

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



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

Month: SEPTEMBER 2025

Reporting Period: SEPTEMBER 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

September achieved excellent 94% compliance with only 47 applications, allowing focus on quality and complex case resolution. GRM handled 2 technical complaints with 100% resolution, while export registration maintained perfect compliance. The month saw significant digital adoption growth (75% online applications) and successful tourism permit process improvements. Q3 closed strongly with systems optimized for Q4 year-end surge.

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> 42</i>	<i> 40</i>	<i> 95%</i>
<i>Export Registration</i>	<i> 10 working days</i>	<i> 2</i>	<i> 2</i>	<i> 100%</i>
<i>Solid Mineral Licensing</i>	<i> 30 working days</i>	<i> 3</i>	<i> 2</i>	<i> 67%</i>
MONTHLY TOTAL		 47	 44	 94%

PERFORMANCE ANALYSIS

- Business Registration Excellence: 95% represents process maturity
- Export Registration Perfection: 100% maintained throughout 2025
- Mineral Licensing Challenge: 67% shows technical complexity issues
- Strategic Volume Management: Lower volume enabled excellence focus

GRM PERFORMANCE DETAILS

Total Complaints: 2 (↑ from August's 0, but quality-focused)

Resolved within SLA: 2 (100%)

Average Resolution Time: 3 days (fastest in 2025)

SLA Compliance: 100%

TECHNICAL COMPLAINT ANALYSIS:

1. Digital Transaction (Case 1): Swap failure due to insufficient gas

- Root Cause: Gas estimation error by user

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TECHNICAL COMPLAINT ANALYSIS:

1. Digital Transaction (Case 1): Swap failure due to insufficient gas

- Root Cause: Gas estimation error by user

- Resolution: User guided to retry with correct settings
- System Improvement: Added gas estimation tool to platform

2. Trading Issue (Case 2): High slippage on digital trade

- Root Cause: Low liquidity during trade execution
- Resolution: Liquidity analysis and user education
- Preventive Action: Slippage warnings enhanced in system

DIGITAL GRM ENHANCEMENT:

New September Features:

- Automated technical issue categorization
- AI-powered resolution suggestions
- Integration with trading platforms
- Real-time market condition alerts

TOURISM PERMIT PROCESS IMPROVEMENT

September Initiative Results:

- Processing Time: Reduced from 14 to 9 days average
- Compliance Rate: Improved from 75% to 88%
- Stakeholder Satisfaction: Increased to 91%
- Documentation: Streamlined requirements by 40%

Key Changes Implemented:

1. Single-window application system
2. Pre-verification of site qualifications
3. Digital inspection scheduling
4. Online certification delivery

DIGITAL TRANSFORMATION MILESTONES

September Achievements:

- Online Adoption: 75% of applications submitted digitally
- Mobile App: Full functionality achieved
- Integration: Connected with 3 external agency systems
- Analytics: Real-time dashboard for management

User Statistics:

- Active Business Accounts: 485
- Mobile App Downloads: 320
- Average Rating: 4.7/5 stars
- Feature Utilization: 82% of available tools used

OCTOBER ACTION PLAN

1. Year-End Surge Preparation: Scale systems for 40% volume increase expected
2. Mineral Licensing Review: Address technical assessment bottlenecks
3. Export Promotion: Final push to exceed 2024 exporter registration total
4. Digital Optimization: Enhance system for high-volume period
5. Staff Readiness: Prepare team for Q4 workload

On Track for Annual Targets:

- Applications: 105% of projection
- Compliance: 99% of 90% target
- Exporters: 80% of 10 target (Q4 focus)
- Digital: 94% of 50% target


Ibrahim Umar Ibrahim,
SABER Desk Officer