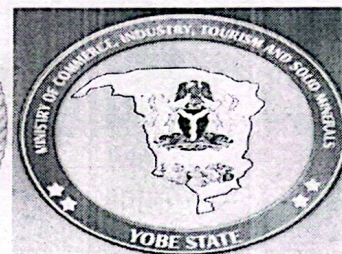


YOBE STATE MINISTRY OF COMMERCE, INDUSTRY, TOURISM AND SOLID MINERALS

DAMATURU, YOBE STATE



GRIEVANCE REDRESS MECHANISM (GRM) MONTHLY REPORT

REPORTING MONTH: MARCH 2026

Executive Summary

March 2026 recorded the lowest number of complaints (5) in the first quarter, representing a further 37.5% decrease from February. This consistent downward trend indicates growing public adaptation to the new market and kiosk policies, as well as increased trust in the GRM process.

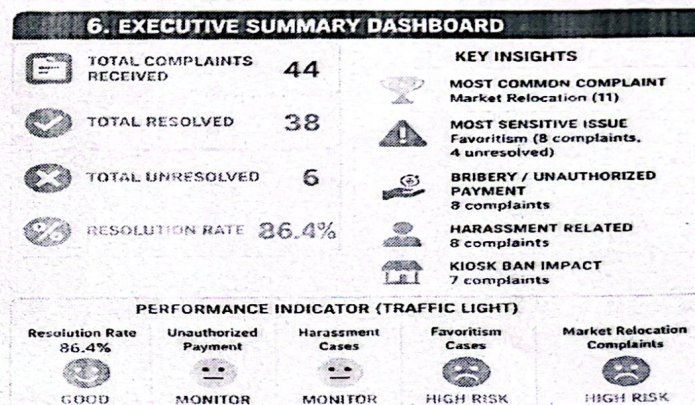
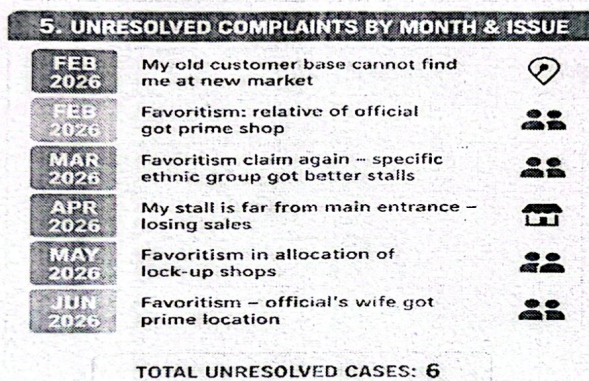
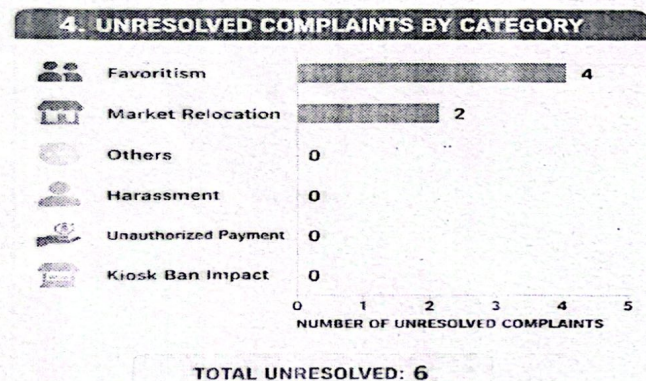
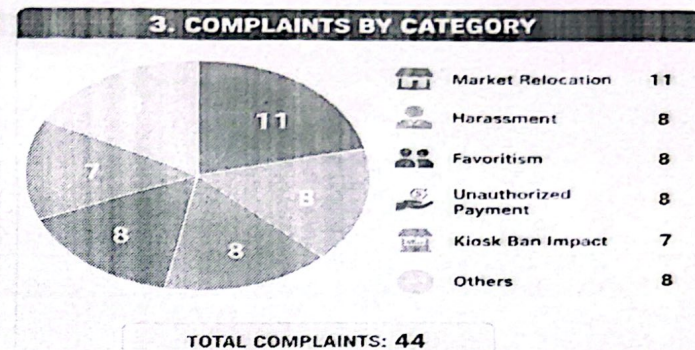
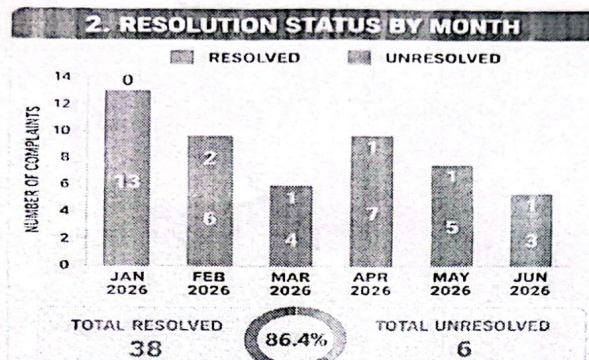
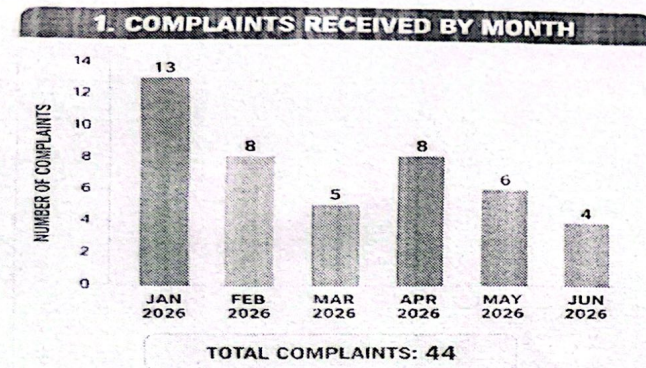
Of the 5 complaints, 3 were resolved within SLA, while 2 remained unresolved. Both unresolved cases relate to favoritism allegations, which require thorough documentation and witness interviews. The Ministry's investigation committee continued its work on these cases.

