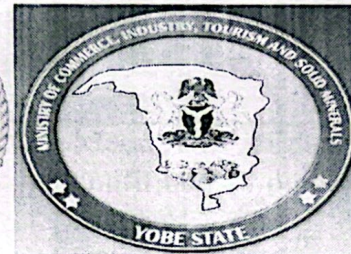
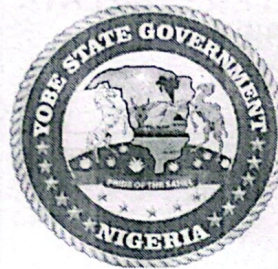


YOBE STATE MINISTRY OF COMMERCE, INDUSTRY, TOURISM AND SOLID MINERALS

DAMATURU, YOBE STATE



GRIEVANCE REDRESS MECHANISM (GRM) MONTHLY REPORT

REPORTING MONTH: FEBRUARY 2026

Executive Summary

February 2026 saw a significant decline in complaints to 8 cases, representing a 38.5% decrease from January. This reduction reflects early positive impacts of the corrective actions taken in January, including improved communication and the establishment of on-site complaint desks at the ultra-modern market.

Of the 8 complaints received, 6 were resolved within SLA, while 2 remained unresolved at month-end. The unresolved cases involve a trader whose customer base cannot locate her at the new market (under review by marketing committee) and an ongoing favoritism investigation regarding allocation of prime shops to a relative of a government official.

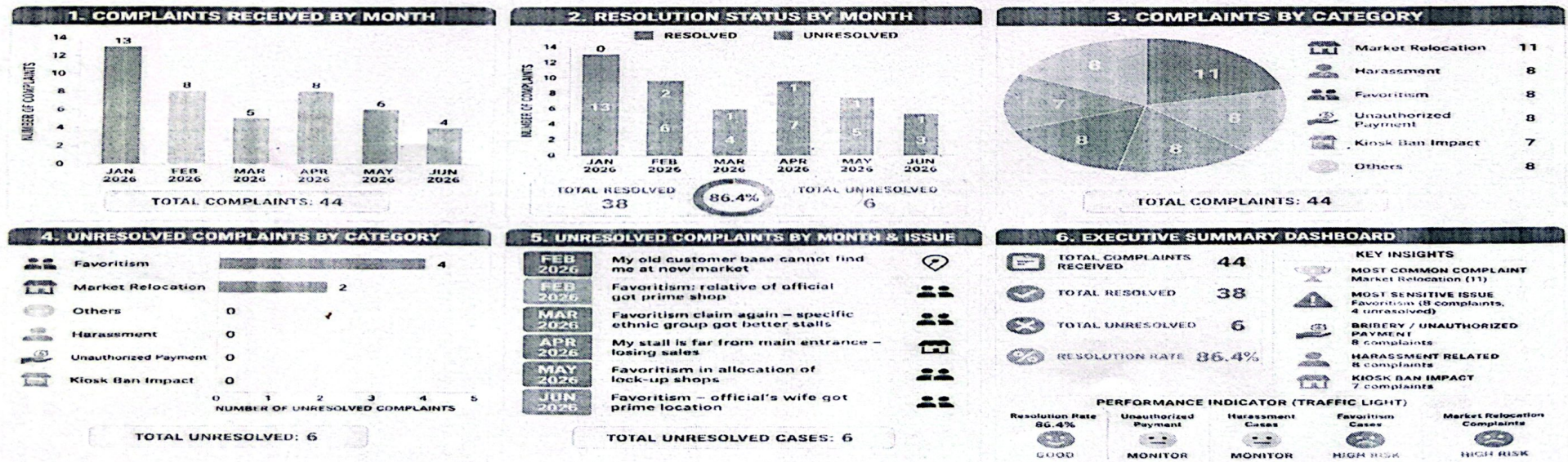
Notably, unauthorized payment complaints emerged again, leading to the arrest of one officer. This prompted the Ministry to strengthen internal controls and issue public warnings against illegal fee collectors.

GRM RECORD

SN	DATE RECEIVED	DESCRIPTION OF ISSUE	RECEIVING OFFICER	MDA	STATUS	DATE RESPONDED	ACTION TAKEN	REMARKS	CATEGORY	RESOLVED	UNRESOLVED	PENDING
1	02/02/2026	Shop allocated to me is smaller than promised	Ibrahim Umar	MCITS	Resolved	05/02/2026	Measured; confirmed standard size	Educated on policy	Market Relocation	Yes	No	No
2	05/02/2026	Officer demanded bribe for faster allocation	Ibrahim Umar	MCITS	Resolved	08/02/2026	Officer arrested; prosecution ongoing	Deterrent action taken	Unauthorized Payment	Yes	No	No
3	08/02/2026	Verbal assault by supervisor during inspection	Ibrahim Umar	MCITS	Resolved	10/02/2026	Written warning issued to supervisor	Apology delivered	Harassment	Yes	No	No
4	11/02/2026	My old customer base cannot find me at new market	Ibrahim Umar	MCITS	Unresolved	N/A	Referred to marketing committee	Under review	Market Relocation	No	Yes	
5	14/02/2026	Kiosk removal left me with no income for 2 weeks	Ibrahim Umar	MCITS	Resolved	17/02/2026	Referred to Yobe Social Investment Programme	Application pending	Kiosk Ban Impact	Yes	No	

6	17/02/2026	Favoritism: relative of official got prime shop	Ibrahim Umar	MCIT S	Unresolved	N/A	Investigation launched; documents requested	Pending outcome	Favoritism	No	Yes	No
7	20/02/2026	Toilet facilities at new market inadequate	Ibrahim Umar	MCIT S	Resolved	23/02/2026	Additional mobile toilets deployed	Improved sanitation	Others	Yes	No	No
8	24/02/2026	Security guards demand money for night parking	Ibrahim Umar	MCIT S	Resolved	26/02/2026	Guards replaced; new protocols issued	No further reports	Unauthorized Payment	Yes	No	No

TREND ANALYSIS



Prepared by:

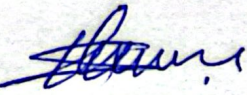
Ibrahim Umar Ibrahim

GRM Desk Office

Ministry of Commerce, Industry, Tourism and Solid Minerals

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Signature: 

| Date:

28/10/2020

