



JIGAWA STATE DUE PROCESS & PROJECT MONITORING BUREAU  
GRIEVANCE REDRESS MECHANISM (GRM) REPORT

January 2025 – December 2025

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Approved by: PROF. KASIM MOHAMMED DG DPPMB

S/n	Name of complainant	Phone number	Email	Type of complaint	Brief description of issue	Date of complaint	SLA timeline for resolution (Days)	Department (MDA) working on case	Status of incident	Date of resolution	Solvency mechanism used	Action of redress	Within SLA Timeline (Yes/No)	Remarks
1	Complaints regarding infrastructure development and service delivery issues.			Delay in contractor registration approval	Registration not concluded within the stipulated processing period	10-Jan-25	30	Due Process & Project Monitoring	Resolved	10-Feb-2025	Verification with all parties	Review application, conclude registration	No	Satisfied
2				Unofficial payment request	Transport operators and local traders complained that road works obstructed business access and increased logistics costs.	15-Mar-25	30	Due Process & Project Monitoring	Closed	14-Apr-2025	Verification with all parties	Invalid information	Yes	Closed
3				Project Investigation	Failure to monitor approved projec	15-Mar-25	30	Due Process & Project Monitoring	Resolved	30-Apr-2025	Meeting with All Stateholders	Conduct site inspection and report findings	Yes	Unresolved
4				Construction Works at the market by certain stakeholders due to certain demands outside of scope	Traders and community members reported stalled work due to stakeholder interference, affecting service delivery.	03-May-25	30	Due Process & Project Monitoring	Open	20-May-2025	Meeting with All Stateholders	Conduct site inspection and report findings	Yes	on going
5				Issues with Overhead Tank at Takur Qtrs, Dutse to enable the project delivery	Residents and businesses reported delayed completion of overhead tank affecting access to water supply.	01-Aug-25	30	Due Process & Project Monitoring	Resolved	20-May-2025	Meeting with All Stateholders	Satisfied	Yes	closed
6				Water Supply system at Kudai	Users reported long-standing irregular water supply, disrupting home and small business activities.	10-Jul-25	30	Due Process & Project Monitoring	Resolved	9-Aug-2025	Meeting with All Stateholders	Corrected	Yes	Closed
7				Transformer Fault	Community reported transformer fault causing prolonged power outage that affected small enterprises.	02-Sep-25	30	Due Process & Project Monitoring	Resolved	13-Oct-2025	Community engagement	Corrected	Yes	Unresolved
8				Primary Health Centre (Gafasa Village)	Community members complained about delayed PHC completion limiting access to health services and small vendors' activity.	09-Oct-25		Due Process & Project Monitoring	Resolved	12-Nov-2025	Community engagement with Client	Corrected	Yes	Unresolved

### Performance tracking

Total number of complaints	8
Resolved within SLA timeline	7
Number outside SLA timeline	1
<b>Percentage of complaints resolved within timeline</b>	<b>88%</b>