



**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 & Advertisement 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.