



# **ADAMAWA STATE MINISTRY OF TRANSPORTATION**

## **QUARTERLY COMPLAINT MANAGEMENT REPORT**

**Q2 2026 (April – June 2026)**

## 1. Overview of Complaints

During the second quarter of 2026, the Adamawa State Ministry of Transportation sustained its commitment to efficient grievance management through strengthened institutional coordination, expanded stakeholder engagement, and continuous utilization of the State's centralized Grievance Redress and Management Information System (GRV-MIS).

The Ministry recorded a slight increase in complaint submissions compared to Q1 2026. This reflects increased public confidence in the complaint resolution process and broader awareness of the available grievance channels rather than a decline in service quality. The majority of complaints related to operational coordination and service enquiries and were resolved promptly in accordance with established Service Level Agreements (SLAs).

### Summary of Complaints (Q2 2026)

- **Total Complaints Received:** 11
- **Resolved:** 11
- **Unresolved:** 0
- **Pending / Under Verification:** 0

### Resolution Rate: 100%

All complaints received during the reporting period were resolved within the prescribed timelines.

## 2. Nature of Complaints

Complaints received during the quarter were categorised as follows:

- I. **Motor Park Operations (3 Cases):** Complaints relating to passenger loading coordination, queue management, and temporary congestion during peak travel periods.
- II. **Transport Licensing and Permit Services (2 Cases):** Enquiries regarding commercial vehicle licensing, permit renewals, and documentation requirements.
- III. **Fare and Levy Enquiries (2 Cases):** Requests for clarification on approved transport fares and government-approved operational levies.

- IV. **Road Safety and Compliance (2 Cases):** Complaints concerning compliance with passenger safety regulations, vehicle condition, and adherence to transport guidelines.
- V. **Customer Service and Information Requests (2 Cases):** General enquiries and recommendations aimed at improving service delivery at transport offices and motor parks.

No complaints relating to corruption, extortion, harassment, illegal levies, or serious transport safety incidents were recorded during the quarter.

### 3. Corrective and Preventive Actions Taken

The Ministry continued implementing proactive measures to improve service delivery and prevent recurring complaints.

- I. **Strengthened GRV-MIS Operations:** All complaints were successfully logged, monitored, and resolved through the State's **GRV-MIS**, ensuring full traceability and accountability throughout the complaint lifecycle.
- II. **Routine Stakeholder Engagement:** Regular consultative meetings were held with transport unions, commercial vehicle operators, and motor park management committees to resolve emerging operational issues before they escalated.
- III. **Public Information Campaign:** The Ministry continued public sensitization on approved transport fares, licensing procedures, passenger rights, and available grievance channels through radio programmes, notice boards, and digital platforms.
- IV. **Compliance Monitoring:** Routine inspections were intensified across major transport terminals to ensure adherence to transport regulations and operational standards.
- V. **Capacity Development:** Frontline officers and designated GRM focal persons received additional training on customer relations, complaint handling, digital case management, and SLA compliance.

### 4. Performance Review

The Ministry maintained a strong grievance management performance throughout the second quarter, demonstrating:

- Full compliance with GRM Standard Operating Procedures.
- Effective utilization of the centralized GRV-MIS platform.
- 100% complaint resolution within established SLAs.
- Improved stakeholder collaboration with transport unions.
- Increased transparency through digital complaint tracking and reporting.
- Continued public confidence in the Ministry's grievance management process.

The Ministry also strengthened coordination with other government agencies to facilitate faster resolution of complaints requiring inter-agency collaboration.

## 5. Summary Table

| YEAR /<br>QUARTER | TOTAL<br>COMPLAINTS | RESOLVED | UNRESOLVED | NATURE OF<br>KEY<br>COMPLAINTS                                                           | MAJOR<br>CORRECTIVE<br>/<br>PREVENTIVE<br>ACTIONS                                                                        | REMARKS                                                        |
|-------------------|---------------------|----------|------------|------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------|
| Q2 2026           | 11                  | 11       | 0          | Motor park operations, licensing services, fare enquiries, road safety, customer service | GRV-MIS utilization, stakeholder engagement, compliance inspections, public awareness campaigns, staff capacity building | Excellent performance sustained with 100% complaint resolution |

## 6. Key Performance Indicators (KPIs)

| <i>Indicator</i>                      | <i>Q2 2026 Performance</i> |
|---------------------------------------|----------------------------|
| <i>Complaints Received</i>            | 11                         |
| <i>Resolution Rate</i>                | 100%                       |
| <i>Average Resolution Time</i>        | 2.8 Working Days           |
| <i>Complaints Resolved Within SLA</i> | 100%                       |
| <i>Escalated Cases</i>                | 1 (Resolved within SLA)    |
| <i>Repeat Complaints</i>              | 0                          |
| <i>Public Satisfaction Rating</i>     | 94%                        |

## 7. Challenges

While the Ministry maintained excellent performance during the quarter, a few operational challenges were identified:

- Increasing demand for digital complaint channels from rural communities.
- Need for additional awareness campaigns on transport regulations and passenger rights.
- Continued integration of GRV-MIS with other government digital platforms to facilitate cross-agency complaint resolution.
- Strengthening digital literacy among transport operators to encourage greater utilization of online services.

## 8. Recommendations

To sustain the gains achieved, the Ministry will:

- Expand awareness campaigns on GRV-MIS across all twenty-one (21) Local Government Areas.
- Strengthen collaboration with transport unions to encourage early resolution of operational concerns.

- Enhance monitoring of transport service standards through routine compliance inspections.
- Continue periodic capacity building for GRM focal officers and customer service personnel.
- Improve integration of GRV-MIS with the State's digital governance initiatives to support seamless complaint tracking and reporting.

## **9. Conclusion and Outlook**

The Adamawa State Ministry of Transportation continued to demonstrate a mature, transparent, and responsive Grievance Redress Mechanism during the second quarter of 2026. The achievement of a 100% complaint resolution rate, improved public satisfaction, and full utilization of the State's centralized GRV-MIS underscores the Ministry's commitment to accountability, service excellence, and continuous improvement.

The Ministry remains committed to strengthening stakeholder engagement, expanding digital grievance services, and supporting Adamawa State's Ease of Doing Business reforms through efficient, citizen-focused grievance management.

### **Prepared by:**

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