



KEBBI STATE MINISTRY OF COMMERCE, INDUSTRY COOPERATIVES & TOURISM

Complaint Management Report Summary

Reporting Period: January 2024 – December 2025

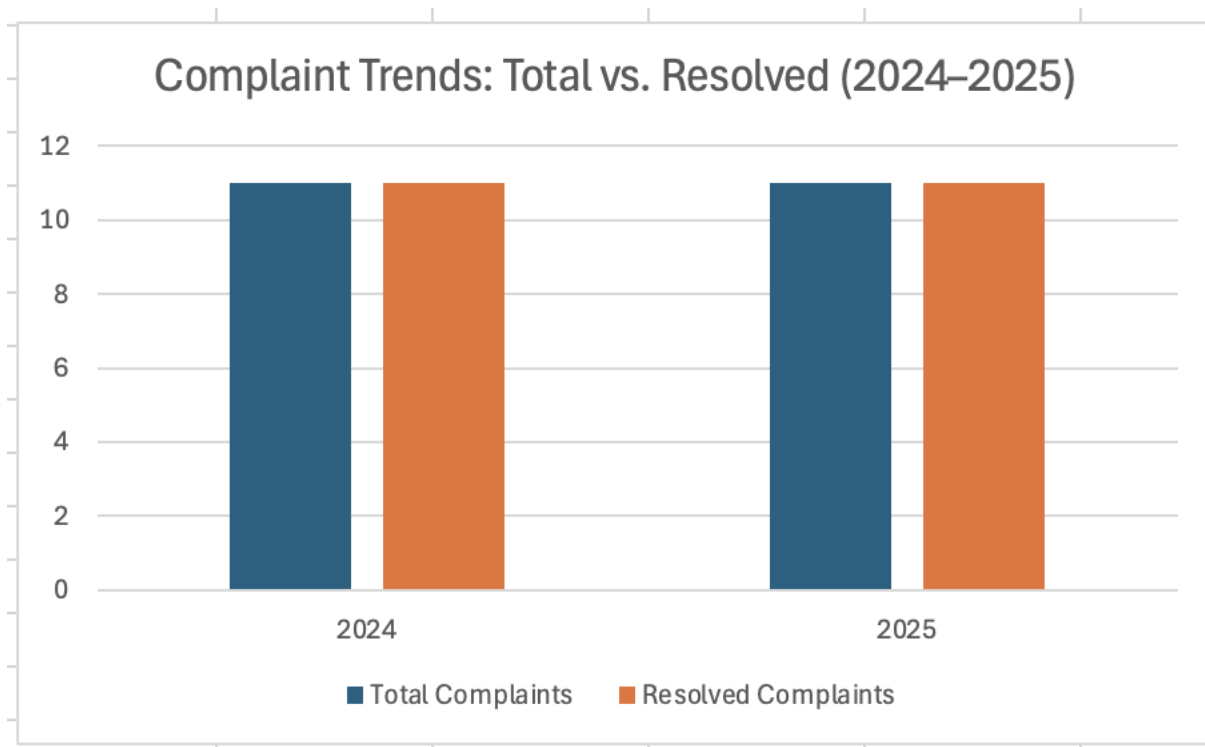
Report Type: 2024–2025 Cumulative

Introduction

This report presents a summary of complaints received and addressed through the State Grievance Redress Mechanism (GRM) relating to the inter-state movement of goods. It provides an overview of complaint trends, the nature of issues reported by traders and transporters, and the corrective actions implemented over the reporting period. The report also highlights resolution performance and institutional learning to support continuous improvement in trade facilitation and regulatory compliance.

1. Overview of Complaints

During the 2024–2025 reporting period, kebbireport.com recorded a total of twenty-two complaints submitted by traders and transporters involved in the inter-state movement of goods. Eleven complaints were received in 2024 and a further eleven in 2025, reflecting a modest but consistent level of utilisation of the mechanism. All complaints received during the period were fully resolved within the prescribed response timelines, with no cases remaining unresolved or pending verification. Although the overall volume of complaints was limited, the cases provided valuable insight into operational and conduct-related challenges at border points, while also demonstrating the functional responsiveness and effectiveness of the GRM.

