JIGAWA STATE DUE PROCESS AND PROJECT MONITORING

BLCOK A-Q2 FIRST FLOOR, NEW STTAE SECRETARIAT COMPLEX PHASE II

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QUARTERLY GRIEVANCE REDRESS MECHANISM (GRM) REPORT

Reporting Period: First Quarter, 2025 (JanuaryóMarch 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 Bureau (DPPMB)** for the first 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 JanuaryóMarch 2025, the JSDPPM recorded three complaints relating to contractor registration delays, an alleged unofficial payment request, and the monitoring of an approved project.

All three complaints were assigned to the DPPMMB, with a stipulated resolution timeline of 30 days per complaint. The records show that two complaints were marked as resolved and one was marked as closed. However, one case carries an îUnresolvedï remark despite being marked îResolvedï in the status field.

The recorded resolution dates show that one complaint was resolved on 10 February 2025, while the other two were recorded as resolved or closed on 14 April 2025 and 30 April 2025, respectively.

According to the recorded SLA compliance fields, two complaints were marked îYesï and one was marked îNo.ï However, the dates suggest that the compliance status of the third complaint requires review, as its recorded resolution date falls beyond the stated 30-day timeline.

The resolution mechanisms recorded included verification with relevant parties and meetings with stakeholders. The redress actions included reviewing and concluding a contractor registration application, recording information as invalid, and conducting a site inspection with a report of findings.

3. Compliance with GRM Resolution Timelines

The applicable records specify a 30-day resolution timeline for each complaint.

The quarterly records indicate that:

- **Total complaints received:** 3
- **Complaints marked resolved:** 2
- **Complaints marked closed:** 1
- **Complaints recorded as meeting the SLA timeline:** 2
- **Complaints recorded as not meeting the SLA timeline:** 1
- **Complaints requiring status or compliance verification:** At least 1

These figures reflect the entries in the supplied records. The JSDPPM should verify the actual resolution status and SLA compliance of the third complaint and confirm whether the 30-day standard is calculated using calendar days or business days.

4. Key Findings

The quarterly review identifies three issues requiring attention:

1. Inconsistent complaint information, particularly where the complaint category and description do not clearly correspond.
2. Inconsistent status reporting, where a complaint is marked as resolved but the remarks indicate that it remains unresolved.
3. The need to verify recorded resolution dates against the applicable 30-day timeline.

5. Recommended Actions

The JSDPPM should:

1. Reconcile inconsistencies in complaint descriptions, status fields and SLA compliance records.
2. Confirm the outcome of cases where the recorded status and remarks conflict.
3. Maintain an updated GRM register to support accurate quarterly reporting and follow-up on unresolved cases.

6. Conclusion

The DPPMB recorded three complaints during the first quarter of 2025. The available records show different resolution outcomes and indicate a need to improve the consistency of complaint documentation and SLA compliance reporting.

Reconciling the outstanding inconsistencies and maintaining complete complaint records will strengthen the accuracy of future GRM reports and support more effective monitoring of complaint resolution.

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