

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



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

Month: JUNE 2025

Reporting Period: JUNE 1-30, 2025

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EXECUTIVE SUMMARY

June presented dual challenges with 85% compliance amidst market relocation crises and Trade Fair culmination. The Ministry processed 185 applications - the highest monthly volume to date - while managing 9 complex GRM cases related to forced relocations. Despite operational strain, GRM maintained 100% resolution with record-fast 5-day average response. The month tested crisis management capabilities and revealed infrastructure gaps needing urgent attention.

REGULATORY PERFORMANCE METRICS

| <i>Regulatory Process</i> | <i>Published SLA</i> | <i>Applications Received</i> | <i>Completed</i> | <i>Within SLA</i> | <i>% Compliance</i> |
|------------------------------|-----------------------|------------------------------|------------------|-------------------|---------------------|
| <i>Business Registration</i> | <i>5 working days</i> | <i>40</i> | <i>32</i> | <i>80%</i> | |
| <i>Vendor Registration</i> | <i>2 working days</i> | <i>85</i> | <i>75</i> | <i>88%</i> | |
| <i>Trade License Renewal</i> | <i>3 working days</i> | <i>60</i> | <i>50</i> | <i>83%</i> | |
| MONTHLY TOTAL | | 185 | 157 | 85% | |

PERFORMANCE ANALYSIS

- Vendor Registration Resilience: 88% compliance despite 243% volume increase
- Business Registration Impact: 80% shows systemic strain
- Trade License Stability: 83% maintained under pressure
- Volume Management: Processed 185 apps vs 130 capacity (142% utilization)

GRM PERFORMANCE DETAILS

Total Complaints: 9 (↑ 350% from May)

Resolved within SLA: 9 (100%)

Average Resolution Time: 5 days (↓ 17% from May)

SLA Compliance: 100%

CRISIS COMPLAINT BREAKDOWN:

1. Forced Relocations (4 cases) - Flyover construction displacements
2. Market Closures (2 cases) - Security-related shutdowns

3. Rent Disputes (1 case) - Reconstruction conflicts
4. Goods Loss (1 case) - Abrupt closure consequences
5. Low Patronage (1 case) - Post-relocation business impact

EMERGENCY RESPONSE MEASURES:

- Rapid Response Team: Activated within 2 hours of first complaint
- Inter-Agency Coordination: Engaged with Works, Security, and LGAs
- Temporary Solutions: Implemented within 48 hours for critical cases
- Compensation Framework: Established for verified losses

MARKET RELOCATION CRISIS MANAGEMENT

Affected Markets: Kukareta, Tarmuwa, Damaturu Modern Market

Scale: 320+ traders displaced

Ministry Response:

- ✓ Alternate trading zones allocated within 72 hours
- ✓ Security assurance and military coordination
- ✓ Rent freeze enacted for 30 days
- ✓ Compensation review panels established
- ✓ Visibility support with directional signage

Remaining Challenges:

- Infrastructure gaps at new sites
- Trader adaptation period needed
- Economic impact assessment pending
- Long-term site development required

JULY ACTION PLAN

1. Crisis Recovery: Stabilize relocated traders with infrastructure support

2. Capacity Building: Hire/train additional processing officers
3. System Enhancement: Implement emergency response protocols
4. Infrastructure Development: Partner with Works Ministry for permanent solutions
5. Economic Support: Launch trader welfare initiatives

PERFORMANCE INDICATORS - JUNE 2025

- Crisis Response Time: 4.2 hours average
- Stakeholder Satisfaction: 88% (under crisis conditions)
- System Resilience: Processed 142% of normal capacity
- Team Performance: 92% staff maintained effectiveness under pressure

**MINISTRY OF COMMERCE INDUSTRY,
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