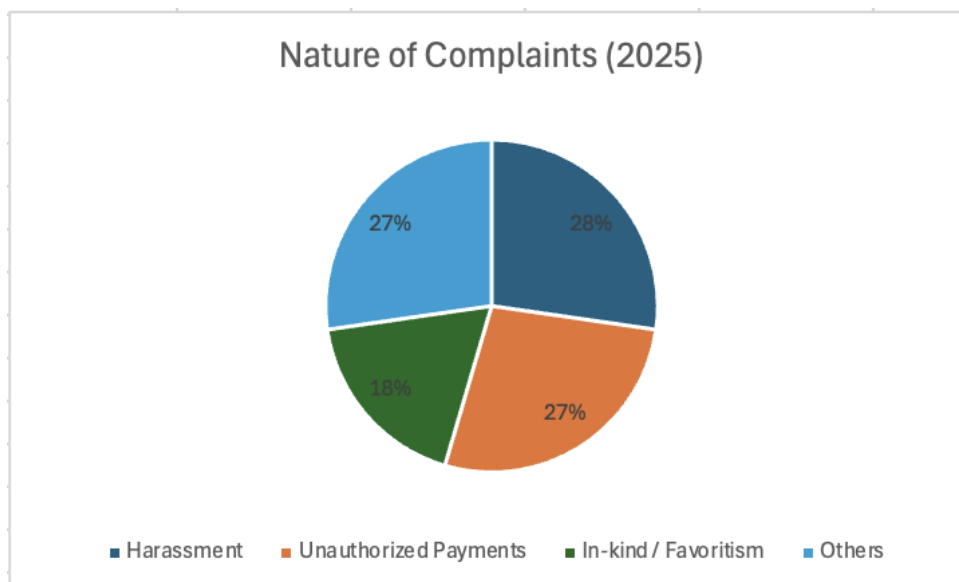


2. Nature of Complaints

Complaints reported during the period were primarily related to frontline enforcement behaviour and procedural inconsistencies affecting the smooth movement of goods across state borders.

2024–2025 Combined Breakdown (22 cases)

- **Harassment or Misconduct (6 cases):**
Complaints relating to intimidation, verbal abuse, or inappropriate conduct by checkpoint officials during inspection or fee collection.
- **Unauthorized Payments (7 cases):**
Reports of unofficial levies, duplicate charges, or demands outside the published schedule of fees.
- **In-kind Requests / Favoritism (3 cases):**
Allegations involving preferential treatment requests or non-monetary inducements.
- **Others (6 cases):**
Including delays caused by unclear procedures, miscommunication of tariffs, system outages, or inconsistent application of rules.



3. Corrective Actions Taken

Given the relatively small but recurring nature of complaints, corrective actions focused on preventive governance rather than punitive escalation.

Organizational Actions

- Issuance of warnings and formal cautions to identified officers.
- Temporary redeployment or rotation of staff at repeat-complaint locations.
- Reinforcement of supervisory oversight at major checkpoints.

Procedural Actions

- Reconfirmation and public display of approved fee schedules.
- Clarification of inspection and clearance procedures for traders.
- Improved internal coordination among revenue, security, and transport officers.
- Continued operation of dedicated GRM contact channels (hotline/SMS).

4. Cumulative Progress & Learning (2024–2025)

Comparative Summary

- **2024:** Complaints largely highlighted basic issues of overcharging, delays, and harassment, indicating initial gaps in frontline compliance.
- **2025:** Complaints reflected more procedural and system-related issues (e.g. tariff misclassification, system outages), suggesting gradual behavioural improvement but ongoing operational challenges.

Follow-up Measures

Repeat complaints against the same locations declined in 2025, indicating that earlier corrective actions were **partially effective**, particularly in reducing harassment-related cases.

