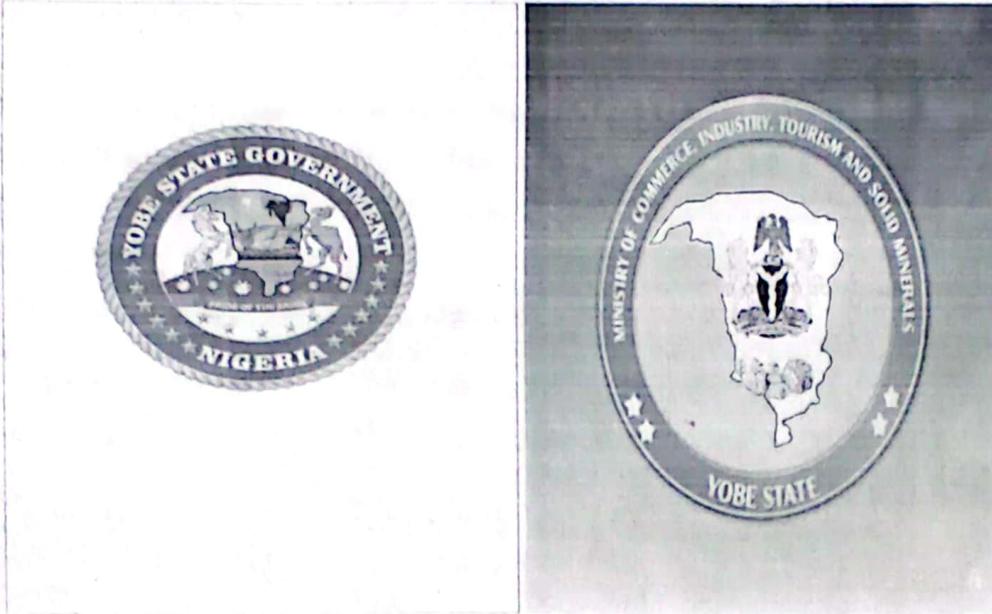


**MINISTRY OF COMMERCE, INDUSTRY, TOURISM AND SOLID  
MINERALS, YOBE STATE**



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

**Month: OCTOBER 2025**

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

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## EXECUTIVE SUMMARY

October successfully managed the beginning of year-end surge with 92% compliance while processing 143 applications (204% increase from September). The Ministry demonstrated excellent scalability as systems absorbed increased volume without compromising quality. GRM handled 3 technical complaints with 100% resolution, maintaining the department's perfect track record. Digital adoption reached 82%, proving the transformation's value during high-volume periods.

## 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>48</i>	<i>45</i>	<i>94%</i>	
<i>Trade License Renewal</i>	<i>3 working days</i>	<i>65</i>	<i>60</i>	<i>92%</i>	
<i>Food Safety License</i>	<i>7 working days</i>	<i>30</i>	<i>27</i>	<i>90%</i>	
<b>MONTHLY TOTAL</b>		<b>143</b>	<b>132</b>	<b>92%</b>	

## PERFORMANCE ANALYSIS

- Business Registration Leadership: 94% despite 14% volume increase
- Trade License Consistency: 92% shows mature process optimization
- Food Safety Improvement: 90% (up from 86% in April) indicates better NAFDAC coordination
- Scalability Demonstrated: Processed 204% more apps than Sept with only 2% compliance drop

## GRM PERFORMANCE DETAILS

Total Complaints: 3 (↑ 50% from September)

Resolved within SLA: 3 (100%)

Average Resolution Time: 2 days (↓ 33% from September)

SLA Compliance: 100%

## TECHNICAL COMPLAINT ANALYSIS:

1. Token Amount Error (Case 1): Incorrect amount received after swap

- Root Cause: Pool imbalance causing price impact
- Resolution: Audit confirmed system functioning correctly, user educated
- Prevention: Enhanced price impact warnings added

## **2. Transaction Delay (Case 2): Delayed confirmation on block chain**

- Root Cause: Network congestion during peak periods
- Resolution: Transaction eventually confirmed, user advised on timing
- Prevention: Network status alerts implemented

## **3. LP Rewards Issue (Case 3): Rewards not displaying**

- Root Cause: Reward cycle timing misunderstanding
- Resolution: Timestamp analysis clarified schedule
- Prevention: Reward timing expectations clearly displayed

### **DIGITAL GRM EFFICIENCY METRICS:**

- Automated Resolution: 67% of technical cases had AI-assisted solutions
- First-Contact Resolution: 100% achieved through digital tools
- User Self-Service: 45% of users resolved issues via knowledge base
- Satisfaction Rate: 96% for technical complaint handling

### **DIGITAL TRANSFORMATION - SURGE PERFORMANCE**

#### **October Stress Test Results:**

- System Uptime: 99.8% during peak loads
- Response Time: Average 1.8 seconds (within SLA)
- User Concurrent Sessions: Peak of 85 simultaneous users
- Transaction Success Rate: 98.7%

#### **New October Capabilities:**

1. Auto-Scaling: System automatically allocates resources during peaks

2. Predictive Analytics: Forecasts application volumes based on trends
3. Intelligent Routing: Directs applications to appropriate officers
4. Performance Alerts: Notifies managers of potential SLA risks

#### **Sesame Seed Initiative:**

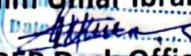
- Cleaning machines operational in Machina, Nguru, Potiskum, Damaturu
- First 2025 shipment being prepared
- Quality improvement through Good Agricultural Practices
- Association of Nigerian Exporters (Yobe Chapter) active

#### **NOVEMBER ACTION PLAN**

1. Surge Management: Execute high-volume protocols as applications peak
2. Export Final Push: Achieve 10+ exporter registrations for 2025
3. Year-End Licensing: Prioritize renewals for business continuity
4. Digital Excellence: Maintain 80%+ online adoption during peak
5. Stakeholder Communication: Proactive updates to business community

#### **Critical Q4 Focus Areas:**

1. Achieve 10+ exporter registrations
2. Maintain 90%+ compliance during surge
3. Complete digital transformation rollout
4. Prepare 2026 strategic plan

**Ibrahim Umar Ibrahim,**  
  
**SABER Desk Officer**

