

**MINISTRY OF COMMERCE, INDUSTRY, TOURISM AND SOLID
MINERALS, YOBE STATE**



**JANUARY 2025 REGULATORY COMPLIANCE & GRM
PERFORMANCE REPORT**

Month: January 2025

Reporting Period: January 1-31, 2025

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EXECUTIVE SUMMARY

January 2025 marked a strong start to the year with 93% overall SLA compliance across core regulatory processes. The Ministry received 138 applications and successfully processed 128 within stipulated timeframes. The GRM mechanism handled 13 complaints with a perfect 100% resolution rate, demonstrating robust systems post-holiday period recovery.

REGULATORY PERFORMANCE METRICS

<i>Regulatory Process</i>	<i>Published SLA</i>	<i>Applications Received</i>	<i>Completed</i>	<i>Within SLA % Compliance</i>
<i>Business Registration</i>	<i>5 working days</i>	<i>45</i>	<i>40</i>	<i>89%</i>
<i>Trade License Renewal</i>	<i>3 working days</i>	<i>62</i>	<i>60</i>	<i>97%</i>
<i>Food Safety License</i>	<i>7 working days</i>	<i>28</i>	<i>25</i>	<i>89%</i>
<i>Export Registration</i>	<i>10 working days</i>	<i>3</i>	<i>3</i>	<i>100%</i>
MONTHLY TOTAL		138	128	93%

PERFORMANCE ANALYSIS

- Trade License Renewal emerged as the top performer (97%), indicating efficient backend processes
- Business Registration and Food Safety License both achieved 89% compliance, showing room for NAFDAC coordination improvement
- Export Registration maintained perfect compliance (100%), reflecting SABER program effectiveness

GRM PERFORMANCE DETAILS

Total Complaints: 13

Resolved within SLA: 13 (100%)

Average Resolution Time: 15 days

SLA Compliance: 100%

COMPLAINT CATEGORIES:

1. License Delays (5 cases) - Food safety license renewals

2. Sanitation Issues (3 cases) - Market restroom maintenance
3. Vendor Registration (3 cases) - Processing delays
4. Corruption Allegations (2 cases) - Bribe demands for permits

KEY RESOLUTIONS:

- Fast-tracked 8 license applications caught in bureaucratic delays
- Coordinated market sanitation improvements with LGA authorities
- Initiated disciplinary proceedings against 1 officer

QUARTERLY CONTEXT (Q1 2025)

As part of the SABER Program initiative, January saw:

- 3 new exporters registered (compared to 10 total in 2024)
- Staff capacity building on GRM procedures
- Preparation for Mini Trade Fair (scheduled May-June 2025)

FEBRUARY IMPROVEMENT PLAN

1. Digital Integration: Implement online application tracking
2. Inter-Agency Coordination: Establish weekly NAFDAC liaison meetings
3. Staff Training: Focus on SLA adherence and customer service
4. Process Automation: Begin digitization of vendor registration

PERFORMANCE INDICATORS

- Customer Satisfaction: 92% (based on follow-up surveys)
- Staff Productivity: 45 applications processed per officer
- Digital Adoption: 35% of applications received online

**MINISTRY OF COMMERCE INDUSTRY,
TOURISM AND SOLID MINERALS
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