



**ADAMAWA STATE GOVERNMENT
GRIEVANCE REDRESS MECHANISM (GRM)**

COMMITTED TURNAROUND TIMES FOR GRIEVANCE RESOLUTION

2025 SERVICE STANDARD

1. Purpose

This document sets out the committed turnaround times for grievances received through the Adamawa State Grievance Redress Mechanism (GRM). It provides a clear and measurable service standard for the receipt, acknowledgement, review, resolution, escalation and closure of grievances, including trade-related grievances handled through the State GRM.

2. Scope

The service standard applies to grievances received through the Adamawa State GRM, including grievances submitted through the Adamawa State Grievance Redress Management Information System (ADSG GRVMIS) and grievances referred to the responsible Ministry, Department or Agency (MDA).

3. Committed Turnaround Times

GRM Stage	Committed Turnaround Time	Responsible Unit
Receipt and registration	Within 1 working day	GRM Officer / GRVMIS
Acknowledgement to complainant	Within 3 working days	GRM Officer / Responsible MDA
Initial assessment and classification	Within 3 working days	GRM Officer / Responsible MDA
Assignment/referral	Within 3 working days	GRM Officer
Review/investigation	Within 7 working days	Responsible MDA / GRM Committee
Resolution at first redress level	Within 7 working days after review	Responsible MDA / GRM Committee
Communication of resolution	Within 7 working days of resolution	Responsible MDA / GRM Officer
Escalation of unresolved grievance	Within 7 working days	GRM Officer / GRM Committee
Review and resolution of appeal	Within 7 working days of appeal	Designated Appeal Authority
Closure and GRM record update	Within 3 working days after resolution	GRM Officer / GRVMIS Administrator

4. Overall Resolution Standard

For straightforward grievances that can be resolved at the initial redress level, the responsible MDA should seek to resolve and communicate the outcome within 7 working days, where the nature of the grievance permits. Where investigation, consultation, field verification or escalation is required, the complainant should be informed of the additional time required and provided with progress updates.

5. Escalation and Appeals

Where a grievance cannot be resolved at the first level within the applicable turnaround time, it shall be escalated to the next designated redress level. The complainant shall be informed of the escalation and expected next action. Appeals shall be reviewed and addressed within 7 working days of receipt, subject to the nature and complexity of the case.

6. Communication with Complainants

- Every registered grievance should receive a unique reference number.
- The complainant should be informed that the grievance has been received and registered.
- The complainant should be informed of the expected response/resolution timeframe.
- Where the committed timeframe cannot be met, the complainant should receive a progress update.
- The final decision or resolution should be communicated to the complainant and recorded in the GRM system.

7. GRM Recording and Performance Monitoring

The GRM recording system should capture, at minimum, the complainant's name, contact information, date received, description of the grievance, date addressed/resolved and other information necessary to demonstrate compliance with the committed turnaround time.

8. GRM Channel

Adamawa State Grievance Redress Management Information System (ADSG GRVMIS): <https://grvmis.adamawastate.gov.ng/>

Published GRVMIS contact channels include the official email, telephone contacts and physical walk-in address published on the State GRVMIS website.

9. Reference Documents

- Adamawa State Grievance Redress Mechanism Toolkit, June 2025.
- Adamawa State Interstate Trade-Related Grievance Redress Mechanism (GRM) Report 2025.
- ADSG Grievance Redress Management Information System (GRVMIS).