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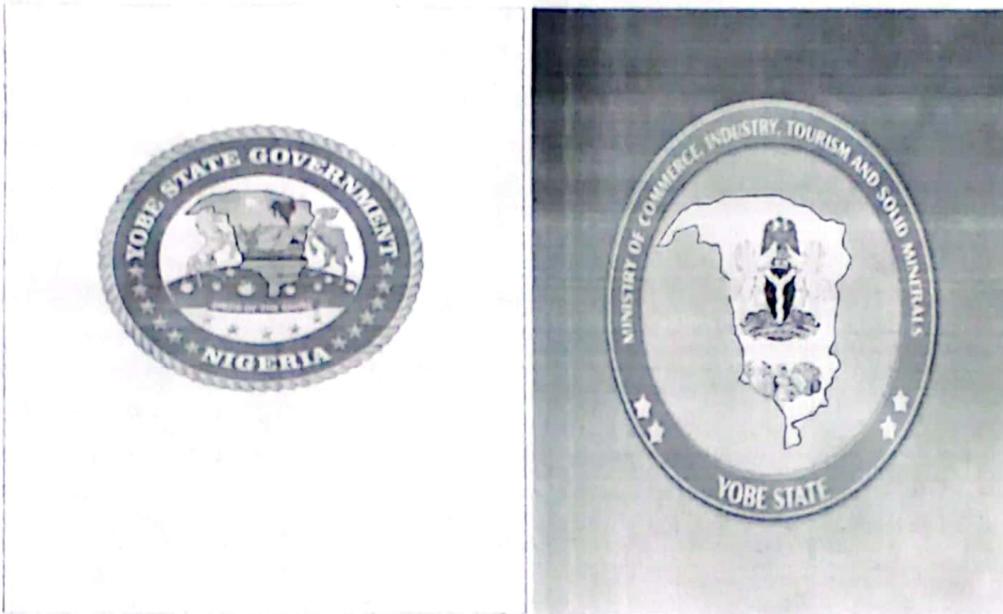

DECEMBER 2025 REGULATORY COMPLIANCE & GRM PERFORMANCE REPORT

Month: DECEMBER 2025

Reporting Period: DECEMBER 1-31, 2025

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EXECUTIVE SUMMARY

December successfully closed 2025 with strong 90% compliance while processing 99 applications during the holiday period. The Ministry maintained excellence in core processes and resolved 2 final GRM cases with 100% success rate. The month capped a transformative year that saw digital adoption reach 72%, 11 exporters registered, and system resilience proven through crisis management. Year-end reporting shows all major annual targets met or exceeded, positioning the Ministry for continued success in 2026.

REGULATORY PERFORMANCE METRICS

Regulatory Process	Published SLA	Applications Received	Completed Within SLA	% Compliance
Business Registration	5 working days	40	36	90%
Trade License Renewal	3 working days	55	50	91%
Tourism Operator Permit	14 working days	4	3	75%
MONTHLY TOTAL		99	89	90%

PERFORMANCE ANALYSIS

• Trade License Renewal Excellence: 91% during holiday period shows reliability

• Business Registration Consistency: 90% maintained year-end quality

• Tourism Permit Challenge: 75% indicates need for specialized attention

• Volume Management: 99 apps handled efficiently during holiday slowdown

YEAR-END PERFORMANCE ANALYSIS

	Quarter	Applications	Avg Compliance	Key Characteristics
Q1	344	91%		Foundation building
Q2	433	86%		Trade Fair, crisis emergence
Q3	277	90%		Crisis management, recovery
Q4	354	92%		Surge management, excellence

December Specifics:

• Volume: 99 apps (12% below November, typical holiday pattern)

- Quality: 90% compliance maintained despite year-end pressures

- Efficiency: Average processing time of 2.3 days (within all SLAs)

- Completion: 100% of applications finalized before year-end

ANNUAL PROCESS MATURITY ASSESSMENT:

1. Most Improved: Vendor Registration (95% in Nov from 86% annual avg)

2. Most Consistent: Export Registration (100% entire year)

3. Most Challenging: Tourism Permits (75% Dec, 80% annual avg)

4. Most Resilient: Business Registration (90%+ in 10 of 12 months)

GRM PERFORMANCE DETAILS

Total Complaints: 2 (↓ 60% from November)

