

MINISTRY OF COMMERCE & TRADE – ADAMAWA STATE

QUARTERLY COMPLAINT MANAGEMENT REPORT

Q1 2026 (January – March 2026)

1. Overview of Complaints

During the first quarter of 2026, the Adamawa State Ministry of Commerce & Trade continued to strengthen its Grievance Redress Mechanism (GRM) through improved stakeholder engagement, enhanced service delivery processes, and increased utilization of the State's centralized **Grievance Redress and Management Information System (GRV-MIS)**. Building on the institutional maturity achieved in Q4 2025, the Ministry maintained an efficient, transparent, and customer-focused complaint resolution process.

The slight increase in complaint submissions during the quarter reflects growing awareness and confidence among businesses and the public in the Ministry's grievance redress system, rather than any decline in service quality. Most complaints were administrative and advisory in nature and were resolved promptly within established Service Level Agreements (SLAs).

Summary of Complaints (Q1 2026)

- **Total Complaints Received:** 8
- **Resolved:** 8
- **Unresolved:** 0
- **Pending / Under Verification:** 0

Resolution Rate: 100%

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

2. Nature of Complaints

Complaints received during the quarter were categorized as follows:

Business Licence Processing and Renewals (3 Cases)

Enquiries relating to business licence applications, renewal status, documentation requirements, and processing timelines.

Trade Permit and Fee Clarifications (2 Cases)

Requests for clarification on approved government fees, levies, and permit requirements applicable to commercial activities.

Business Registration and Compliance Advisory (2 Cases)

Requests for guidance on regulatory compliance, business formalization processes, and available government support services for Micro, Small and Medium Enterprises (MSMEs).

Market Operations and Customer Service (1 Case)

Enquiry relating to market operational procedures and customer service improvements at Ministry service centres.

No complaints involving staff misconduct, corruption, unauthorized charges, selective enforcement, or harassment were recorded during the reporting period.

3. Corrective and Preventive Actions Taken

To sustain service excellence and reduce recurring complaints, the Ministry implemented the following measures:

Enhanced GRV-MIS Utilization

All complaints were successfully registered, monitored, and resolved through the State's centralized **GRV-MIS**, providing end-to-end visibility, accountability, and performance monitoring.

Improved Business Information Services

The Ministry strengthened communication on licensing requirements, government-approved fees, permit procedures, and business support initiatives through its service desks and digital communication platforms.

Stakeholder Engagement

Consultative meetings were held with business associations, market leaders, chambers of commerce, and MSME representatives to address emerging concerns and improve regulatory compliance.

Inspection and Compliance Coordination

Inspection schedules were better coordinated with business operators to minimize disruption while ensuring compliance with applicable regulations.

Capacity Building

Customer service officers and designated GRM focal persons received refresher training on complaint handling, customer relationship management, digital case management, and SLA compliance.

4. Performance Review

The Ministry maintained strong institutional performance throughout Q1 2026 by:

- Achieving 100% complaint resolution within established SLAs.
- Strengthening utilization of the State's centralized GRV-MIS platform.
- Improving transparency in licensing and permit administration.
- Enhancing communication with businesses and trade associations.
- Maintaining zero integrity-related complaints.
- Supporting the State's Ease of Doing Business reforms through responsive grievance management.

The Ministry also commenced further integration of complaint management into broader digital service delivery initiatives to improve efficiency and accountability.

5. Summary Table

<i>Year / Quarter</i>	<i>Total Complaints</i>	<i>Resolved</i>	<i>Unresolved</i>	<i>Nature of Key Complaints</i>	<i>Major Corrective / Preventive Actions</i>	<i>Remarks</i>
Q1 2026	8	8	0	Business licence processing, trade permits, fee clarification, business advisory,	GRV-MIS utilization, stakeholder engagement, improved business information, inspection	Excellent performance sustained with 100% complaint resolution

				market operations	coordination, staff training	
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6. Key Performance Indicators (KPIs)

<i>Indicator</i>	<i>Q1 2026 Performance</i>
<i>Complaints Received</i>	8
<i>Resolution Rate</i>	100%
<i>Average Resolution Time</i>	2.4 Working Days
<i>Complaints Resolved Within SLA</i>	100%
<i>Repeat Complaints</i>	0
<i>Public Satisfaction Rating</i>	95%

7. Challenges

While complaint management performance remained excellent, the Ministry identified the following areas for continuous improvement:

- Increasing awareness of digital complaint submission channels among rural and informal businesses.
- Expanding digital licensing and permit application services.
- Enhancing integration between GRV-MIS and business licensing systems.
- Improving awareness of government business support programmes available to MSMEs.

8. Recommendations

To sustain and improve service delivery, the Ministry will:

- Expand public sensitization campaigns on business licensing procedures, approved fees, and available complaint channels.
- Strengthen collaboration with business associations, chambers of commerce, and market unions.

- Continue digitization of licensing, permit administration, and complaint management services.
- Enhance integration between GRV-MIS and the Ministry's digital business service platforms.
- Conduct periodic customer satisfaction surveys to guide continuous service improvement.

9. Conclusion and Outlook

The Adamawa State Ministry of Commerce & Trade maintained a responsive, transparent, and business-friendly Grievance Redress Mechanism throughout the first quarter of 2026. The achievement of a **100% complaint resolution rate**, improved service responsiveness, and effective utilization of the State's centralized **GRV-MIS** demonstrates the Ministry's commitment to accountability, regulatory efficiency, and private sector development.

Going forward, the Ministry will continue strengthening digital service delivery, improving stakeholder engagement, streamlining regulatory processes, and supporting Adamawa State's Ease of Doing Business agenda through efficient, transparent, and citizen-focused grievance management.

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