



**Ministry of Commerce, Trade & Industries**

**Adamawa State**

Our Commitment to Service Excellence

**Grievance Redress Mechanism (GRM)**

## A Message from the Ministry

At the Ministry of Commerce, Adamawa State, we are committed to delivering efficient, transparent, and accountable services to all stakeholders including traders, business owners, cooperatives, investors, artisans, and members of the public.

To ensure your voice is heard and your concerns addressed, we have established a fully operational Grievance Redress Mechanism (GRM). This system allows you to report issues, seek assistance, or provide feedback with confidence, knowing that your case will be handled promptly and fairly.

### **The GRM is Fully Operational**

The Grievance Redress Mechanism is active across all departments within the Ministry, including:

- Business Registration & Licensing
- Market Management & Trader Welfare
- B-BBEE (Broad-Based Black Economic Empowerment) Compliance
- Consumer Protection & Standards Enforcement
- Trade Development & SME Support

A dedicated GRM Unit oversees the end-to-end management of complaints from submission to resolution ensuring accountability and continuous improvement in service delivery.

### **How to Submit a Grievance**

We offer multiple accessible channels to make it easy for you to reach us:

Channel	Details
<b>Online Portal</b>	<a href="http://www.grv-mis.adamawastate.gov.ng">www.grv-mis.adamawastate.gov.ng</a> (Select Ministry of Commerce under Category when creating the Ticket)
<b>Email</b>	<a href="mailto:info@commerce.adamawastate.gov.ng">info@commerce.adamawastate.gov.ng</a>

<b>Hotline</b>	+234- +2348032632175 (Monday–Friday, 8:00 AM – 4:00 PM)
<b>In Person</b>	Customer Service Desk, Ministry Headquarters, Opposite Ribadu Square, Jimeta-Yola, Adamawa State

- ◆ Upon submission, each grievance is logged into our digital tracking system and assigned a unique case number.
- ◆ You can use this number to monitor the status of your complaint online or via follow-up calls/emails.

**Commitment to Timely Resolution**

We adhere to clear Service Level Agreements (SLAs) based on the type of grievance:

Type of Grievance	Resolution Timeline
<b>General Inquiries</b>	Within 7 working days
<b>Routine Complaints</b>	Within 14 working days
<b>Complex or Escalated Cases</b>	Within 21–30 working days

**Performance Update:** Over the past year, over 70% of grievances were resolved within the specified SLA timelines exceeding our minimum target of 50%. We continue to improve internal processes to increase efficiency and stakeholder satisfaction.

**Transparency & Accountability**

We believe in open governance. As part of this commitment:

- Monthly GRM Performance Reports are published online.
- Data includes: number of complaints received, resolution rates and average response time.
- Identified challenges are shared alongside corrective actions.

These reports help us track progress, strengthen systems, and build public trust.

Access reports and updates at: [www.adamawastate.gov.ng](http://www.adamawastate.gov.ng)

### **Your Feedback Matters**

Whether you're a trader in Jimeta Market, a small business owner in Numan, or an entrepreneur seeking support, your input helps us serve you better.

We welcome your:

- Complaints about delays or poor service
- Suggestions for improving policies and procedures
- Praise for excellent staff performance

Together, we are building a more responsive, inclusive, and business-friendly environment in Adamawa State.

### **Stay Connected**

Email: [info@commerce.adamawastate.gov.ng](mailto:info@commerce.adamawastate.gov.ng)

GRM Portal: [www.grv-mis.adamawastate.gov.ng](http://www.grv-mis.adamawastate.gov.ng)

Office Address: Ministry of Commerce, Opposite Ribadu Square, Jimeta-Yola, Adamawa State.

### **Ministry of Commerce, Trade & Industries, Adamawa State**

*Empowering Trade • Supporting Entrepreneurs • Growing Our Economy*