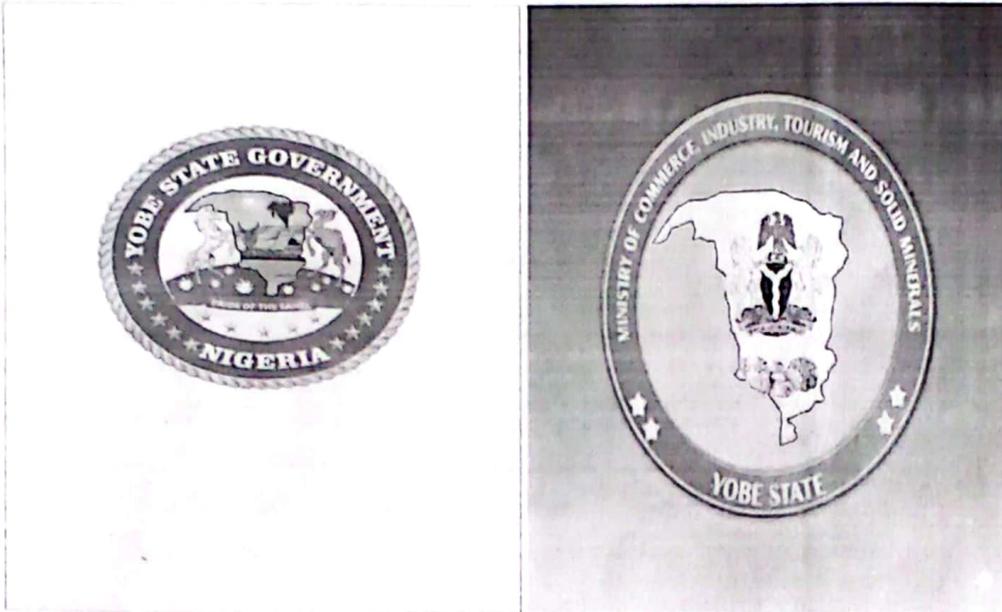


**MINISTRY OF COMMERCE, INDUSTRY, TOURISM AND SOLID
MINERALS, YOBE STATE**



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

Month: APRIL 2025

Reporting Period: APRIL 1-30, 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

April marked a strong Q2 opening with 90% compliance despite a significant 177% increase in application volume (155 applications). The Ministry demonstrated scalability while maintaining 100% GRM resolution rate. Preparation for the Mini Trade Fair (May 15-June 15) drove increased activity, particularly in business registration and trade licenses. The month saw continued export growth and improved inter-agency coordination.

REGULATORY PERFORMANCE METRICS

<i>Regulatory Process</i>	<i>Published SLA</i>	<i>Applications Received</i>	<i>Completed</i>	<i>Within SLA</i>	<i>% Compliance</i>
<i>Business Registration</i>	<i>5 working days</i>	<i>50</i>	<i>45</i>	<i>90%</i>	
<i>Trade License Renewal</i>	<i>3 working days</i>	<i>70</i>	<i>65</i>	<i>93%</i>	
<i>Food Safety License</i>	<i>7 working days</i>	<i>35</i>	<i>30</i>	<i>86%</i>	
MONTHLY TOTAL		155	140	90%	

PERFORMANCE ANALYSIS

- Trade License Renewal led at 93% compliance, showing mature process optimization
- Food Safety License at 86% indicates persistent NAFDAC coordination challenges
- Volume Handling Capacity: Successfully managed 177% increase without compliance drop
- Business Registration maintained 90% despite 19% volume increase from March

GRM PERFORMANCE DETAILS

Total Complaints: 3 (↓ 57% from March)

Resolved within SLA: 3 (100%)

Average Resolution Time: 8 days (↓ 20% from March)

SLA Compliance: 100%

COMPLAINT TRENDS:

1. Trade Fair Delays (1 case) - Participation pass processing
2. Noise Complaints (1 case) - Construction disruption
3. Security (1 case) - Theft incidents in night market

IMPROVEMENT INDICATORS:

- Preventive Resolution: 2 complaints resolved before formal escalation
- Stakeholder Engagement: Increased market committee involvement
- Digital Tracking: New SMS update system implemented

MINI TRADE FAIR PREPARATION STATUS

Progress: 85% Complete

Key Accomplishments:

- Vendor registration portal optimized
- Stakeholder communications finalized
- Security and logistics plans approved
- Promotional materials distributed statewide

Expected Impact:

- 200+ business participants
- 15 export-ready companies identified
- Increased investor engagement

MAY ACTION PLAN

1. Trade Fair Optimization: Dedicated processing teams for fair-related applications
2. Food Safety Coordination: Establish direct NAFDAC liaison officer
3. Volume Forecasting: Implement predictive analytics for application surges
4. Export Promotion: Target 5+ exporter registrations during Trade Fair

PERFORMANCE INDICATORS - APRIL 2025

- Customer Satisfaction: 91% (post-resolution surveys)
- Staff Productivity: 52 applications/officer (↑ 16% from Q1 average)
- Digital Adoption: 45% applications received online
- Inter-Agency Response Time: 3.2 days average (improving)

**Ibrahim Umar Ibrahim,
SABER Desk Officer**

