



KWARA STATE SIGNAGE & ADVERTISEMENT AGENCY (KWASAA)

Detailed Grievance Register (Signage Complaints & Redress (Jan 25 – Dec 31, 2025)

SN	Complaint ID	Nature of Complaint	Channel	Date Received	Action Taken	Date of Final Resolution	Resolution Time (Days)	Status
1	KWASAA/G RM/01/2025	Excess billing arising from revised signage rate not communicated	Phone call	10/01/2025	Billing reviewed and corrected in line with approved rate	17/01/2025	7	Resolved
2	KWASAA/G RM/02/2025	Enforcement notice issued despite pending renewal application	Physical	06/02/2025	Application status verified and enforcement suspended	13/02/2025	7	Resolved
3	KWASAA/G RM/03/2025	Delay in confirmation of electronic payment	Written	04/03/2025	Payment reconciled and receipt issued	11/03/2025	7	Resolved
4	KWASAA/G RM/04/2025	Inconsistent guidance from field officers on	Physical	08/04/2025	Internal clarification issued and officers briefed	15/04/2025	7	Resolved

		signage compliance						
5	KWASAA/G RM/05/2025	Delay in scheduling site inspection after application	Phone call	12/05/2025	Inspection conducted and report filed	20/05/2025	8	Resolved
6	KWASAA/G RM/06/2025	Discrepancy between approved signage dimensions and installed structure	Written	09/06/2025	Joint measurement conducted and approval regularised	18/06/2025	9	Resolved
7	KWASAA/G RM/07/2025	Compliance sticker not recognised during routine enforcement	Physical	07/07/2025	Compliance validated and enforcement action withdrawn	11/07/2025	4	Resolved
8	KWASAA/G RM/08/2025	Absence of prior notification before removal exercise	Phone call	05/08/2025	Engagement held and notice procedure reinforced	13/08/2025	8	Resolved
9	KWASAA/G RM/09/2025	Incorrect zoning applied to approved signage location	Written	10/09/2025	Zoning records reviewed and corrected	18/09/2025	8	Resolved
10	KWASAA/G RM/10/2025	Delay in issuance of annual renewal demand notice	Physical	06/10/2025	Demand notice generated and delivered	11/10/2025	5	Resolved