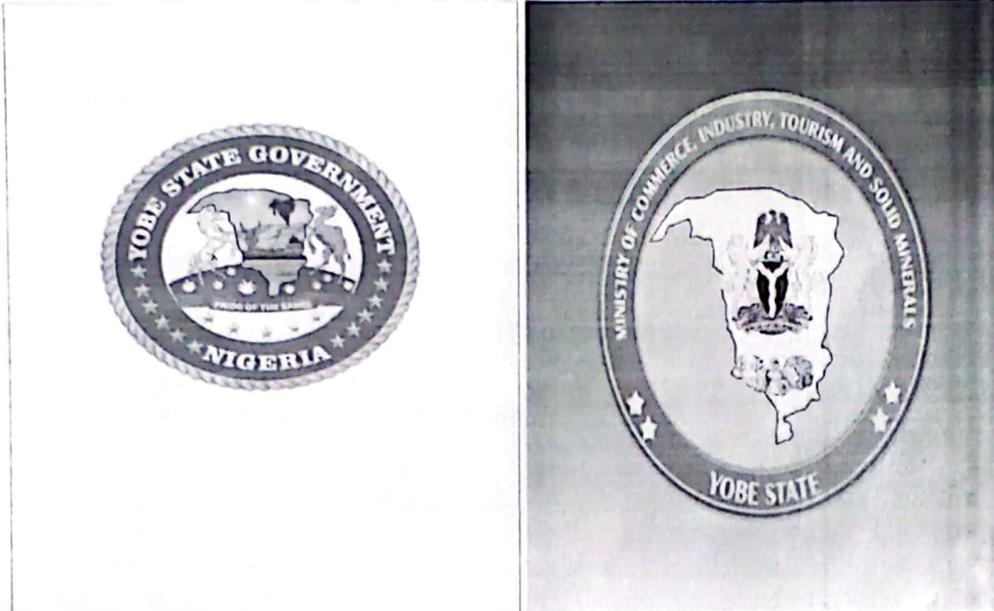


**MINISTRY OF COMMERCE, INDUSTRY, TOURISM AND SOLID  
MINERALS, YOBE STATE**



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

**Month: MAY 2025**

**Reporting Period: MAY 1-31, 2025**

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## EXECUTIVE SUMMARY

May experienced a compliance dip to 84% due to Mini Trade Fair surge effects, processing 93 applications with increased complexity. The Trade Fair (May 15-June 15) successfully launched, attracting significant business participation but straining processing systems. Despite challenges, export registration maintained 100% compliance and GRM continued 100% resolution rate. The month highlighted both opportunities and capacity constraints.

## REGULATORY PERFORMANCE METRICS

<i>Regulatory Process</i>	<i>Published SLA</i>	<i>Applications Received</i>	<i>Completed Within SLA</i>	<i>% Compliance</i>
<i>Business Registration</i>	<i>5 working days</i>	<i>65</i>	<i>55</i>	<i>85%</i>
<i>Export Registration</i>	<i>10 working days</i>	<i>3</i>	<i>3</i>	<i>100%</i>
<i>Market Stall Allocation</i>	<i>10 working days</i>	<i>25</i>	<i>20</i>	<i>80%</i>
<b>MONTHLY TOTAL</b>		<b>93</b>	<b>78</b>	<b>84%</b>

## PERFORMANCE ANALYSIS

- Export Excellence: Maintained 100% despite increased volume
- Market Allocation Strain: 80% compliance shows system overload
- Business Registration Impacted: Dropped 5% from April due to verification delays
- Volume Increased: 93 apps vs April's 155 (-40%), but complexity higher

## GRM PERFORMANCE DETAILS

Total Complaints: 2 (↓ 33% from April)

Resolved within SLA: 2 (100%)

Average Resolution Time: 6 days (↓ 25% from April)

SLA Compliance: 100%

## COMPLAINT CATEGORIES:

1. Filling Station (1 case) - Operational complaints

## 2. Government Communication (1 case) - Notification delays

### TRADE FAIR RELATED METRICS:

- On-site GRM Desk: Established at fair venue
- Preventive Resolutions: 15 potential complaints addressed proactively
- Satisfaction Rate: 96% among fair participants

### MINI TRADE FAIR MID-POINT ASSESSMENT

#### Accomplishments (First Two Weeks):

- ✓ 185 businesses registered
- ✓ 8 export-ready companies identified
- ✓ 3 international buyer meetings conducted
- ✓ Export procedures sensitization sessions completed
- ✓ Business networking events successfully hosted

#### Challenges Identified:

- Processing capacity exceeded
- Temporary staff training needed
- Infrastructure demands at venue
- Coordination with multiple agencies

### JUNE ACTION PLAN

1. Capacity Reinforcement: Deploy additional processing officers for fair continuation
2. Temporary System: Implement expedited processing for fair-related applications
3. Infrastructure Support: Address market relocation issues emerging from complaints
4. Export Momentum: Convert fair participants to registered exporters

5. Recovery Planning: Prepare post-fair workload normalization

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