

Taraba State Government

Business Enabling Environment (BEE) – CONSOLIDATED GRM Monthly Performance Report (01 Jan 2024– 31ST December Dec 2024)

Agencies Covered:

- TARIPA (Investment Promotion Agency)
- TIRS (Internal Revenue Service)
- TAGIS (Geographic Information Systems)
- Ministry of Rural & Urban Development
- Ministry of Finance, Budget & Economic Planning

Monthly GRM Register (Jan–Dec 2024)

Month	Agency	Complaint ID	Complainant Description	Complainant Contact	Date Filed	Date Resolved	SLA Timeline	Redress Action	Status	Feedback
Jan	TARIPA	TARIPA/001/24	Delay in investment permit approval	Ibrahim Musa – 0803XXXX XXXX	Jan 12	Jan 25	15 days	Permit issued after review	Closed	Satisfied – permit received.
Feb	TIRS	TIRS/002/24	Excessive presumptive tax assessment	Jalingo Traders Assoc. – 0812XXXX XXXX	Feb 10	Feb 20	10 days	Tax reassessed; corrected bill issued	Closed	Fair resolution.
Mar	TAGIS	TAGIS/003/24	Delay in Certificate of Occupancy (C of O)	Women Traders Union – 0810XXXX XXXX	Mar 7	Mar 20	21 days	C of O issued	Closed	Document received.

Month	Agency	Complaint ID	Complainant Description	Complainant Contact	Date Filed	Date Resolved	SLA Timeline	Redress Action	Status	Feedback
Apr	Rural & Urban Dev.	RUD/004/24	Unauthorized kiosk blocking walkway	Alhaji Musa – 0805XXXX XXXX	Apr 12	Apr 22	12 days	Illegal kiosk removed	Closed	Walkway restored.
May	Finance & Planning	FIN/005/24	Delay in budget allocation for market stalls	Traders Forum – 0706XXXX XXXX	May 5	May 18	15 days	Allocation released	Closed	Funds accessed.
Jun	TARIP A	TARIPA/06/24	Investor incentive not processed	Taraba Youth Forum – 0811XXXX XXXX	Jun 18	Jun 28	15 days	Incentive granted	Closed	Satisfied.
Jul	TIRS	TIRS/007/24	Delay in issuance of tax clearance	Ibrahim Adamu – 0810XXXX XXXX	Jul 9	Jul 23	10 days	Clearance issued	Closed	Good service.
Aug	TAGIS	TAGIS/008/24	Registry error (missing entry)	Traders Cooperative – 0809XXXX XXXX	Aug 14	Aug 25	10 days	Registry updated	Closed	Ownership corrected.
Sep	Rural & Urban Dev.	RUD/009/24	Unauthorized construction near stalls	Taraba Youth Traders – 0812XXXX XXXX	Sep 6	Sep 18	12 days	Construction halted; fine imposed	Closed	Fair enforcement.

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Oct	Finance & Planning	FIN/010/24	Delay in permit renewal fee processing	Green Market Initiative – 0808XXXX XXXX	Oct 3	Oct 12	10 days	Renewal approved	Closed	Resolution timely.
Nov	TARIPA	TARIPA/011/24	Delay in PPP project approval	Ibrahim Sule – 0811XXXX XXXX	Nov 11	Nov 20	15 days	PPP approved	Closed	Resolution fair.
Dec	TAGIS	TAGIS/012/24	Poor communication on registry updates	Jalingo Market Assoc. – 0708XXXX XXXX	Dec 5	Dec 17	10 days	Monthly bulletin introduced	Closed	Transparency improved.

Annual Performance Summary (2024)

- **Total Complaints Filed:** 48 (across all BEE agencies)
- **Resolved Within SLA:** 45 (94%)
- **Pending/Escalated:** 3 (6%)
- **Average Resolution Time:** 12 days
- **Citizen Satisfaction Rate:** 91%
- **Compliance Rate:** 94%

Key Observations

- **Strengths:**
 - High SLA compliance across agencies.

- Transparent corrective actions (refunds, permit issuance, registry updates).
- Strong collaboration between MDAs.

- **Challenges:**

- Occasional delays due to incomplete documentation.
- Budget allocation disputes required extended verification.

- **Recommendations for 2025:**

1. Integrate all BEE agencies into a **single GRM portal**.
2. Increased GRM sensitisation for traders investors and other stakeholders.
3. Expand **SMS/email alerts** for traders.
4. Increase **field monitoring** to reduce unauthorized construction/encroachment.
5. Publish **quarterly GRM dashboards** for public transparency.

