INTERSTATE TRADE GRIEVANCE REDRESS MECHANISM (GRM)

Executive Summary & Statistical Analysis

Reporting Period: January – December 2025

Zamfara State Government
Ministry of Commerce, Trade & Industry
Interstate Trade Desk

December 2025

EXECUTIVE SUMMARY

The Zamfara State Interstate Trade Grievance Redress Mechanism (GRM) recorded **strong operational performance** during the 2025 reporting period, with all reported grievances resolved within the year. The system demonstrated timely response, effective inter-agency coordination, and increasing institutional accountability across trade corridors.

The GRM played a critical role in reducing disruptions to the interstate movement of goods, improving trader confidence, and addressing enforcement, billing, and operational bottlenecks.

Key Achievements
- **100% Resolution Rate:** All **17 grievances** recorded during the reporting period were resolved within the year.
- **Zero Unresolved Cases:** No complaints were carried forward beyond the reporting period.
- **Timely GRM Response:** Nearly **90% of grievances** were resolved within **three days**, demonstrating operational efficiency.
- **Multi-Agency Participation:** Trade, transport, revenue, security, and consumer protection agencies actively contributed to grievance resolution.
- **Enhanced Enforcement Accountability:** GRM interventions led to corrective actions including refunds, disciplinary measures, and compensation.

Areas for Enhancement
- **Operational Delays:** Loading, checkpoint, and scheduling delays remain a recurring source of grievances.
- **Revenue and Billing Transparency:** Continued cases of overbilling and duplicate charges indicate the need for clearer fee structures.
- **Enforcement Conduct:** Harassment and misconduct complaints point to the need for sustained enforcement oversight and ethics reinforcement.
- **Systematic Prevention:** Limited preventive controls allow similar complaints to recur across trade corridors.

Strategic Recommendations
- **Institutionalize Preventive Controls:** Use GRM data to proactively identify and address recurring operational bottlenecks.
- **Strengthen Levy and Billing Harmonization:** Standardize charges and automate billing processes to reduce disputes.
- **Enhance Enforcement Oversight:** Implement regular compliance monitoring and disciplinary tracking for enforcement agencies.
- **Expand GRM Awareness:** Improve trader awareness of grievance channels to encourage early reporting and faster resolution.

STATISTICAL ANALYSIS

1. Overall GRM Performance Metrics

Metric	2025 Performance
Total Complaints Received	17
Complaints Resolved	17
Complaints Unresolved	0
Resolution Rate	100%
Average Resolution Time	2–3 days
Cases Carried Forward	0

Key Insight:

Zamfara State achieved **complete in-year resolution** of all grievances, reflecting a functional and responsive GRM system.

2. Nature of Complaints – Distribution by Category (2025)

Complaint Category	Number of Cases	Share of Total
Operational Delays & Checkpoint Issues	6	35%
Revenue, Levy & Billing Issues	5	29%
Enforcement, Harassment & Misconduct	3	18%
Administrative & Documentation Issues	1	6%
Goods Handling & Damage	2	12%
Total	17	100%

Analysis:

Operational delays and revenue-related complaints account for over **60% of all grievances**, indicating the need for improved process harmonization and billing transparency.

3. SLA & Resolution Timeline Performance

Resolution Timeline	Number of Cases	Percentage
Resolved within 1–2 days	9	53%
Resolved within 3 days	6	35%
Resolved within 4 days	2	12%
Exceeded Reasonable SLA	0	0%
Total	17	100%

Key Insight:

Nearly **90% of complaints** were resolved within three days, demonstrating efficient case handling and effective escalation mechanisms.

4. Monthly Complaint Trends (2025)

Month	Complaints Recorded
January	2
February	1
March	2
April	2
May	2
June	1
July	1
August	1
September	2
October	1
November	1
December	1
Total	17

Analysis:

Complaints were evenly distributed throughout the year, indicating steady trade activity and consistent utilization of the GRM platform.

5. Resolution Responsibility by Institutional Category

Institutional Group	Number of Cases	Share
Trade, Commerce & Finance MDAs	6	35%
Transport & Logistics Authorities	5	29%
Revenue Administration Agencies	3	18%
Security & Enforcement Agencies	3	18%
Total	17	100%

Key Insight:

The GRM functioned as a **multi-agency coordination mechanism**, with trade, transport, revenue, and security institutions actively engaged in grievance resolution.

6. Types of Corrective Actions Implemented

Corrective Action Type	Number of Cases	Percentage
Operational Process Adjustments	6	35%
Financial Corrections & Refunds	5	29%
Enforcement & Disciplinary Actions	3	18%
Compensation for Damaged Goods	2	12%
Administrative Corrections	1	6%
Total	17	100%

Analysis:

Corrective actions were largely preventive in nature, focusing on process adjustments and billing corrections rather than punitive enforcement.

CONCLUSION

Performance Assessment

During the 2025 reporting period, the Zamfara State Interstate Trade GRM achieved:
- **100% grievance resolution**
- **Zero unresolved or carried-forward cases**
- **Short resolution timelines**
- **Effective inter-agency collaboration**

Strategic Outlook

To further strengthen interstate trade facilitation, Zamfara State should prioritize:
- Reducing checkpoint and loading delays
- Strengthening levy and billing harmonization
- Enhancing enforcement oversight and accountability
- Improving trader awareness of GRM channels

Final Assessment

Zamfara State has established a **credible and responsive GRM framework** for interstate trade. Leveraging GRM data for system-wide reforms will reduce recurring grievances and support a more predictable, trader-friendly movement of goods across state corridors.