

MINISTRY OF COMMERCE & TRADE – ADAMAWA STATE

QUARTERLY COMPLAINT MANAGEMENT REPORT

Q2 2026 (April – June 2026)

1. Overview of Complaints

During the second quarter of 2026, the Adamawa State Ministry of Commerce & Trade continued to strengthen its Grievance Redress Mechanism (GRM) through enhanced digital service delivery, proactive stakeholder engagement, and the effective use of the State's centralized **Grievance Redress and Management Information System (GRV-MIS)**. Building on the strong performance recorded in Q1 2026, the Ministry maintained a transparent, responsive, and business-friendly complaint management process.

The slight increase in complaint submissions during the quarter reflects improved awareness and accessibility of grievance channels among businesses and traders, as well as increased confidence in the Ministry's ability to resolve complaints promptly. The complaints remained largely administrative, advisory, and service-related, with no significant regulatory or integrity concerns recorded.

Summary of Complaints (Q2 2026)

- **Total Complaints Received:** 10
- **Resolved:** 10
- **Unresolved:** 0
- **Pending / Under Verification:** 0

Resolution Rate: 100%

All complaints received during the reporting period were resolved within the prescribed Service Level Agreements (SLAs).

2. Nature of Complaints

Complaints received during the quarter were categorized as follows:

Business Licence Applications and Renewals (3 Cases)

Enquiries regarding application processing timelines, licence renewals, documentation requirements, and issuance of business operating licences.

Trade Permits and Government Fees (2 Cases)

Requests for clarification on approved fees, market levies, permit requirements, and payment procedures for commercial activities.

Business Registration and Regulatory Compliance (2 Cases)

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

Market Administration and Inspection Coordination (2 Cases)

Enquiries concerning inspection schedules, market operations, and coordination with market associations during routine compliance exercises.

Customer Service Feedback (1 Case)

Recommendation aimed at improving digital communication and online access to Ministry services.

No complaints involving corruption, harassment, unauthorized charges, selective enforcement, or abuse of regulatory authority were recorded during the quarter.

3. Corrective and Preventive Actions Taken

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

Enhanced GRV-MIS Operations

All complaints were successfully received, tracked, assigned, and resolved through the State's centralized **GRV-MIS**, strengthening accountability, transparency, and performance monitoring.

Improved Business Information Services

The Ministry continued providing timely information on licensing procedures, approved government fees, regulatory requirements, and available business development programmes through customer service centres and digital platforms.

Stakeholder Engagement

Regular consultative meetings were held with chambers of commerce, market associations, MSME representatives, and business operators to identify operational concerns and improve service delivery.

Inspection Coordination

Inspection activities were better coordinated with business operators to minimize disruption while maintaining compliance with applicable regulations.

Capacity Development

Customer service personnel and GRM focal officers received additional training on complaint resolution, digital case management, customer relations, and compliance with Service Level Agreements.

4. Performance Review

During Q2 2026, the Ministry demonstrated continued institutional maturity by:

- Achieving a **100% complaint resolution rate**.
- Maintaining full compliance with established GRM procedures and SLAs.
- Strengthening the use of the State's centralized GRV-MIS platform.
- Improving transparency in licensing, permits, and fee administration.
- Enhancing collaboration with business associations and market stakeholders.
- Supporting Adamawa State's Ease of Doing Business reforms through responsive and transparent grievance management.

The Ministry also advanced the integration of digital complaint management with broader e-government initiatives to improve service efficiency and data-driven decision-making.

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>

Q2 2026	10	10	0	Business licensing, trade permits, regulatory compliance, market inspections, customer service	GRV-MIS utilization, stakeholder engagement, business information services, inspection coordination, staff capacity building	Excellent performance maintained with 100% complaint resolution
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6. Key Performance Indicators (KPIs)

Indicator	Q2 2026 Performance
Complaints Received	10
Resolution Rate	100%
Average Resolution Time	2.2 Working Days
Complaints Resolved Within SLA	100%
Escalated Cases	0
Repeat Complaints	0
Public Satisfaction Rating	96%

7. Challenges

While performance remained excellent, the Ministry identified the following opportunities for continuous improvement:

- Expanding awareness of GRV-MIS among traders in rural markets and informal business sectors.
- Increasing adoption of online licensing and permit application services.

- Further integrating GRV-MIS with digital business licensing and permit management systems.
- Strengthening awareness of government business support initiatives for MSMEs.

8. Recommendations

To sustain and enhance service delivery, the Ministry will:

- Expand public sensitization campaigns on licensing procedures, approved fees, and digital complaint channels.
- Strengthen collaboration with chambers of commerce, market associations, and MSME organizations.
- Continue digitizing licensing, permit administration, and complaint management services.
- Enhance integration between GRV-MIS and the Ministry's electronic licensing and regulatory systems.
- Conduct quarterly customer satisfaction surveys to identify service improvement opportunities.
- Develop an online knowledge portal containing frequently asked questions, regulatory guidelines, and self-service resources for businesses.

9. Conclusion and Outlook

The Adamawa State Ministry of Commerce & Trade maintained an effective, transparent, and business-oriented Grievance Redress Mechanism throughout the second quarter of 2026. The achievement of a **100% complaint resolution rate**, improved customer satisfaction, and full utilization of the State's centralized **GRV-MIS** demonstrates the Ministry's continued commitment to accountability, regulatory efficiency, and private sector development.

Moving into the next quarter, the Ministry will continue strengthening digital service delivery, enhancing stakeholder engagement, improving regulatory processes, and supporting Adamawa State's Ease of Doing Business reforms through responsive, transparent, and citizen-focused grievance management.

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Monitoring

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