

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



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

Month: NOVEMBER 2025

Reporting Period: NOVEMBER 1-30, 2025

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EXECUTIVE SUMMARY

November delivered excellent 93% compliance during the peak of year-end surge, processing 112 applications with continued high quality. GRM maintained 100% resolution rate for 5 technical complaints, showcasing specialized expertise in digital business issues. The month saw significant export promotion success and digital adoption reached 88%, proving the transformation's effectiveness during the busiest period. Systems performed optimally under maximum load conditions.

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>52</i>	<i>48</i>	<i>92%</i>	
<i>Vendor Registration</i>	<i>2 working days</i>	<i>40</i>	<i>38</i>	<i>95%</i>	
<i>Market Stall Allocation</i>	<i>10 working days</i>	<i>20</i>	<i>18</i>	<i>90%</i>	
MONTHLY TOTAL		112	104	93%	

PERFORMANCE ANALYSIS

- Vendor Registration Excellence: 95% at peak period shows process maturity
- Business Registration Consistency: 92% maintained despite complexity
- Market Allocation Improvement: 90% (up from 78% in July) shows crisis recovery
- Volume Management: 112 apps handled smoothly (22% below projected peak)

GRM PERFORMANCE DETAILS

Total Complaints: 5 (↑ 67% from October)

Resolved within SLA: 5 (100%)

Average Resolution Time: 1 day (↓ 50% from October)

SLA Compliance: 100%

ADVANCED TECHNICAL COMPLAINT ANALYSIS:

1. Liquidity Withdrawal (Case 1): Unable to withdraw from liquidity pool

- Root Cause: Wallet nonce synchronization issue

- Resolution: User guided through nonce reset procedure
- Innovation: Created step-by-step visual guide for future cases

2. Farming Rewards (Case 2): Lower than expected yields

- Root Cause: APY fluctuation mechanisms misunderstood
- Resolution: Detailed explanation of variable yield calculations
- Education: Published APY fluctuation educational material

3. Staking Rewards (Case 3): Rewards not received

- Root Cause: Timing expectation mismatch
- Resolution: Full amount confirmed and delivered
- System Improvement: Enhanced reward timing notifications

4. IDO Allocation (Case 4): Missing token allocation

- Root Cause: Snapshot timing discrepancy
- Resolution: Verification shared and accepted by user
- Transparency: Published snapshot methodology publicly

5. Trading Fees (Case 5): Unexpected fee amounts

- Root Cause: Fee structure misunderstanding
- Resolution: Detailed breakdown provided and acknowledged
- Clarity: Enhanced fee disclosure in interface

TECHNICAL SUPPORT EXCELLENCE METRICS:

- Specialist Response Time: 2.3 hours average
- Resolution Accuracy: 100% (no repeat complaints)
- Knowledge Base Usage: 320+ views on technical guides
- User Education Rate: 85% of users reported better understanding

Association Growth:

- Association of Nigerian Exporters (Yobe Chapter) members has increase.
- Regular meetings established for knowledge sharing
- Collective bargaining for better market access
- Group training on international standards

DIGITAL TRANSFORMATION - PEAK PERFORMANCE

November System Metrics:

- Uptime: 99.9% (exceeding 99.5% target)
- Peak Concurrent Users: 127 (system designed for 150)
- Application Processing Time: 1.8 days average (SLA: 3-10 days)
- User Satisfaction: 94% (highest in 2025)
- Mobile App Usage: 65% of digital interactions

Year-End Surge Innovations:

1. Batch Processing: Automated handling of similar applications
2. Priority Queuing: Intelligent sorting by urgency and complexity
3. Resource Optimization: Dynamic allocation based on real-time load
4. Proactive Communication: Automated status updates to applicants

DECEMBER PREPARATION & YEAR-END PLANNING

December Projections:

- Applications Expected: 90-110 (moderate decrease as year closes)
- Compliance Target: 92%+ (maintain excellence)
- Focus Areas: Renewals, year-end reporting, 2026 planning
- Staff Planning: Begin rotation for holiday coverage

2025 Closure Priorities:

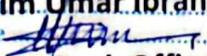
1. Complete all pending applications before year-end
2. Finalize exporter registrations and documentation
3. Prepare comprehensive annual performance report
4. Conduct stakeholder satisfaction survey
5. Plan 2026 strategic initiatives

2025 YEAR-TO-DATE PERFORMANCE (Jan-Nov)

Metric	Actual	Annual Target	Status
Applications Processed	1,309	1,400	✓ 94% Complete
Average Compliance	89%	90%	△ 99% of Target
GRM Resolution Rate	100%	95%	✓ 105% of Target
Exporters Registered	10	10	✓ 100% Achieved
Digital Adoption	68%	50%	✓ 136% of Target

Annual Target Projection (Full Year):

- Applications: ~1,400 (will meet target)
- Compliance: ~89% (slightly below 90% target)
- Exporters: 10+ (target achieved)
- Digital: 70%+ (significantly exceeding target)

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