

## Taraba State Ministry of Rural & Urban Development

### GRM Complaints & Redress Report – 2024

#### Monthly Complaints Log (Jan1– 31Dec 2024)

| Month | Complaint ID | Trader/Complainant     | Issue                               | Time Filed    | Time Resolved | Redress Action                             | Status |
|-------|--------------|------------------------|-------------------------------------|---------------|---------------|--------------------------------------------|--------|
| Jan   | TRD/001/24   | Jalingo Market Assoc.  | Delay in shop allocation            | Jan 15, 09:30 | Jan 25, 14:00 | Allocation finalized; stalls handed over   | Closed |
| Feb   | TRD/002/24   | Ibrahim Bala (Trader)  | Excessive waste blocking access     | Feb 10, 11:00 | Feb 18, 16:00 | Waste cleared; contractor fined ₦50,000    | Closed |
| Mar   | TRD/003/24   | Women Traders Union    | Poor drainage near stalls           | Mar 7, 10:15  | Mar 20, 13:00 | Drainage repaired; inspection report filed | Closed |
| Apr   | TRD/004/24   | Alhaji Musa (Trader)   | Delay in signage permit             | Apr 12, 09:45 | Apr 22, 15:30 | Permit issued after review                 | Closed |
| May   | TRD/005/24   | Jalingo Traders Forum  | Unauthorized kiosk blocking walkway | May 5, 08:50  | May 15, 12:00 | Illegal kiosk removed                      | Closed |
| Jun   | TRD/006/24   | Taraba Market Women    | Encroachment on trading space       | Jun 18, 09:20 | Jun 28, 14:45 | Encroachment stopped; space restored       | Closed |
| Jul   | TRD/007/24   | Ibrahim Adamu (Trader) | Delay in ROW approval for warehouse | Jul 9, 10:00  | Jul 23, 16:00 | ROW permit issued                          | Closed |

| Month | Complaint ID | Trader/Complainant      | Issue                                 | Time Filed    | Time Resolved | Redress Action                          | Status |
|-------|--------------|-------------------------|---------------------------------------|---------------|---------------|-----------------------------------------|--------|
| Aug   | TRD/008/24   | Traders Cooperative     | Poor sanitation facilities            | Aug 14, 11:30 | Aug 25, 15:00 | Sanitation upgraded; levy imposed       | Closed |
| Sep   | TRD/009/24   | Taraba Youth Traders    | Unauthorized construction near stalls | Sep 6, 09:40  | Sep 18, 14:20 | Construction halted; fine ₦100,000      | Closed |
| Oct   | TRD/010/24   | Green Market Initiative | Waste disposal violation              | Oct 3, 08:30  | Oct 12, 13:00 | Site cleared; contractor sanctioned     | Closed |
| Nov   | TRD/011/24   | Ibrahim Sule (Trader)   | Delay in permit renewal               | Nov 11, 09:15 | Nov 20, 15:30 | Renewal approved                        | Closed |
| Dec   | TRD/012/24   | Jalingo Market Assoc.   | Poor lighting in market area          | Dec 5, 10:00  | Dec 17, 14:00 | Lighting restored; maintenance plan set | Closed |

#### Quarterly Performance Summary (Q1–Q4, 2024)

| Quarter      | Complaints Filed | Complaints Resolved | Avg. Resolution Time | Resolution Rate | Key Issues                                          |
|--------------|------------------|---------------------|----------------------|-----------------|-----------------------------------------------------|
| Q1 (Jan–Mar) | 3                | 3                   | 11 days              | 100%            | Shop allocation, waste management, drainage         |
| Q2 (Apr–Jun) | 3                | 3                   | 10 days              | 100%            | Signage permits, kiosk removal, encroachment        |
| Q3 (Jul–Sep) | 3                | 3                   | 12 days              | 100%            | ROW approval, sanitation, unauthorized construction |

| Quarter      | Complaints Filed | Complaints Resolved | Avg. Resolution Time | Resolution Rate | Key Issues                                      |
|--------------|------------------|---------------------|----------------------|-----------------|-------------------------------------------------|
| Q4 (Oct–Dec) | 3                | 3                   | 9 days               | 100%            | Waste disposal, permit renewal, market lighting |

### Performance Highlights

- **Total Complaints (2024):** 12
- **Resolved Within SLA:** 12 (100%)
- **Average Resolution Time:** 10.5 days
- **Citizen Satisfaction:** High (all traders acknowledged closure)
- **Compliance Rate:** 100%

### Key Achievements

- All trader complaints resolved within SLA.
- Strong enforcement against unauthorized construction and encroachment.
- Improved sanitation and lighting in market areas.
- Transparent communication via GRM portal and hotline.

### Recommendations for 2025

1. **Digital Integration:** Expand GRM portal with SMS/email alerts for traders.
2. **Preventive Monitoring:** Increase inspections to reduce unauthorized activities.
3. **Trader Engagement:** Quarterly stakeholder meetings with market associations.
4. **Infrastructure Upgrade:** Continuous improvement of drainage, sanitation, and lighting.