

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

September 2025 - November 2025

Prepared by: ABUBAKAR MUSTAPHA

Approved by: MAHMUD ISA RINGIM

S/n	Name of complainant	Phone number	Email	Type of complaint	Brief description of issue	Date of complaint	SLA timeline for resolution (Days)	Department (MDA) working on case	Status of incident	Date of resolution	Solvency mechanism used	Action of redress	Within SLA Timeline (Yes/No)	Remarks
1				Illegal billing	Overcharged 150% on market stall levy	3-Sep-2025	30	Market Authority	Resolved	9-Sep-2025	Communicate resolution to the complainant.	Refund of excess levy	Yes	Satisfied
2				Trade related issue	Delay in issuance of trade permit	6-Oct-2025	30	Ministry of Commerce	Resolved	13-Oct-2025	Expedite the processing of a trade permit	Verify the status of the permit application	Yes	Satisfied
3				Tax related issue	Wrong business category used	7-Oct-2025	30	Ministry of Commerce	Resolved	13-Oct-2025	Correct business category	Review and verify business registration details	Yes	Resolved amicably
4				Harassment	Task force harassment during inspection	10-Oct-2025	30	Ministry of Commerce	Resolved	17-Oct-2025	Discipline responsible staff	Take protective measures to ensure the complainant is safe from further harassment	Yes	Issue settled
5				Trade related issue	Delay in premises registration	13-Oct-2025	30	Ministry of Commerce	Resolved	20-Oct-2025	Internal coordination	Certificate issued	Yes	Satisfied
6				Illegal billing	Overcharged levy by officers	15-Oct-2025	30	Ministry of Commerce	Resolved	27-Oct-2025	Investigation	Refund of excess charges	Yes	Satisfied
7				Trade related issue	Shop sealed without notice	20-Oct-2025	30	Ministry of Commerce	Resolved	27-Oct-2025	Release Premises	Verify the reason for the closure	Yes	Appreciated
8				Tax related	Overestimation of annual turnover	24-Oct-2025	30	Ministry of Commerce	Resolved	31-Oct-2025	Refund and adjust fees	Tax adjusted	Yes	Fully resolved
9				Trade related issue	Delay in shop permit	#####	30	Ministry of Commerce	Resolved	#####	Verify the status of the permit application.	Permit issued	Yes	Satisfied
10				Illegal billing	more than the approved rate for	#####	30	Ministry of Commerce	Resolved	#####	Administrative review	Refund excess charges	Yes	Resolved
11				Tax related	Charged under an incorrect tax category	#####	30	Ministry of Commerce	Resolved	#####	Communicate resolution to the complainant	and verify the business details and	Yes	Satisfied
12				Noncompliance of standards	placing multiple defects	#####	30	Ministry of Commerce	Unresolved	#####		No	Unresolved	
13				Trade related issue	Defective certificate	#####	30	Ministry of Commerce	Resolved	#####	Internal coordination	Certificate release	Yes	Happy
14				Illegal billing	Multiple inspection fees charged	#####	30	Ministry of Commerce	In progress	#####	Investigation		No	Unresolved
15				Trade related issue	Shop sealed without notice	#####	30	Ministry of Commerce	Resolved	#####	Administrative intervention	formal explanation or notice to the business	Yes	Appreciated

Performance tracking

Total number of complaints	15
Resolved within SLA timeline	13
Number outside SLA timeline	2
Percentage of complaints resolved within timeline	87%