



MINISTRY OF COMMERCE AND TRADE - ADAMAWA STATE

QUARTERLY COMPLAINT MANAGEMENT REPORT

Q1 2025 (January – March 2025)

1. Overview

During the first quarter of 2025, the Ministry of Commerce & Trade recorded a moderate number of complaints primarily associated with business registration support, trade licensing, market regulation, and regulatory guidance. As Q1 represents the baseline reporting period for the year, complaints reflected both service delivery challenges and increased awareness of grievance redress mechanisms among business operators.

Complaints were received through walk-in submissions, written petitions, and referrals from trade associations and local government offices.

Summary of Complaints (Q1 2025):

- **Total Complaints Received:** 16
- **Resolved:** 12
- **Unresolved:** 3
- **Pending / Under Verification:** 1

The majority of complaints were addressed within the quarter, while unresolved cases were carried forward for further administrative review.

2. Nature of Complaints

Complaints received during Q1 2025 were categorised as follows:

- **Business Licensing and Permit Delays (5 cases):**
Complaints regarding delays in issuance or renewal of trade permits and licences, particularly for small and medium enterprises.
- **Fee Transparency and Payment Disputes (4 cases):**
Concerns over unclear or inconsistent information on approved fees for business registration support and trade-related services.
- **Market Regulation and Enforcement Issues (3 cases):**
Complaints from traders relating to enforcement actions in markets, including alleged selective enforcement or inadequate notice prior to inspections.

- **Information and Advisory Gaps (4 cases):**
Reports highlighting lack of clarity on procedures, documentation requirements, or access to business support services.

These complaints indicate the need for improved communication and process streamlining within the Ministry.

3. Corrective Actions Taken

In response to complaints received in Q1 2025, the Ministry implemented the following corrective measures:

- **Administrative Review of Pending Applications:**
Outstanding licensing and permit applications were reviewed, with priority given to long-pending cases.
- **Clarification of Approved Fees and Procedures:**
Internal circulars were issued to standardise fee information, and service desks were guided to provide consistent responses to applicants.
- **Engagement with Trade Associations:**
Meetings were held with market leaders and business associations to clarify regulatory expectations and address concerns around enforcement practices.
- **Strengthening of Complaint Logging:**
Complaint intake and documentation processes were improved to ensure proper tracking and follow-up.

These measures contributed to the resolution of most complaints within the quarter.

4. Summary Table

Year / Quarter	Total Complaints	Resolved	Unresolved	Nature of Key Complaints	Major Corrective Actions	Remarks
Q1 2025	16	12	3	Licensing delays, fee disputes,	Administrative reviews, fee clarification,	Baseline quarter

				enforcement issues	stakeholder engagement	
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5. Conclusion

The Q1 2025 complaint management performance of the Ministry of Commerce & Trade highlights both service delivery challenges and opportunities for improvement. While most complaints were resolved, the Ministry recognises the need to enhance transparency, reduce processing times, and strengthen communication with business stakeholders. Lessons from this baseline quarter will inform targeted improvements in subsequent quarters of 2025.

Prepared by:

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