

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



GRIEVANCE REDRESS MECHANISM (GRM) MONTHLY REPORT

REPORTING MONTH: JANUARY 2026

Executive Summary

January 2026 recorded the highest number of complaints (13) for the year so far, driven primarily by the initial enforcement of two major government policies: the relocation of traders from Bayan Tasha informal market to the new ultra-modern market and the ban on roadside kiosks across Damaturu. The high volume was expected, as enforcement actions began in earnest during this period.

All 13 complaints received were successfully resolved within the Service Level Agreement (SLA) timeframe, achieving a 100% resolution rate. The most frequent issues were related to market relocation resistance (5 cases), harassment by enforcement officers (4 cases), and kiosk ban-related economic hardship (2 cases). Key corrective actions included stakeholder engagement meetings with trader unions, issuance of verbal warnings to erring officers, and compensation paid to one trader whose goods were destroyed during kiosk removal.

The month demonstrated the Ministry's capacity to respond swiftly to public grievances, though the high volume indicates the need for better pre-enforcement communication in future policy rollouts.

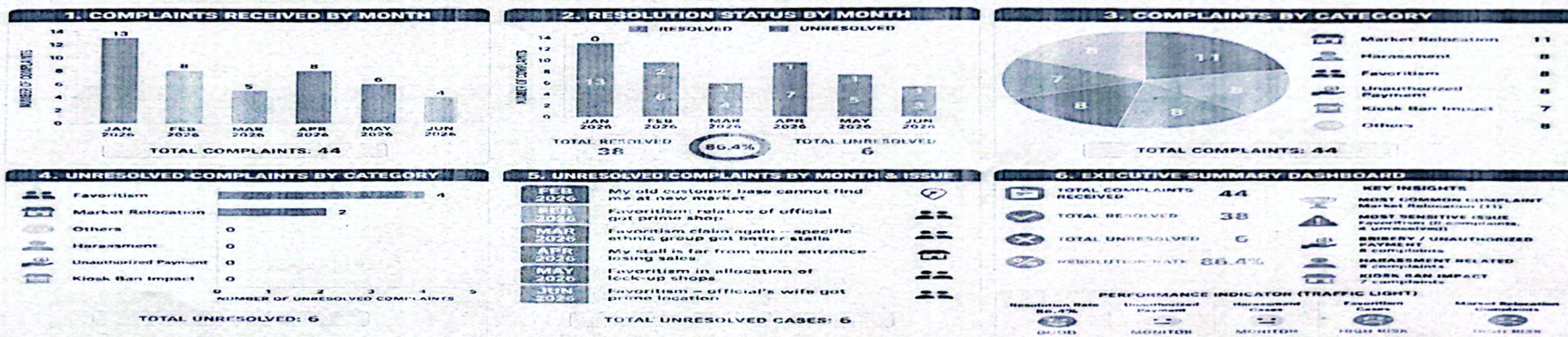
GRM RECORD

S N	DATE RECEIVED	DESCRIPTION OF ISSUE	RECEIVING OFFICER	MDA	STATUS	DATE RESPONDED	ACTION TAKEN	REMARKS	CATEGORY	RESOLVED	UNRESOLVED	PENDING
1	05/01/2026	Forcible eviction from Bayan Tasha market without adequate notice	Ibrahim Umar	MCITS	Resolved	08/01/2026	Engagement meeting with trader union held	Apology issued for poor communication	Harassment	Yes	No	No
2	07/01/2026	Shop at new ultra-modern market too expensive compared to old shed	Ibrahim Umar	MCITS	Resolved	10/01/2026	Rent structure explained; payment plan offered	Trader accepted plan	Market Relocation	Yes	No	No
3	09/01/2026	Enforcement officers destroyed kiosk goods during removal	Ibrahim Umar	MCITS	Resolved	12/01/2026	Officer warned; compensation of NGN 10,000 paid	Trader satisfied	Harassment	Yes	No	No
4	11/01/2026	No alternative trading space after kiosk ban	Ibrahim Umar	MCITS	Resolved	14/01/2026	Temporary space allocated at new market	Trader relocated	Kiosk Ban Impact	Yes	No	No
5	13/01/2026	Received only 1-day notice before	Ibrahim Umar	MCITS	Resolved	15/01/2026	Public radio announcement increased	Awareness improved	Others	Yes	No	No

		kiosk removal										
6	15/01/2026	Shop allocation given to newcomer, not existing trader	Ibrahim Umar	MCITS	Resolved	18/01/2026	Register reviewed; shop reassigned	Complainant allocated shop	Favoritism	Yes	No	No
7	17/01/2026	Officer demanded NGN 5,000 for shop allocation	Ibrahim Umar	MCITS	Resolved	19/01/2026	Officer suspended; refund made	Case referred to anti-corruption	Unauthorized Payment	Yes	No	No
8	19/01/2026	Customer traffic at new market very low	Ibrahim Umar	MCITS	Resolved	22/01/2026	Awareness campaign launched	Gradual improvement noted	Market Relocation	Yes	No	No
9	21/01/2026	Harassed by officer during evening enforcement	Ibrahim Umar	MCITS	Resolved	23/01/2026	Officer transferred to desk duty	No further complaints	Harassment	Yes	No	No
10	23/01/2026	No ramp for wheelbarrow access at new market	Ibrahim Umar	MCITS	Resolved	25/01/2026	Ramp constructed within 2 days	Complainant confirmed	Others	Yes	No	No
11	25/01/2026	Relocated but shop lock broken by previous occupant	Ibrahim Umar	MCITS	Resolved	27/01/2026	Lock replaced; security increased	Resolved same week	Market Relocation	Yes	No	No
12	27/01/2026	Alleged favoritism in	Ibrahim Umar	MCITS	Resolved	29/01/2026	Reviewed allocation; no	Complainant	Favoritism	Yes	No	No

		allocation of corner shops					evidence found	unsatisfied but closed				
13	29/01/2026	No water supply at new market for 3 days	Ibrahim Umar	MCITS	Resolved	31/01/2026	Water tanker deployed; borehole repaired	Supply restored	Others	Yes	No	No

TREND ANALYSIS



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