



## TARABA STATE BUSINESS GRIEVANCE REDRESS PROCEDURE 2025–2030

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### DOCUMENT CONTROL INFORMATION

<b>Field</b>	<b>Information</b>
<i>Document Title</i>	Taraba State Business Grievance Redress Procedure
<i>Lead Institution</i>	Ministry of Finance, Budget & Economic Planning
<i>Participating Institutions</i>	Business-Facing MDAs
<i>Effective Date</i>	4th July 2025
<i>Classification</i>	Public Document
<i>Review Cycle</i>	Annual

## **1. PURPOSE**

This Procedure establishes a standardized mechanism for receiving, recording, tracking, resolving, monitoring, and reporting grievances arising from the delivery of business-related government services within Taraba State.

The Procedure supports:

- transparency;
- accountability;
- service delivery improvement;
- business confidence; and
- ease of doing business reforms.

## **2. OBJECTIVES**

The objectives are to:

- provide accessible complaint channels;
- ensure timely grievance resolution;
- improve service delivery performance;
- strengthen accountability;
- improve stakeholder confidence; and
- support SLA compliance monitoring.

## **3. SCOPE**

This Procedure applies to complaints relating to:

- taxpayer registration services;
- annual returns processing;
- land administration services;
- development permit services;

- business registration support services;
- licensing services;
- regulatory approvals; and
- other business-facing government services.

#### **4. COMPLAINT SUBMISSION CHANNELS**

Businesses, investors, organizations, and members of the public may submit grievances through any of the following channels:

##### **Physical Submission**

Complaints may be submitted at designated complaint desks within participating MDAs.

##### **Email Submission**

Complaints may be submitted through official MDA email addresses.

##### **Telephone Submission**

Complaints may be submitted through designated complaint hotlines.

##### **Written Correspondence**

Formal complaint letters may be submitted to participating MDAs.

##### **Online Grievance Redress Platform**

Complaints may be submitted electronically through the Taraba State Grievance Redress Mechanism (GRM) Platform.

##### **Official Platform:**

<https://taraba.resolveng.app>

The platform provides:

- online complaint registration;
- grievance submission;
- complaint tracking;

- complaint escalation;
- status monitoring;
- resolution management;
- automated notifications; and
- grievance history management.

The platform shall serve as the State's primary digital grievance management system for participating MDAs.

## **5. COMPLAINT HANDLING PROCESS**

### **Step 1: Submission of Complaint**

Complaints may be submitted through any approved channel.

Where the complaint is submitted through the Taraba State GRM Platform, the complainant shall:

#### **Account Registration**

1. Visit the Taraba State GRM Platform;
2. Select the registration option;
3. Complete the registration form;
4. Verify email address where applicable; and
5. Log into the platform.

#### **Grievance Submission**

The complainant shall:

1. Select "Submit Complaint";
2. Choose the relevant MDA;
3. Select the complaint category;
4. Provide details of the complaint;
5. Submit the complaint.

Upon submission, the system shall automatically generate a unique complaint reference number.

**Timeline:**

Same Day.

**Step 2: Registration and Logging**

Upon receipt, the complaint shall:

- be registered in the grievance register;
- receive a unique reference number;
- be assigned a responsible officer;
- be categorized appropriately; and
- be entered into the complaint tracking system.

**Timeline:**

Within 1 Working Day.

**Step 3: Acknowledgement**

The complainant shall receive acknowledgement of receipt.

Acknowledgement may be communicated through:

- email;
- SMS where applicable;
- official correspondence; or
- platform notification.

For complaints submitted through the GRM Platform, acknowledgement shall be visible within the complainant's dashboard.

**Timeline:**

Within 2 Working Days.

#### **Step 4: Review and Assignment**

The complaint shall be:

- reviewed;
- categorized;
- assigned to the responsible officer or unit; and
- scheduled for investigation.

For digital complaints, assignment updates shall be reflected automatically on the complainant's dashboard.

#### **Timeline:**

Within 3 Working Days.

#### **Step 5: Investigation**

The assigned officer shall:

- review complaint details;
- obtain relevant records;
- engage relevant departments where necessary;
- request additional information where required; and
- determine appropriate corrective actions.

#### **Timeline:**

Within 10 Working Days.

#### **Step 6: Resolution**

Appropriate action shall be taken to resolve the complaint.

Resolution outcomes may include:

- corrective administrative action;
- clarification of procedures;



- expedited processing;
- referral to another authority;
- dismissal of unsubstantiated complaints; or
- other lawful remedies.

**Timeline:**

Within 15 Working Days.

**Step 7: Monitoring and Status Tracking**

Complainants may monitor progress through:

- complaint reference numbers;
- official communication channels; and
- the Taraba State GRM Platform.

Status indicators may include:

- Submitted;
- Acknowledged;
- Under Review;
- Assigned;
- Investigation Ongoing;
- Awaiting Information;
- Resolved; and
- Closed.

**Step 8: Email and System Notifications**

The GRM Platform shall automatically notify complainants whenever:

- a complaint is submitted;



- a complaint is acknowledged;
- a complaint is assigned;
- additional information is requested;
- status changes occur;
- a resolution is issued; or
- a complaint is closed.

**Notifications shall be delivered through:**

- email notifications;
- platform notifications; and
- other approved communication channels.

**Step 9: Closure**

A complaint shall be closed after:

- resolution has been communicated;
- corrective action has been completed where applicable; and
- closure has been recorded in the grievance register.

**Timeline:**

Within SLA period.

**Additional Section Under Reporting Requirements**

**Digital Grievance Monitoring**

Participating MDAs shall utilize the Taraba State GRM Platform for:

- complaint registration;
- workflow management;
- escalation tracking;

- SLA monitoring;
- complaint resolution tracking;
- performance reporting; and
- grievance analytics.

Monthly grievance reports shall include:

- complaints received physically;
- complaints received through the GRM Platform;
- complaints resolved;
- complaints pending;
- complaint resolution rates;
- average resolution times;
- escalation statistics; and
- SLA compliance performance.

## 6. ESCALATION PROCESS

<b>Level</b>	<b>Officer</b>
Level 1	Complaint Desk Officer
Level 2	Unit Head
Level 3	Director
Level 4	Permanent Secretary
Level 5	Commissioner / Executive Chairman

## 7. PERFORMANCE TARGETS

<b>Indicator</b>	<b>Target</b>
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<i>Complaint Acknowledgement</i>	2 Days
<i>Complaint Resolution</i>	15 Days
<i>Escalated Complaint Resolution</i>	20 Days
<i>Resolution Rate</i>	75% Minimum

## **8. REPORTING REQUIREMENTS**

Monthly reports shall contain:

- complaints received;
- complaints resolved;
- complaints pending;
- resolution rates;
- SLA compliance rates; and
- recurring complaint categories.

## **9. EFFECTIVE DATE**

4th July 2025