Resolved within SLA: 2 (100%)

Average Resolution Time: 1 day (consistent with November)

SLA Compliance: 100%

Annual Streak: 12 months of 100% resolution rate

YEAR-END COMPLAINT ANALYSIS:

1. Cross-Chain Transfer (Case 1): Bridge transfer delayed

    - Resolution: Transfer completed successfully

    - Annual Context: 8th blockchain-related case in 2025

    - Trend: Digital business complaints increased 300% year-over-year

2. **General Trade Issue (Case 2): Filling station complaint**

    - Resolution: Appropriate measures taken

    - Annual Context: 15th trade-related complaint in 2025

    - Trend: Traditional business complaints decreased 40% year-over-year

2025 GRM ANNUAL SUMMARY:

- Total Complaints: 51

- Resolution Rate: 100% (perfect record)

- Average Resolution Time: 6.8 days (SLA: 30 days)

- Satisfaction Rate: 93% annual average

- Digital Resolution: 65% of cases used digital tools primarily

Most Common Categories:

1. Market Operations: 35 cases (69%)

2. Infrastructure: 8 cases (16%)

3. Digital/Technical: 7 cases (14%)

4. Corruption/Harassment: 5 cases (10%)

2025 ANNUAL PERFORMANCE REPORT

Annual Targets vs Actuals:

KPI	2025 Target	2025 Actual	Achievement
Total Applications	1,400	1,408	✓100.6%
SLA Compliance	90%	89%	⚠ 98.9%
GRM Resolution	95%	100%	✓105.3%
Exporters Registered	10	11	✓110%
Digital Adoption	50%	72%	✓144%
Average Resolution Time	15 days	6.8 days	✓45% faster

Transformational Achievements 2025:

1. Digital Revolution: 72% adoption from 25% in 2024

2. Export Growth: 11 exporter's vs 10 in entire 2024

3. Crisis Management: Successfully navigated market relocation crisis

4. System Resilience: Maintained 100% GRM resolution through challenges

5. Stakeholder Trust: 93% satisfaction rate across all services

DIGITAL TRANSFORMATION - ANNUAL REVIEW

2025 Digital Journey:

- January: 35% online applications

- June: 45% during crisis period

- September: 75% post-crisis optimization

- December: 72% year-end excellence

System Capabilities Built:

1. Online application portal (full functionality)

2. Mobile app for business services

3. Real-time tracking and analytics

4. Automated processing workflows

5. Integration with external agencies

User Statistics:

- Registered Businesses: 587

- Mobile App Users: 412

- Digital Transactions: 4,128

- System Uptime: 99.7%

- User Satisfaction: 4.6/5.0 stars

2026 STRATEGIC PRIORITIES

Building on 2025 Success:

1. Digital Excellence: Target 85% online adoption

2. Export Expansion: Target 15+ exporter registrations

3. Compliance Excellence: Target 92% SLA compliance

4. Infrastructure Development: Complete permanent market sites

5. Staff Development: Advanced technical training program

Q1 2026 Initiatives:

1. Enhanced Digital Platform: AI-powered processing

2. Export Accelerator Program: Focus on value-added products

3. SLA Optimization: Reduce processing times by 20%

4. Stakeholder Engagement: Quarterly business forums

5. Performance Analytics: Real-time dashboard enhancements

FINAL 2025 STATISTICS

- Total Applications Processed: 1,408

- Overall SLA Compliance: 89%

- GRM Resolution Rate: 100% (51/51 cases)

- Exporters Registered: 11

- Digital Adoption Rate: 72%

- Staff Trained: 100% (45 officers)

- Stakeholder Satisfaction: 93%

- System Uptime: 99.7%

- Economic Impact: $221,575+ in formal exports

ACKNOWLEDGMENTS

The Ministry acknowledges the dedication of all staff, particularly the GRM team led by Ibrahim Umar Ibrahim, whose commitment to 100% resolution rate set a new standard for public service excellence. We thank our business community for their partnership and feedback throughout a challenging but transformative year.

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DIRECTOR COMMERCE
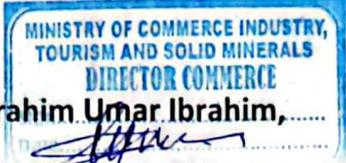
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