A notable achievement in March was the approval of a 3-month rent waiver for a trader who lost their kiosk business, demonstrating the Ministry's willingness to provide economic relief in genuine hardship cases. Additionally, a second officer was dismissed for demanding unauthorized fees, reinforcing the Ministry's zero-tolerance stance on corruption.

GRM RECORDS

S N	DATE RECEIVED	DESCRIPTION OF ISSUE	RECEIVING OFFICER	MDA	STATUS	DATE RESPONDED	ACTION TAKEN	REMARKS	CATEGORY	RESOLVED	UNRESOLVED	PENDING
1	03/03/2026	Still struggling to pay new shop rent after kiosk loss	Ibrahim Umar	MCITS	Resolved	06/03/2026	3-month rent waiver approved	Relief granted	Kiosk Ban Impact	Yes	No	No
2	07/03/2026	My allocated shop has leaking roof	Ibrahim Umar	MCITS	Resolved	10/03/2026	Roof repaired within 3 days	Complainant confirmed	Market Relocation	Yes	No	No
3	11/03/2026	Officer still demanding unauthorized fees despite previous arrests	Ibrahim Umar	MCITS	Resolved	14/03/2026	Officer dismissed; police report filed	Strong deterrent	Unauthorized Payment	Yes	No	No
4	15/03/2026	No signage directing customers to my new location	Ibrahim Umar	MCITS	Resolved	17/03/2026	Directional signage installed	Improved footfall	Others	Yes	No	No
5	19/03/2026	Favoritism claim again – specific ethnic group got better stalls	Ibrahim Umar	MCITS	Unresolved	N/A	Committee investigation ongoing	No evidence yet	Favoritism	No	Yes	No

TREND ANALYSIS



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