



**MINISTRY OF COMMERCE AND TRADE -
ADAMAWA STATE**

QUARTERLY COMPLAINT MANAGEMENT REPORT

Q2 2025 (April – June 2025)

1. Overview

In the second quarter of 2025, the Ministry of Commerce & Trade recorded a reduction in the number of complaints received compared to Q1 2025. This improvement reflects targeted actions taken to streamline licensing processes, improve fee transparency, and enhance communication with traders and business operators.

Complaints were received through physical submissions at service desks, online feedback channels, and referrals from trade associations.

Summary of Complaints (Q2 2025):

- **Total Complaints Received:** 13
- **Resolved:** 11
- **Unresolved:** 1
- **Pending / Under Verification:** 1

Most complaints were resolved within the quarter, with minimal cases carried forward for further administrative review.

2. Nature of Complaints

The profile of complaints in Q2 2025 indicates a shift from baseline operational challenges to more procedural and informational issues.

- **Licensing and Permit Processing Delays (4 cases):**
Complaints relating to delayed processing of new or renewal trade licences, primarily due to incomplete submissions.
- **Fee Clarification and Payment Issues (3 cases):**
Requests for clarification on approved fees and levies, particularly within market operations.
- **Market Regulation and Inspection Concerns (3 cases):**
Complaints regarding timing and notification of market inspections and enforcement visits.
- **Business Support and Advisory Gaps (3 cases):**
Issues related to access to business advisory services and documentation guidance.

Overall, the complaints reflect increased awareness of procedures and expectations rather than systemic failures.

3. Corrective Actions Taken

To address complaints during Q2 2025, the Ministry implemented the following actions:

- **Process Streamlining:**
Internal review of licensing workflows reduced unnecessary delays and improved coordination between units.
- **Enhanced Fee Transparency:**
Updated fee schedules were displayed at service points and shared with market associations.
- **Stakeholder Engagement:**
Regular engagement sessions were held with traders and business groups to clarify regulatory requirements and timelines.
- **Improved Complaint Tracking:**
Complaint logging and follow-up mechanisms were strengthened to ensure timely resolution.

These measures resulted in faster resolution times and fewer repeat complaints.

4. Progress Since Q1 2025

Compared to Q1 2025, Q2 2025 shows:

- Reduced complaint volume
- Improved resolution rate
- Greater clarity on fees and procedures
- Fewer enforcement-related grievances

This indicates steady institutional improvement.

5. Summary Table

Year / Quarter	Total Complaints	Resolved	Unresolved	Nature of Key Complaints	Major Corrective Actions	Remarks
Q2 2025	13	11	1	Licensing delays, fee clarification, inspection timing	Workflow streamlining, fee disclosure, stakeholder engagement	Improvement over Q1

6. Conclusion

The Ministry of Commerce & Trade demonstrated measurable improvement in complaint management during Q2 2025. While some operational challenges persist, the enhanced transparency and engagement efforts have strengthened service delivery and reduced complaint recurrence. These gains provide a solid foundation for further improvements in subsequent quarters.

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