



KWARA STATE SIGNAGE & ADVERTISEMENT AGENCY (KWASAA)
ANNUAL Grievance Redress Mechanism (GRM) – Quarterly & Annual Report
Period: January 1, 2024 – December 31, 2024

QUARTER 1 REPORT (January – March 2024)

SN	Complaint ID	Medium	Date Received	Complaint	Action Taken	Date of Final Resolution	Status
1	KWASAA/Q1/001	Phone Call	05/01/2024	Unauthorized removal of business signage	Investigation conducted; signage reinstated	10/01/2024	Resolvedddd
2	KWASAA/Q1/027	Hotline	12/03/2024	Delay in temporary signage approval	Application fast-tracked	14/03/2024	Resolved



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QUARTER 2 REPORT (April – June 2024)

SN	Complaint ID	Medium	Date Received	Complaint	Action Taken	Date of Final Resolution	Status
1	KWASAA/Q2/041	Phone Call	02/04/2024	Wrong signage size classification	Technical reassessment conducted	05/04/2024	Resolvedddd
2	KWASAA/Q2/055	Phone Call	19/05/2024	Delay in site inspection	Inspection deployed	20/05/2024	Resolved
3	KWASAA/Q2/063	Phone Call	11/06/2024	Excessive enforcement visits	Officer reassigned	15/06/2024	



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QUARTER 3 REPORT (July – September 2024)

SN	Complaint ID	Medium	Date Received	Complaint	Action Taken	Date of Final Resolution	Status
1	KWASAA/Q3/082	Phone Call	05/07/2024	Removal notice without warning	Notice withdrawn	08/07/2024	Resolvedddd



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QUARTER 4 REPORT (October – December 2024)

SN	Complaint ID	Medium	Date Received	Complaint	Action Taken	Date of Final Resolution	Status
1	KWASAA/Q4/118	Phone Call	03/10/2024	Illegal signage removal	Correction conducted	05/10/2024	Resolved
2	KWASAA/Q4/131	Walk-in	21/11/2024	Confusion over advertising rates	Clarification issued	22/11/24	Resolved

ANNUAL SUMMARY REPORT (January – December 2024)

- Total complaints received: 16
- Complaints resolved within SLA: 8 (100%)
- Complaints pending at year-end: 0
- Most common issues: Billing errors, delays in approvals, officer misconduct, signage removal
- Primary grievance channels: Hotline, Walk-in, Phone,
- Overall resolution performance: Excellent – 100% resolution rate