



**JIGAWA STATE DUE PROCESS & PROJECT MONITORING BUREAU
GRIEVANCE REDRESS MECHANISM (GRM) REPORT**

January 2024 – December 2024

Prepared by: ENGR. SHAAIBU ALI GRM OFFICER

Approved by: PROF. KASIM MOHAMMED DG DPPMB

A handwritten signature in blue ink, appearing to read "Kasim Mohammed", is written over a faint, rectangular grid background.

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				Building Project (Jahun)	Complainant reported that the community expected additional benefits beyond the approved classroom construction, causing misunderstanding with the contractor.	01/10/2024	30	Due Process & Project Monitoring	Resolved	02/10/2024	Meeting with All Stateholders	Corrected	Yes	Satisfied
2				Road Construction	ransport operators and local traders complained that road works obstructed business access and increased logistics costs.	15/03/2024	30	Due Process & Project Monitoring	Closed	14/04/2024	Verification with all parties	Invalid info	No	Closed
3				Drainage Construction (Kargo, Dutse LGA)	Resident reported poor quality of drainage work leading to flooding near shops and business areas.	05/04/2024	30	Due Process & Project Monitoring	Resolved	06/06/2024	Meeting with All Stateholders	Corrected	No	Satisfied
4				Construction Works at General Hospital Hadejia stalled by certain stakeholders due to certain demands outside of scope	Health workers and community members reported stalled work due to stakeholder interference, affecting service delivery.	03/03/2024	30	Due Process & Project Monitoring	Open		Meeting with All Stateholders	On process	No	on going
5				Issues with Overhead Tank at Takur Qtrs, Dutse to enable the project delivery	Residents and businesses reported delayed completion of overhead tank affecting access to water supply.	08/01/2024	30	Due Process & Project Monitoring	Resolved		Meeting with All Stateholders	Satisfied	Yes	closed
6				Water Supply system at Kudai	Users reported long-standing irregular water supply, disrupting home and small business activities.	07/10/2024	30	Due Process & Project Monitoring	Resolved	08/09/2024	Meeting with All Stateholders	Corrected	Yes	Closed

[illegible]

Performance tracking	
Total number of complaints	8
Resolved within SLA timeline	4
Number outside SLA timeline	4
Percentage of complaints resolved within timeline	50%