



ADAMAWA STATE MINISTRY OF TRANSPORTATION

QUARTERLY COMPLAINT MANAGEMENT REPORT

Q1 2026 (January – March 2026)

1. Overview of Complaints

During the first quarter of 2026, the Adamawa State Ministry of Transportation continued to strengthen its Grievance Redress Mechanism (GRM) through proactive stakeholder engagement, improved complaint handling procedures, and increased utilization of the State's centralized Grievance Redress and Management Information System (GRV-MIS).

The Ministry recorded a modest increase in complaint submissions compared to the previous quarter. This increase is attributed to improved public awareness of available complaint channels rather than deterioration in service delivery. Most complaints were administrative or informational and were resolved promptly through established Standard Operating Procedures (SOPs).

Summary of Complaints (Q1 2026)

- **Total Complaints Received:** 9
- **Resolved:** 9
- **Unresolved:** 0
- **Pending / Under Verification:** 0

Resolution Rate: 100%

All complaints received during the quarter were successfully resolved within the prescribed Service Level Agreement (SLA).

2. Nature of Complaints

Complaints received during the quarter were categorised as follows:

- I. **Motor Park Operations (3 Cases):** Minor complaints concerning vehicle loading schedules, queue management, and allocation of loading bays at selected motor parks.
- II. **Fare and Levy Clarification (2 Cases):** Requests seeking confirmation of approved transport fares and government-approved levies following periodic fare adjustments.
- III. **Transport Licensing Services (2 Cases):** Enquiries regarding licensing requirements, renewal procedures, and documentation processing timelines.
- IV. **Road Transport Safety (1 Case):** Complaint relating to compliance with passenger safety measures by a commercial transport operator.

- V. Customer Service Feedback (1 Case):** Positive feedback accompanied by recommendations to further improve responsiveness at transport service centres.

No complaints involving extortion, unauthorised levies, corruption, harassment, or major safety incidents were reported during the reporting period.

3. Corrective and Preventive Actions Taken

To sustain improvements in service delivery and complaint resolution, the Ministry implemented the following actions:

- I. Enhanced GRV-MIS Utilisation:** All complaints were registered, tracked, and resolved through the State's **GRV-MIS**, improving transparency and accountability.
- II. Stakeholder Engagement:** Periodic meetings were held with transport unions and park management committees to address operational issues before they escalated into formal complaints.
- III. Public Awareness Campaign:** Information on approved transport fares, licensing procedures, complaint channels, and GRV-MIS access was disseminated through motor parks, radio programmes, and social media platforms.
- IV. Monitoring and Compliance:** Routine inspections were conducted across major motor parks to ensure adherence to approved operational standards and transport regulations.
- V. Staff Capacity Building:** Frontline officers received refresher training on customer service, complaint management, and digital case handling.

4. Performance Review

The Ministry continues to demonstrate sustained improvement in complaint management through:

- Full implementation of standardized GRM procedures.
- Improved accessibility of complaint channels.
- Timely resolution of all reported complaints.
- Strong collaboration with transport unions and stakeholders.
- Increased public confidence in complaint resolution processes.

- Enhanced transparency through digital complaint tracking.

The Ministry also commenced integration of complaint reporting with the State's broader GRM reform initiatives to improve cross-government coordination.

5. Summary Table

YEAR / QUARTER	TOTAL COMPLAINTS	RESOLVED	UNRESOLVED	NATURE OF KEY COMPLAINTS	MAJOR CORRECTIVE / PREVENTIVE ACTIONS	REMARKS
Q1 2026	9	9	0	Motor-park operations, fare clarification, licensing services, transport safety, customer service	GRV-MIS utilisation, stakeholder engagement, public awareness, compliance monitoring, staff training	Excellent performance with 100% resolution rate

6. Key Performance Indicators (KPIs)

Indicator	Q1 2026 Performance
Complaints Received	9
Resolution Rate	100%
Average Resolution Time	3 Working Days
Complaints Resolved Within SLA	100%
Repeat Complaints	0
Public Satisfaction Rating	92%

7. Challenges

Although performance remained strong, the Ministry identified opportunities for further improvement:

- Continued sensitization on the use of digital complaint channels in rural communities.
- Expansion of complaint awareness programmes to transport operators outside metropolitan areas.
- Integration of GRV-MIS notifications with SMS and WhatsApp for faster communication.
- Continuous capacity building for newly designated GRM focal officers.

8. Conclusion and Outlook

The Adamawa State Ministry of Transportation maintained a highly effective Grievance Redress Mechanism during the first quarter of 2026. The achievement of a 100% complaint resolution rate, zero backlog, and improved use of the State's centralized GRV-MIS reflects the Ministry's commitment to transparency, accountability, and citizen-centred service delivery.

Going forward, the Ministry will continue to strengthen digital complaint management, deepen stakeholder engagement, expand public awareness of grievance channels, and align its operations with the State's Ease of Doing Business reforms and SABER implementation objectives.

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