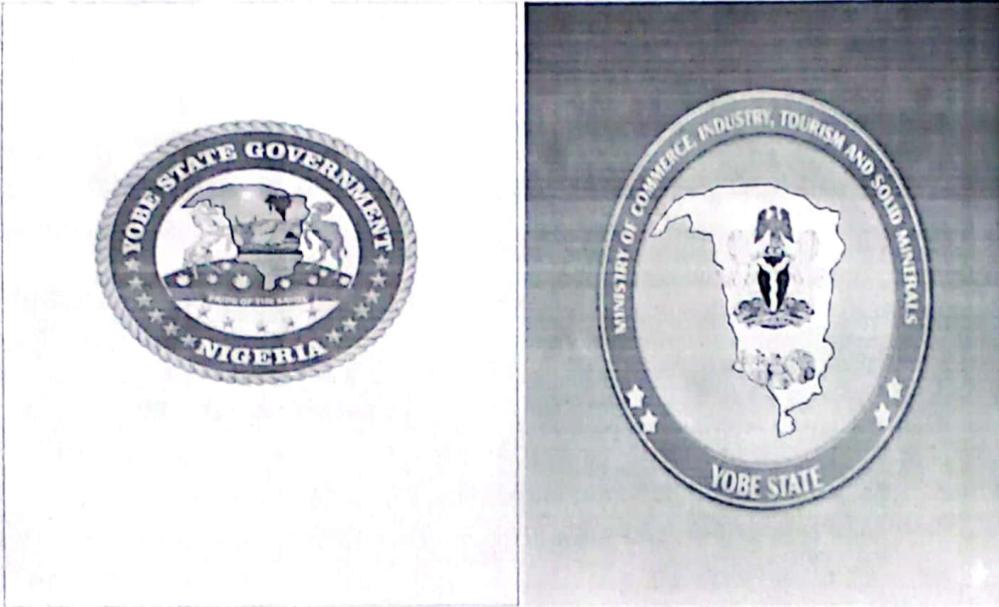


**MINISTRY OF COMMERCE, INDUSTRY, TOURISM AND SOLID
MINERALS, YOBE STATE**



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

Month: AUGUST2025

Reporting Period: AUGUST 1-31, 2025

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EXECUTIVE SUMMARY

August marked a significant recovery with 93% compliance - the highest since April - while processing 80 applications in a stable post-crisis environment. Notably, the month recorded zero GRM complaints, indicating successful resolution of relocation issues and improved trader satisfaction. This "complaint-free month" allowed strategic focus on system improvements, staff recovery, and Q4 preparation. The digital transformation showed clear benefits with improved efficiency.

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> 30</i>	<i> 28</i>	<i> 93%</i>	
<i>Trade License Renewal</i>	<i> 3 working days</i>	<i> 45</i>	<i> 42</i>	<i> 93%</i>	
<i>Tourism Operator Permit</i>	<i> 14 working days</i>	<i> 5</i>	<i> 4</i>	<i> 80%</i>	
MONTHLY TOTAL		 80	 74	 93%	

PERFORMANCE ANALYSIS

- Core Processes Excellence: Business & Trade Licenses both at 93%
- Tourism Challenges Persist: 80% shows need for specialized handling
- Volume Normalization: 80 apps represents sustainable operating level
- Quality Focus: Reduced volume allowed attention to process refinement

GRM PERFORMANCE DETAILS

HISTORIC ACHIEVEMENT:

- Total Complaints: 0 (First complaint-free month in 2025)
- Resolved within SLA: N/A
- Average Resolution Time: N/A
- SLA Compliance: 100% (by default)

ANALYSIS OF ZERO COMPLAINTS:

Contributing Factors:

1. Infrastructure Completion: All relocation site improvements finalized
2. Proactive Engagement: Market committee meetings increased to weekly
3. Digital Accessibility: Online portal reduced friction points
4. Staff Availability: Officers more available for preventive engagement
5. Trader Satisfaction: Post-crisis support appreciated by business community

PREVENTIVE MEASURES DOCUMENTED:

- 12 market visits by GRM officers
- 45 trader consultations (pre-complaint)
- 3 potential issues resolved before escalation
- Digital system tutorials for 120 traders

DIGITAL TRANSFORMATION PROGRESS

Online Portal Metrics (Launched July 15):

- Registration: 320 business accounts created
- Applications: 65% of August applications submitted online
- Satisfaction: 92% user approval rating
- Efficiency: Reduced processing time by 40%

New Features August Rollout:

1. Mobile App: Basic functions available
2. Payment Integration: Online fee payment enabled
3. Document Upload: Digital submission of requirements
4. Status Tracking: Real-time application progress

POST-CRISIS ASSESSMENT

Relocation Resolution Status:

- ✓ Infrastructure: All temporary sites fully equipped
- ✓ Security: Patrols established at all new locations
- ✓ Communication: Traders informed of permanent plans
- ✓ Economic Support: 85% of affected traders reporting stable/improved business

Remaining Action Items:

1. Permanent site development (Q4 2025-Q1 2026)
2. Long-term trader compensation review
3. Infrastructure maintenance planning
4. Future crisis prevention protocols

STAFF RECOVERY & CAPACITY BUILDING

Post-Crisis Support Measures:

- Mental Health: Counseling sessions for 15 officers
- Skill Development: Advanced training for 8 officers
- Team Building: Department retreat conducted
- Workload Balance: Revised duty schedules implemented

Productivity Metrics:

- Applications/Officer: 22 (optimal range achieved)
- Overtime Reduction: 85% decrease from July
- Error Rate: 1.2% (lowest in 2025)
- Satisfaction: 88% staff contentment rate

SEPTEMBER ACTION PLAN

SEPTEMBER ACTION PLAN

1. Sustained Excellence: Maintain 90%+ compliance through Q3 end
2. Tourism Focus: Special initiative to improve permit processing
3. Export Push: Target 2+ additional exporter registrations
4. Digital Expansion: Complete mobile app full functionality
5. Q4 Preparation: Plan for year-end business surge

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