

JIGAWA STATE DUE PROCESS AND PROJECT MONITORING

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QUARTERLY GRIEVANCE REDRESS MECHANISM (GRM) REPORT

Reporting Period: Second Quarter, 2025 (April–June 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 second 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 April–June 2025, the JSDPPM recorded one complaint relating to stalled construction works at a market due to stakeholder interference and demands outside the scope of the project.

The complaint was received on 3 May 2025 and assigned to the Due Process and Project Monitoring Department, with a stipulated resolution timeline of 30 days. The complaint status was recorded as Open, although a resolution date of 20 May 2025 was entered in the register.

The recorded resolution mechanism was a meeting with all stakeholders, while the redress action was to conduct a site inspection and report the findings. The SLA compliance field was marked “Yes,” while the remarks indicated “Ongoing.”

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: 1**
- **Complaints recorded as open: 1**
- **Complaints marked as resolved: 0**
- **Complaints recorded as meeting the SLA timeline: 1**

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

These figures reflect the recorded status and remarks. Although the register indicates that the complaint met the SLA timeline and includes a resolution date of 20 May 2025, the case is still marked as open and ongoing. The JSDPPM should confirm whether the complaint was resolved, whether the site inspection was completed, and whether the 30-day resolution standard was met.

4. Key Findings

The quarterly review identifies three issues requiring attention:

1. Stakeholder interference: Demands outside the project scope reportedly disrupted market construction works and affected service delivery.
2. Inconsistent complaint records: The complaint is marked as open despite having a recorded resolution date.
3. Unverified resolution and SLA status: The ongoing remarks conflict with the recorded SLA compliance field and require confirmation.

5. Recommended Actions

The JSDPPM should:

1. Verify the current status of the complaint, confirm whether the site inspection was conducted and update the resolution records accordingly.
2. Document the outcome of stakeholder engagement and identify actions required to address interference affecting the construction works.
3. Reconcile the resolution date, status, remarks and SLA compliance fields to ensure accurate quarterly reporting.

6. Conclusion

The DPPMB recorded one complaint during the second quarter of 2025, relating to stakeholder interference affecting construction works at a market. The record indicates that stakeholder engagement was used as a resolution mechanism, and a site inspection was proposed as a redress action.

Confirming the actual status of the complaint and documenting the outcome of the proposed actions will improve the accuracy of GRM reporting and support effective follow-up on issues affecting project delivery.

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