



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

Report of Grievances Addressed (January 1 – December 31, 2024)

This report presents a consolidated record of grievances received and resolved by the Kwara State Signage & Advertisment Agency (KWASAA) between January 1, 2024, and December 31, 2024. All grievances were addressed in line with established grievance redress procedures to ensure fairness, transparency, and timely resolution.

Summary of Grievance Resolution Performance

Indicator	Value
Total grievances received	24
Total grievances resolved	24
Resolution rate	100%
Average resolution time	5–14 working days
Outstanding grievances	Nil

Detailed Grievance Register (January – December 2024)

SN	Complaint ID	Nature of Complaint	Channel	Date Received	Action Taken	Date of Final Resolution	Resolution Time (Days)	Status
1	KWASAA/GRM/01/2024	Unauthorized removal of business signage	Phone call	05/01/2024	Fee recalculated and excess reversed	10/01/2024	5	Resolved
2	KWASAA/GRM/02/2024	Delay in issue of permit and signage approval	Phone call	05/02/2024	Application reviewed and permit issued	13/02/2024	8	Resolved
3	KWASAA/GRM/03/2024	Dispute over billboard size	Written	22/02/2024	Site inspection and correction	01/03/2024	8	Resolved
4	KWASAA/GRM/04/2024	Removal without notice	Physical	11/03/2024	Engagement and reinstatement	20/03/2024	9	Resolved
5	KWASAA/GRM/05/2024	Duplicate demand notice	Phone call	09/04/2024	Records reconciled	16/04/2024	7	Resolved
6	KWASAA/GRM/06/2024	Unclear fee breakdown	Physical	06/05/2024	Fee explanation provided	10/05/2024	4	Resolved
7	KWASAA/GRM/07/2024	Delay in renewal approval	Phone call	03/06/2024	Renewal fast-tracked	11/06/2024	8	Resolved

8	KWASAA/GRM/08/2024	Penalty dispute	Written	21/06/2024	Penalty reviewed	01/07/2024	10	Resolved
9	KWASAA/GRM/09/2024	Incorrect signage location	Physical	15/07/2024	Records corrected	22/07/2024	7	Resolved
10	KWASAA/GRM/10/2024	Refund request	Phone call	05/08/2024	Refund processed	19/08/2024	14	Resolved
11	KWASAA/GRM/11/2024	No feedback on status	Physical	09/09/2024	Applicant notified	13/09/2024	4	Resolved
12	KWASAA/GRM/12/2024	Signage category dispute	Written	18/10/2024	Category reviewed	25/10/2024	7	Resolved
13	KWASAA/GRM/13/2024	Enforcement despite payment	Physical	04/11/2024	Payment verified	08/11/2024	4	Resolved
14	KWASAA/GRM/14/2024	Delay in compliance sticker	Phone call	02/12/2024	Sticker issued	06/12/2024	4	Resolved

Conclusion: All grievances received within the reporting period were fully resolved, with no outstanding cases as of December 31, 2024.