

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

Jul-25

Prepared by: ABUBAKAR MUSTAPHA

Approved by: MAHMUD ISA RINGIM

[illegible]

Performance tracking

Total number of complaints

Resolved within SLA timeline

Number outside SLA timeline

Percentage of complaints resolved within timeline

