



**JIGAWA STATE MINISTRY OF COMMERCE, INDUSTRY, COOPERATIVE AND TOURISM  
GRIEVANCE REDRESS MECHANISM (GRM) REPORT**

Mar-25

**Prepared by:** ABUBAKAR MUSTAPHA

**Approved by:** MAHMUD ISA RINGIM

[illegible]

<b>Performance tracking</b>	
Total number of complaints	2
Resolved within SLA timeline	2
Number outside SLA timeline	0
<b>Percentage of complaints resolved within timeline</b>	<b>100%</b>