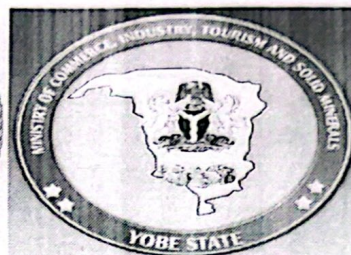


YOBE STATE MINISTRY OF COMMERCE, INDUSTRY, TOURISM AND SOLID MINERALS

DAMATURU, YOBE STATE



GRIEVANCE REDRESS MECHANISM (GRM) MONTHLY REPORT

REPORTING MONTH: APRIL 2026

Executive Summary

April 2026 marked the beginning of the second quarter with 8 complaints, a slight increase from March (5 complaints). This rebound was expected, as new shop allocation disputes emerged following the completion of the first phase of trader relocation. However, the volume remained well below January peak levels.

Of the 8 complaints, 7 were resolved within SLA, achieving an 87.5% resolution rate. One case remained unresolved involving a trader requesting stall relocation closer to the main entrance. This case was referred to the market committee for physical inspection.

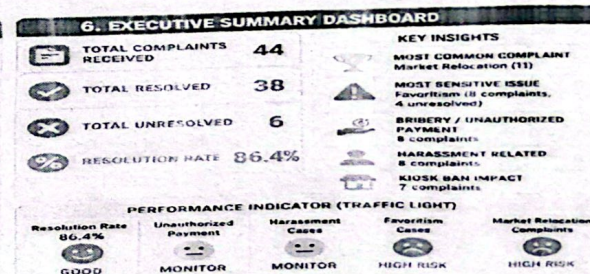
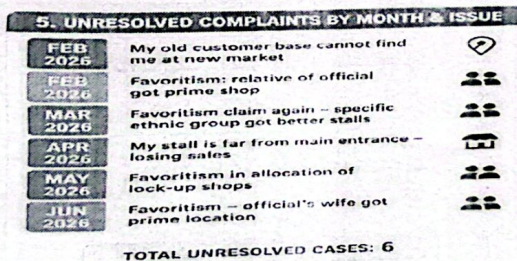
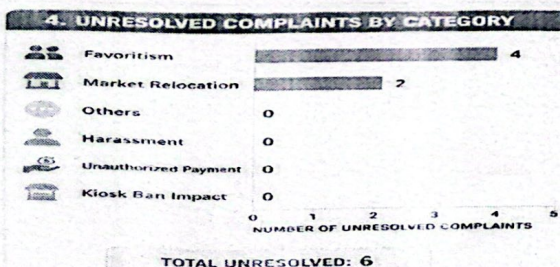
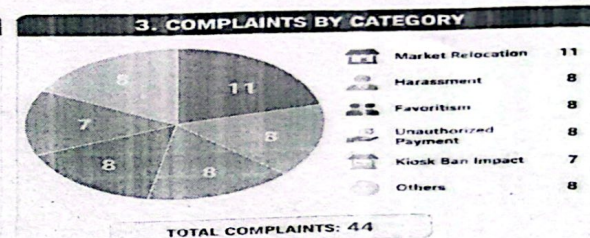
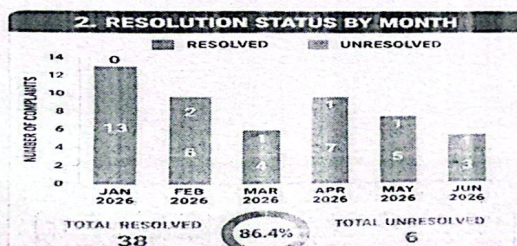
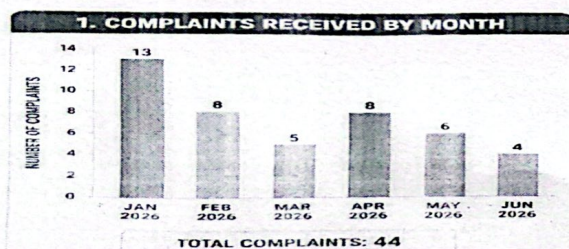
A significant achievement in April was the arrest and prosecution of an imposter collecting illegal "allocation processing fees" from unsuspecting traders. The Ministry also replaced night security guards following harassment complaints and approved a monthly payment plan for a trader struggling with rent.

GRM RECORD

S N	DATE RECEIVED	DESCRIPTION OF ISSUE	RECEIVING OFFICER	MD A	STATUS	DATE RESPONDED	ACTION TAKEN	REMARKS	CATEGORY	RESOLVED	UNRESOLVED	PENDING
1	02/04/2026	New shop allocation given to someone who paid bribe	Ibrahim Umar	MCI TS	Resolved	05/04/2026	Investigation confirmed; shop reassigned	Suspect arrested	Unauthorized Payment	Yes	No	No
2	05/04/2026	Enforcement officer shouted at me in front of customers	Ibrahim Umar	MCI TS	Resolved	08/04/2026	Verbal warning; transfer requested	Apology issued	Harassment	Yes	No	No
3	09/04/2026	My stall is far from main entrance – losing sales	Ibrahim Umar	MCI TS	Unresolved	N/A	Relocation request under review	Committee to visit site	Market Relocation	No	Yes	No
4	12/04/2026	Demanded NGN 3,000 for allocation processing fee	Ibrahim Umar	MCI TS	Resolved	14/04/2026	Fee collector identified as imposter; refunded	Police notified	Unauthorized Payment	Yes	No	No
5	15/04/2026	Favoritism – Local government chairman's	Ibrahim Umar	MCI TS	Resolved	18/04/2026	Investigation: 2 shops returned to pool	Partial resolution	Favoritism	Yes	No	No

		son got 3 shops										
6	18/04/2026	No water in market for 1 week	Ibrahim Umar	MCI TS	Resolved	20/04/2026	Borehole pump replaced	Water restored	Others	Yes	No	No
7	22/04/2026	Harassment by night security guards	Ibrahim Umar	MCI TS	Resolved	24/04/2026	Guards replaced; CCTV installed	No further reports	Harassment	Yes	No	No
8	28/04/2026	Request for rent payment in installments	Ibrahim Umar	MCI TS	Resolved	30/04/2026	Monthly payment plan approved	Trader grateful	Kiosk Ban Impact	Yes	No	No

TREND ANALYSIS



Prepared by:

Ibrahim Umar Ibrahim

GRM Desk Office

Ministry of Commerce, Industry, Tourism and Solid Minerals

Damaturu, Yobe State

Email: info@mcits.yb.gov.ng | Phone: 07068263500

Signature: 