



Gombe State Grievance Redress Mechanism (GRM) REPORT

Gombe State Ministry of Trade, Industry and Tourism
January 2024 - December 2024

Complaints Resolved: 4

Complaints Unresolved: 0

Total complaints: 4

Date Created	Complaint	From	From Email	Current Status	Closed Date	Complaint Category	Where did this happen	Corrective action taken	MDA	SLA timeline for resolution (Days)
12/2/2024	Document not accepted	Hassan Ahmed	llahimed@gmail.com	Resolved	12/9/2024	Poor_Service	Mallan Inna	Party reapplied with the correct documentation	MINISTRY OF HOUSING AND TRANSPORT	30
12/1/2024	Non Issuance of Payment Receipts	Abubakar Muhammad	abumuh@gmail.com	Resolved	12/10/2024	Billing_Payment	Damaturu	A payment receipt was issued and party notified by SMS	GOMBE STATE WATER BOARD	30
12/1/2024	Prolonged service	Abdullahi Ahmed	abdullahiahmed0039@gmail.com	Resolved	12/17/2024	Poor_Service	Mallan Inna	A notification was sent by SMS to come pickup the report	GOMBE STATE WATER BOARD	30
2024-12-10	Haulage fees	Aisha Usman Bello	sauki.inquiry@gmail.com	Resolved	2024-12-23	Bribe	Gombe	Internal investigation carried out	MINISTRY OF TRADE, INDUSTRY & TOURISM	30