Outstanding Issues

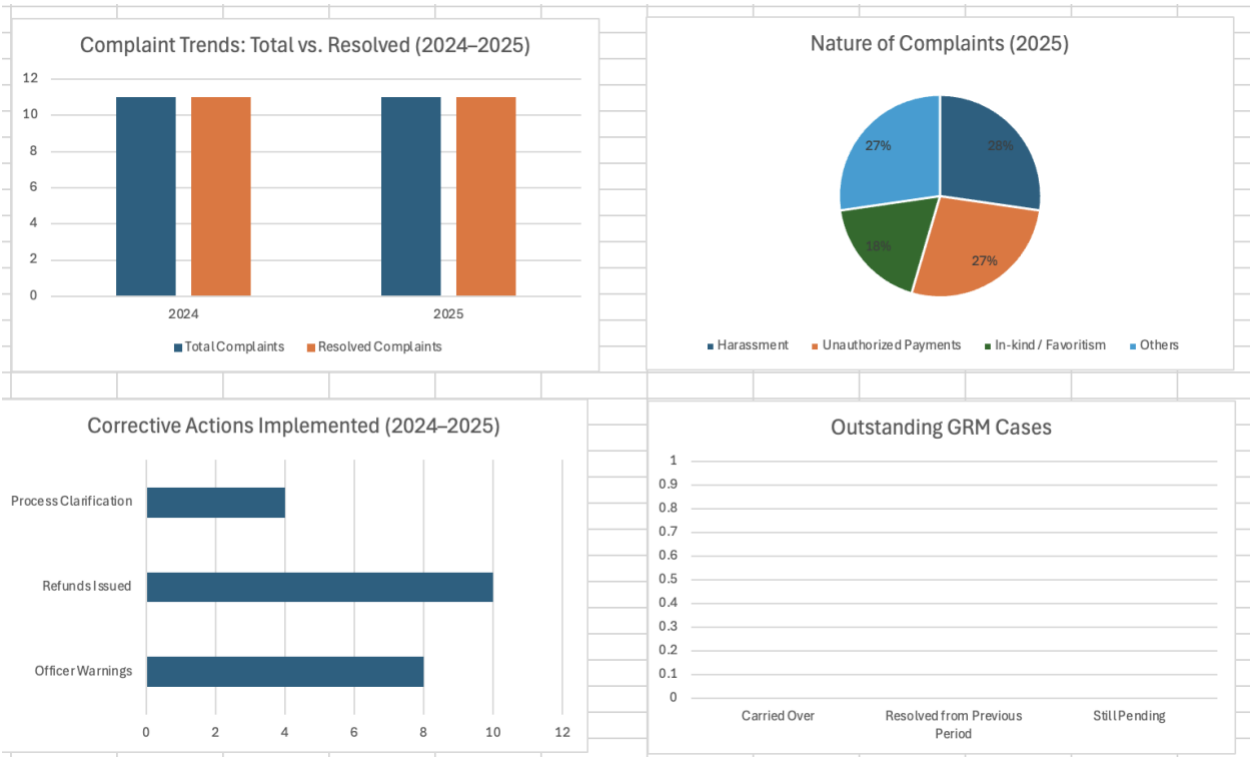
There were **no unresolved or carried-over cases** at the end of 2025.

Sustainability Plan

- Quarterly internal review of GRM cases, even when complaint volumes are low.
- Integration of GRM findings into staff briefings and refresher training.
- Continued publication and dissemination of approved trade-related fees.

5. Summary Table

Year	Total Complaints	Resolved	Unresolved	Nature of Key Complaints	Major Corrective Actions	Remarks
2024	11	11	0	Overcharging, Delays, Harassment	Officer warnings; fee clarification	System stabilisation
2025	11	11	0	Unauthorized payments, Misclassification	Process clarification; monitoring	Improved compliance



VI. Further Information & Support

For guidance on data definitions or reporting protocols, please contact:

- **Reporting Liaison:** GRM Coordination Unit
- **Phone/Email:**
- **Internal Portal:** kebbireport.com

VII. Authorization & Attestation

I certify that the information contained in this report is accurate, verified, and reflects the current status of complaint management within this jurisdiction.

Authorized Signature:



Printed Name: Nura Umar

Title/Position: Complaint desk officer

Date: 29/12/2024