 grievances (84%) were resolved within the stipulated Service Level Agreement (SLA) timeframe of 7 working days.
- 5 grievances (16%) were resolved outside the SLA due to delays in document verification or inter-agency coordination.

The overall GRM resolution rate was 100%, demonstrating the Ministry's commitment to accountability, transparency, and responsive service delivery.

This performance exceeds the DLI 5 requirement of resolving at least 75% of grievances within SLA.

All complaints were received via Grv-mis.adamawastate.gov.ng (27 cases) and in-person at zonal offices (4 cases). No fee was charged for filing a complaint, and all data has been handled confidentially in line with PEBC and POPIA guidelines.

2. GRM Overview

Component	Detail
GRM Status	Operational since January 1, 2024
SLA for Resolution	7 working days from date of receipt
GRM Channels	
	www.grv-mis.adamawastate.gov.ng (Primary)
	• In-person at HQ and Zonal Offices (Yola, Mubi, Numan)
	• Email: info@commerce.adamawastate.gov.ng

	• Phone Line: +234 803 263 2175
Legal Basis	Adamawa State Business Premises Registration Law, 2019 (Amended 2023)

Confidentiality Assured: All complainants’ personal information is protected.
 No adverse action is taken against individuals who file complaints.
 No Fee Charged: Filing a grievance is free of charge.

3. Summary of Grievances Received & Resolved (2024)

Quarter	Grievance Received	Resolved Within SLA	Resolved Outside SLA	% Resolved on time
Q1 (Jan–Mar)	7	6	1	86%
Q2 (Apr–Jun)	8	7	1	88%
Q3 (Jul–Sep)	9	7	2	78%
Q4 (Oct–Dec)	7	6	1	86%
TOTAL	31	26	5	84%

Target: ≥75% of grievances resolved within SLA — Achieved

4. Nature of Complaints Received

Category	Number	% Percentage
Delay in business premises permit processing	14	45%
Alleged demand for unofficial payments by staff	8	26%
Lack of feedback after application submission	5	16%
Confusion over required documents or fees	3	10%

Harassment by field officers	1	3%
Total	31	100%

Key Insight: The majority of complaints were related to processing delays and suspected corruption, indicating a need for improved internal tracking and stronger anti-graft enforcement.

5. Detailed GRM Log (Redacted – Public Version)

S/N	Date Received	Nature of Complaint	Channel	Date Resolved	Action Taken	SLA MET ?	Remarks
1	2024-01-04	Delay in permit approval after payment	Grv-mis.adamawastate.gov.ng	2024-01-10	Case reviewed; permit issued same day	Yes	System backlog cleared
2	2024-01-11	Staff demanded ₦4,000 "processing fee"	Grv-mis.adamawastate.gov.ng	2024-01-18	Investigation opened; officer reprimanded	Yes	Refund processed; staff retrained
3	2024-01-20	No response after submitting application	Email	2024-01-26	File located; status update sent	Yes	Follow-up alert added to system
4	2024-02-02	Confusion over required documents for SME	In-person	2024-02-08	Checklist and sample forms provided	Yes	FAQ section updated online
5	2024-02-13	Rude behavior by customer care officer	Grv-mis.adamawastate.gov.ng	2024-02-20	Officer counseled; apology issued	Yes	Customer service training scheduled

6	2024-03-05	Unofficial payment demanded at Mubi office	Grv-mis.adamawastate.gov.ng	2024-03-13	Staff suspended; investigation concluded	No	Disciplinary action taken
7	2024-03-16	Request for fee waiver under youth program	Email	2024-03-22	Verified eligibility; fee waived per policy	Yes	Documentation filed
8	2024-04-03	Delay due to missing site inspection	Grv-mis.adamawastate.gov.ng	2024-04-11	Inspection rescheduled; completed	No	Inspector on leave
9	2024-04-14	Overcharged on registration levy	Grv-mis.adamawastate.gov.ng	2024-04-20	Recalculation done; excess refunded	Yes	IRS reconciliation confirmed
10	2024-04-28	Need clarification on zoning rules	Email	2024-05-04	Technical guidance provided	Yes	Policy document shared
11	2024-05-06	Harassment by inspector during visit	Grv-mis.adamawastate.gov.ng	2024-05-12	Officer reprimanded; formal warning issued	Yes	Conduct review initiated
12	2024-05-18	Lost application file	Grv-mis.adamawastate.gov.ng	2024-05-24	File recovered from archive	Yes	Internal audit recommended
13	2024-06-02	Demand for cash payment instead of bank transfer	Grv-mis.adamawastate.gov.ng	2024-06-08	Payment channel clarified; staff retrained	Yes	Official payment link reinforced

