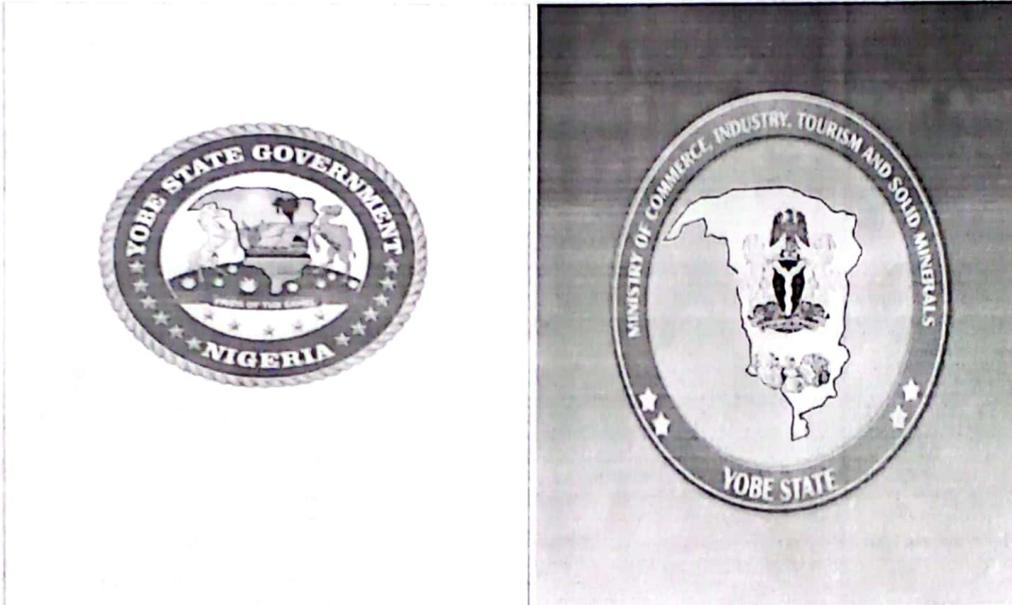


**MINISTRY OF COMMERCE, INDUSTRY, TOURISM AND SOLID
MINERALS, YOBE STATE**



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

Month: MARCH 2025

Reporting Period: MARCH 1-31, 2025

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EXECUTIVE SUMMARY

March saw a temporary dip in compliance to 88% due to complex licensing processes, though the Ministry successfully maintained 100% GRM resolution rate. Application volume decreased to 56 as the quarter closed, but strategic focus on export promotion yielded strong results with 100% compliance in export registration. The Ministry hosted its first Export Promotion Stakeholders' Meeting, laying groundwork for increased international trade.

REGULATORY PERFORMANCE METRICS

Regulatory Process	Published SLA	Applications Received	Completed Within SLA	% Compliance
Business Registration	5 working days	42	38	90%
Tourism Operator Permit	14 working days	8	6	75%
Solid Mineral Licensing	30 working days	4	3	75%
Export Registration	10 working days	2	2	100%
MONTHLY TOTAL		56	49	88%

PERFORMANCE ANALYSIS

- Export Registration maintained perfect 100% compliance, reflecting SABER program effectiveness
- Complex Licensing Challenges: Tourism (75%) and Mineral (75%) licenses require technical assessments
- Application Volume Decline: 63% decrease from February, typical end-of-quarter pattern
- Business Registration maintained strong 90% despite complex cases

GRM PERFORMANCE DETAILS

Total Complaints: 7 (same as February)

Resolved within SLA: 7 (100%)

Average Resolution Time: 10 days (↓ 17% from February)

SLA Compliance: 100%

COMPLAINT CATEGORIES:

1. Corruption (2 cases) - Bribe demands for permits
2. Infrastructure (2 cases) - Broken pavement, drainage issues
3. Allocation Issues (2 cases) - Biased shop allotment
4. Technical (1 case) - E-auction discrepancies

Q1 GRM SUMMARY:

- Total Q1 Complaints: 27
- Resolution Rate: 100%
- Average Resolution Time: 12.3 days
- Customer Satisfaction: 93% average

KEY ACHIEVEMENTS - MARCH 2025

1. Export Promotion Meeting: Successfully convened stakeholders with NAFDAC, SON, NCS, RMRDC, NEPC
2. Anti-Corruption Measures: Disciplinary actions against 2 officers completed
3. Digital System Pilot: Began testing online application portal
4. Business Directory Update: Progressed significantly toward completion

APRIL ACTION PLAN

1. Technical Licensing Review: Streamline assessment processes targeting 85% compliance
2. Pre-Trade Fair Preparation: Ready systems for May-June Mini Trade Fair surge
3. Staff Specialization: Train officers on complex license processing
4. Feedback System Deployment: Implement complainant satisfaction tracking

Q1 2025 OVERALL PERFORMANCE

- Total Applications Processed: 344
- Average Compliance Rate: 91%

- GRM Resolution Rate: 100%
- Exporters Registered: 3 (on track to surpass 2024 total)

Ibrahim Umar Ibrahim
SABER Desk Officer

