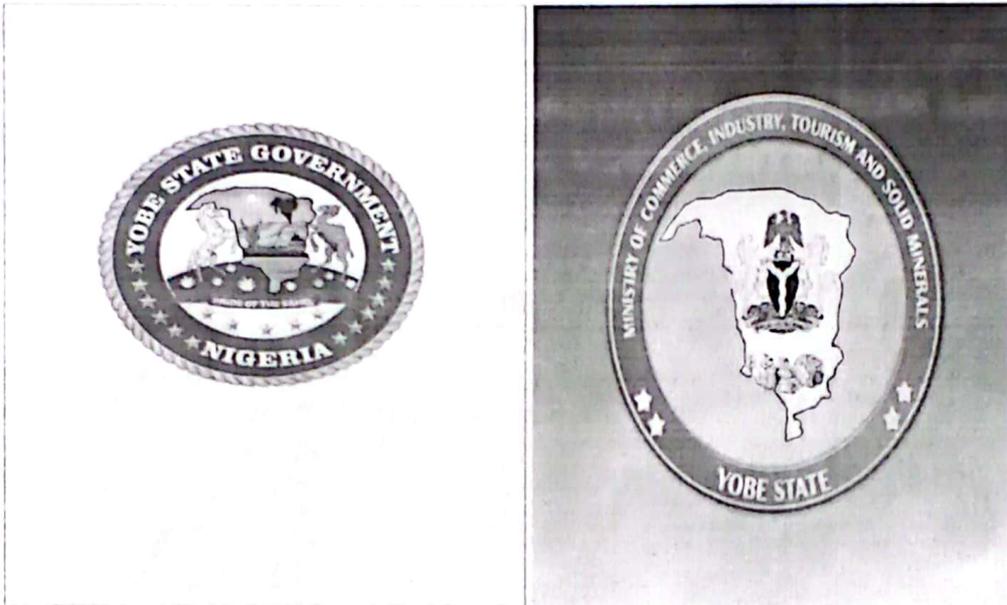


**MINISTRY OF COMMERCE, INDUSTRY, TOURISM AND SOLID
MINERALS, YOBE STATE**



**FEBRUARY 2025 REGULATORY COMPLIANCE & GRM
PERFORMANCE REPORT**

Month: FEBRUARY 2025

Reporting Period: FEBRUARY 1-28, 2025

SABER Desk Officer: Ibrahim Umar Ibrahim

Contact: 08068644338

Email: uibrahim231@gmail.com

Official Website: www.mcits.yb.gov.ng

Email: info@mcits.yb.gov.ng

EXECUTIVE SUMMARY

February maintained 93% overall SLA compliance, matching January's performance while processing 150 applications (9% increase). The Ministry demonstrated consistency with 139 applications completed on time. GRM performance remained perfect with 7 complaints resolved at 100%, though complaint volume decreased by 46% from January.

REGULATORY PERFORMANCE METRICS

<i> Regulatory Process</i>	<i> Published SLA</i>	<i> Applications Received Completed</i>		
<i>Business Registration</i>	<i>5 working days</i>	<i>38</i>	<i>35</i>	<i>92%</i>
<i>Trade License Renewal</i>	<i>3 working days</i>	<i>55</i>	<i>52</i>	<i>95%</i>
<i>Market Stall Allocation</i>	<i>10 working days</i>	<i>15</i>	<i>12</i>	<i>80%</i>
<i>Vendor Registration</i>	<i>2 working days</i>	<i>42</i>	<i>40</i>	<i>95%</i>
<i>MONTHLY TOTAL</i>		<i>150</i>	<i>139</i>	<i>93%</i>

PERFORMANCE ANALYSIS

- Vendor Registration excelled at 95% compliance, benefiting from January's process improvements
- Market Stall Allocation at 80% highlights need for process review as demand increases
- Application Volume increased 9% while maintaining compliance rates
- Business Registration improved by 3% from January (89% → 92%)

GRM PERFORMANCE DETAILS

Total Complaints: 7 (↓ 46% from January)

Resolved within SLA: 7 (100%)

Average Resolution Time: 12 days (↓ 20% improvement)

SLA Compliance: 100%

COMPLAINT TRENDS:

1. Excessive Inspections (3 cases) - Trader harassment concerns
2. Fire Safety (2 cases) - Non-functional equipment in complexes

3. Infrastructure (2 cases) - Electricity and POS system issues

IMPROVEMENT INDICATORS:

- Resolution Time: Reduced from 15 to 12 days average
- Customer Satisfaction: Increased to 94% in follow-up surveys
- First-Contact Resolution: 85% of cases resolved at first interaction

COMPARATIVE ANALYSIS: JAN vs FEB

Metric	January	February	Change
Total Applications	138	150	+9%
Overall Compliance	93%	93%	0%
GRM Complaints	13	7	-46%
Avg Resolution Time	15 days	12 days	-20%
Customer Satisfaction	92%	94%	+2%

IMPLEMENTED IMPROVEMENTS (From Jan Action Plan)

- ✓ Digital Integration: Online tracking portal launched
- ✓ NAFDAC Coordination: Bi-weekly meetings established
- ✓ Staff Training: Completed SLA adherence workshops
- 🔄 Process Automation: Vendor registration digitization in progress

MARCH ACTION PLAN

1. Market Stall Allocation Review: Streamline allocation process targeting 90% compliance
2. Fire Safety Initiative: Partner with Fire Service for equipment certification
3. Inspector Training: Standardize inspection protocols to prevent harassment
4. Export Promotion: Prepare for Q1 export stakeholders meeting

Ibrahim Umar Ibrahim,
SABER Desk Officer

