JIGAWA STATE DUE PROCESS AND PROJECT MONITORING

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QUARTERLY GRIEVANCE REDRESS MECHANISM (GRM) REPORT

Reporting Period: Fourth Quarter, 2025 (October–December 2025)
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1. Introduction

This report summarises the Grievance Redress Mechanism (GRM) activities of the **Jigawa State Due Process and Project Monitoring (DPPMB)** for the fourth quarter of 2025. It covers the number and nature of complaints received, resolution outcomes, compliance with the applicable resolution timelines, and actions required to improve complaint handling.

2. Summary of Complaints Received and Resolved

During October–December 2025, the JSDPPM recorded one complaint relating to delayed completion of the Primary Health Centre (PHC) in Gafasa Village. Community members reported that the delay limited access to health services and affected the activities of small vendors.

The complaint was assigned to the DPPMB and recorded as resolved on 12 November 2025. Community engagement with the client was recorded as the resolution mechanism, while the redress action was marked as “Corrected.”

3. Compliance with GRM Resolution Timelines

The applicable records specify a resolution timeline for each complaint. However, the SLA timeline for this complaint was not provided in the supplied record.

The quarterly records indicate that:

- **Total complaints received**: 1
- **Complaints marked resolved**: 1
- **Complaints recorded as meeting the SLA timeline**: 1
- **Complaints recorded as not meeting the SLA timeline**: 0

- **Complaints requiring status or compliance verification**: 1

These figures reflect the entries in the supplied record. The JSDPPM should confirm the applicable SLA timeline and verify the actual resolution status, given the conflicting status and remarks.

4. Key Findings

The quarterly review identifies three issues requiring attention:

1. Delayed completion of the Gafasa Village Primary Health Centre, affecting access to health services and small vendors' activities.
2. Inconsistent status reporting, where the complaint is marked as resolved but the remarks indicate that it remains unresolved.
3. The need to confirm the applicable SLA resolution timeline and verify compliance.

5. Recommended Actions

The JSDPPM should:

1. Confirm the actual status of the complaint and update the register to reflect the verified outcome.
2. Verify the applicable SLA timeline and ensure that the recorded compliance status is accurate.
3. Maintain complete GRM records and document the outcome of community engagement and any outstanding actions relating to the PHC project.

6. Conclusion

The DPPMB recorded one complaint during the fourth quarter of 2025, relating to delayed completion of the Primary Health Centre in Gafasa Village. The record indicates that the complaint was resolved through community engagement with the client, but the "Unresolved" remark requires verification.

Confirming the complaint outcome and maintaining accurate records will strengthen the reliability of GRM reporting and support effective monitoring of issues affecting project delivery and community services.

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