14	2024-06-15	Delay in certificate issuance	In-person	2024-06-21	Certificate printed and dispatched	Yes	High workload during quarter-end
15	2024-07-04	Alleged favoritism in fast-tracking applications	Grv-mis.adamawastate.gov.ng	2024-07-11	Audit conducted; no wrongdoing found	Yes	Findings shared with complainant
16	2024-07-17	Difficulty uploading documents online	Grv-mis.adamawastate.gov.ng	2024-07-24	IT support provided; file submitted	Yes	Portal usability improved
17	2024-08-03	Denial of permit without explanation	Email	2024-08-09	Re-evaluated; approval granted with conditions	Yes	Communication protocol updated
18	2024-08-15	Request for extension due to illness	Grv-mis.adamawastate.gov.ng	2024-08-21	Extension granted with medical proof	Yes	Compassionate consideration applied
19	2024-08-27	Unofficial fee demanded during renewal	Grv-mis.adamawastate.gov.ng	2024-09-03	Staff investigated; refund processed	Yes	Anti-corruption memo issued
20	2024-09-08	No feedback after 4 weeks	Email	2024-09-14	Status update sent; case expedited	Yes	Reminder system activated

21	2024-09-20	Confusion about fee structure	Grv-mis.adamawastate.gov.ng	2024-09-26	Updated schedule shared	Yes	Fee chart published online
22	2024-10-05	Delay due to system downtime	Grv-mis.adamawastate.gov.ng	2024-10-13	Manual processing initiated	No	IT team repaired server
23	2024-10-18	Harassment by revenue collector	In-person	2024-10-24	Officer suspended; investigation ongoing	Yes	Zero-tolerance policy enforced
24	2024-11-04	Request for expedited processing for startup	Grv-mis.adamawastate.gov.ng	2024-11-10	Fast-tracked under SME policy	Yes	Approval issued in 5 days
25	2024-11-16	Incorrect tax assessment applied	Email	2024-11-22	Recalculated; adjustment made	Yes	IRS coordination improved
26	2024-12-02	Urgent need for permit before holiday season	Grv-mis.adamawastate.gov.ng	2024-12-08	Expedited review completed	Yes	Holiday priority list created
27	2024-12-10	Delay in receiving certificate after approval	Email	2024-12-16	Certificate dispatched same day	Yes	Tracking number provided
28	2024-12-18	Demand for "security deposit" not in official fee list	Grv-mis.adamawastate.gov.ng	2024-12-26	Refund ordered; officer reprimanded	No	Training reinforced on official fees
29	2024-12-20	Confusion about signage regulations	Grv-mis.adam	2024-12-27	Clarification and	Yes	Visual guide uploaded online

			awastate.gov.ng		diagram provided		
30	2024-12-22	Long queue and poor service at Yola office	In-person	2024-12-30	Additional staff deployed	Yes	Operating hours extended
31	2024-12-28	Request for fee waiver (disabled entrepreneur)	Grv-mis.adamawastate.gov.ng	2024-12-31	Approved under inclusive policy	Yes	Special accommodation provided

6. Performance Analysis & Lessons Learned

- High Compliance Rate: 84% of grievances resolved within 7-day SLA — exceeds DLI 5 target.
- Corruption Prevention: 8 cases of unauthorized fees were verified and addressed, reinforcing public trust.
- Systemic Issues: Delays were often due to staff shortages, system downtime, or inter-agency lags.
- Digital Engagement: 87% of complaints came via Grv-mis.adamawastate.gov.ng, showing high citizen confidence in digital redress.
- Staff Accountability: Disciplinary actions were taken in 5 cases, promoting integrity.

7. Recommendations for 2025

1. Strengthen Internal Tracking: Implement automated alerts for pending cases.
2. Expand Digital Capacity: Upgrade the online portal for easier document upload and real-time tracking.
3. Conduct Quarterly GRM Reports: Publish redacted summaries every quarter.
4. Enhance Anti-Corruption Training: Mandatory biannual training for all frontline staff.

5. Improve Public Awareness: Use radio and social media to promote GRM channels.

8. Conclusion

The Adamawa State Ministry of Commerce, Trade & Industries has successfully implemented a functional and effective Grievance Redress Mechanism that meets and exceeds the requirements of DLI 5. With an 84% on-time resolution rate and full accountability in handling complaints, the Ministry is setting a benchmark for transparent and citizen-centered governance.

By continuing to improve responsiveness, technology use, and staff conduct, the Ministry will further strengthen trust between government and business stakeholders in Adamawa State.

For inquiries or to submit a grievance, visit:

<https://www.grv-mis.adamawastate.gov.ng>

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