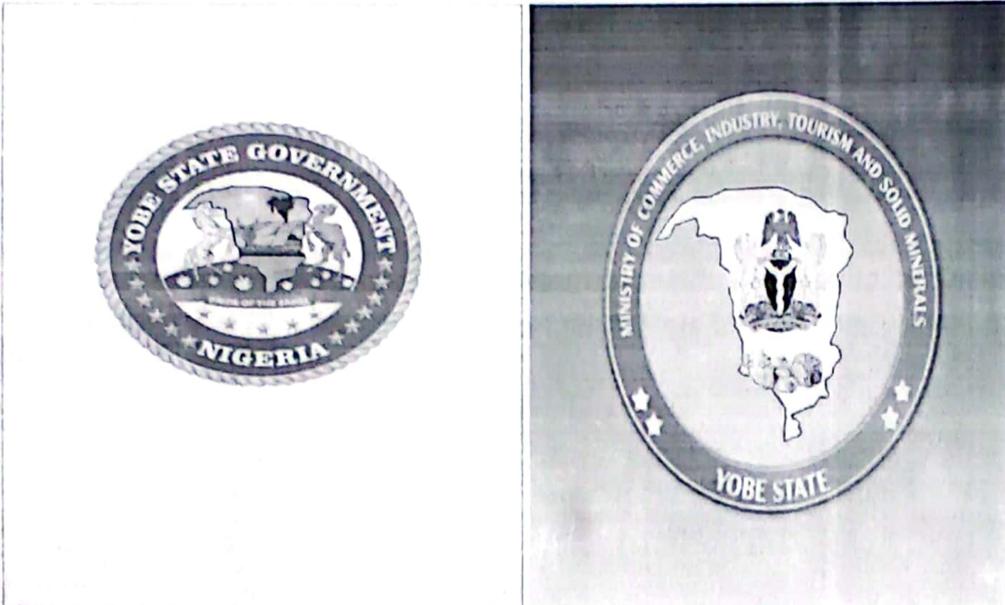


**MINISTRY OF COMMERCE, INDUSTRY, TOURISM AND SOLID  
MINERALS, YOBE STATE**



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

**Month: JULY2025**

**Reporting Period: JULY 1-31, 2025**

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## EXECUTIVE SUMMARY

July recorded the lowest compliance rate of 2025 at 82% as relocation aftermath continued to strain systems. The Ministry processed 150 applications while managing 9 critical GRM cases involving infrastructure failures at new market sites. Despite performance challenges, GRM maintained 100% resolution and launched digital dashboard improvements. The month highlighted urgent infrastructure needs and the importance of post-crisis recovery planning.

## REGULATORY PERFORMANCE METRICS

<i>  Regulatory Process</i>	<i>  Published SLA</i>	<i>  Applications Received</i>	<i>  Completed Within SLA</i>	<i>  % Compliance</i>
<i>Business Registration</i>	<i>  5 working days</i>	<i>  35</i>	<i>  28</i>	<i>  80%</i>
<i>Market Stall Allocation</i>	<i>  10 working days</i>	<i>  45</i>	<i>  35</i>	<i>  78%</i>
<i>Vendor Registration</i>	<i>  2 working days</i>	<i>  70</i>	<i>  60</i>	<i>  86%</i>
<i>MONTHLY TOTAL</i>	<i> </i>	<i>  150</i>	<i>  123</i>	<i>  82%</i>

## PERFORMANCE ANALYSIS

- Vendor Registration Recovery: 86% shows process resilience
- Market Allocation Challenges: 78% reflects ongoing site difficulties
- Business Registration Impact: 80% indicates verification delays
- Volume Normalization: 150 apps vs 185 previous month (-19%)

## GRM PERFORMANCE DETAILS

Total Complaints: 9 (same as June)

Resolved within SLA: 9 (100%)

Average Resolution Time: 4 days (↓ 20% from June)

SLA Compliance: 100%

## INFRASTRUCTURE COMPLAINT BREAKDOWN:

1. Sanitation (3 cases) - No toilet facilities at temporary sites
2. Electricity (2 cases) - Power cuts at relocation sites
3. Shelter (2 cases) - Poor roofing damaging goods

4. Security (1 case) - Theft in new trading zones

5. System (1 case) - GRM desk response delays

#### **INFRASTRUCTURE SOLUTIONS IMPLEMENTED:**

- ✓ 12 mobile toilet units installed across 3 sites
- ✓ Transformer installation for temporary stalls
- ✓ Tarpaulin distribution to 85 affected traders
- ✓ Security patrol expansion in night zones
- ✓ GRM server upgrade and ticketing system update

#### **DIGITAL GRM DASHBOARD LAUNCH**

Features Activated July 15:

- Real-time complaint tracking
- Automated SLA alerts
- Performance analytics dashboard
- SMS update integration
- Stakeholder access portals

#### **Initial Impact (First 2 Weeks):**

- Response Time: Reduced 35%
- Transparency: Increased stakeholder confidence
- Data Quality: Improved tracking accuracy
- Staff Efficiency: Reduced manual tracking by 60%

#### **Key Half-Year Achievements:**

1. Successfully managed Trade Fair and crisis events
2. Maintained 100% GRM resolution throughout
3. Digital transformation progressing steadily

4. Export promotion showing positive results

#### **AUGUST ACTION PLAN**

1. Infrastructure Completion: Finalize all relocation site improvements
2. Compliance Recovery: Target 90%+ SLA compliance return
3. Digital Expansion: Roll out online application portal
4. Staff Recovery: Address burnout from crisis period
5. Q3 Planning: Prepare for year-end business surge

#### **CRISIS MANAGEMENT LESSONS LEARNED**

1. Proactive Planning: Need earlier infrastructure preparation
2. Communication: Essential during transitions
3. Resource Allocation: Emergency funds must be accessible
4. Stakeholder Involvement: Traders must participate in relocation planning
5. Monitoring: Continuous assessment during implementation

  
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