



**KWARA STATE GEOGRAPHIC INFORMATION SERVICES (KW-GIS)**  
Detailed Grievance Register (Survey Lifting Complaints & Redress – 2025)

| SN | Complaint ID         | Nature of Complaint   | Channel    | Date Received | Action Taken   | Date of Final Resolution | Resolution Time (Days) | Status   |
|----|----------------------|---|------------|---------------|--|--------------------------|------------------------|----------|
| 1  | KWGIS/SL/GRM/01/2025 | Delay in scheduling field survey lifting after application submission | Phone call | 15/01/2025    | Application reviewed and survey date scheduled         | 23/01/2025               | 8                      | Resolved |
| 2  | KWGIS/SL/GRM/02/2025 | Incorrect coordinates captured during initial survey lifting          | Physical   | 12/02/2025    | Field verification conducted and coordinates corrected | 19/02/2025               | 7                      | Resolved |
| 3  | KWGIS/SL/GRM/03/2025 | Failure to acknowledge proof of payment for survey lifting            | Written    | 14/03/2025    | Payment verified and receipt issued                    | 21/03/2025               | 7                      | Resolved |
| 4  | KWGIS/SL/GRM/04/2025 | Delay in issuance of survey plan after completion of field work       | Physical   | 18/04/2025    | Survey plan processed and released                     | 25/04/2025               | 7                      | Resolved |
| 5  | KWGIS/SL/GRM/05/2025 | Discrepancy between surveyed land size                                | Phone call | 21/05/2025    | Joint site re-measureme                                | 29/05/2025               | 8                      | Resolved |

|    |                      |  |            |            |   |            |   |          |
|----|----------------------|--|------------|------------|---|------------|---|----------|
|    |                      | and applicant's submission   |            |            | nt conducted  |            |   |          |
| 6  | KWGIS/SL/GRM/06/2025 | Dispute over survey lifting fee charged                            | Written    | 19/06/2025 | Official fee schedule reviewed and excess charge refunded | 27/06/2025 | 8 | Resolved |
| 7  | KWGIS/SL/GRM/07/2025 | Survey exercise conducted without prior notification to applicant  | Physical   | 16/07/2025 | Engagement held and notification protocol reinforced      | 21/07/2025 | 5 | Resolved |
| 8  | KWGIS/SL/GRM/08/2025 | Lack of communication on readiness of survey plan for collection   | Phone call | 14/08/2025 | Applicant notified and survey plan released               | 22/08/2025 | 8 | Resolved |
| 9  | KWGIS/SL/GRM/09/2025 | Incorrect applicant details reflected on issued survey plan        | Written    | 17/09/2025 | Records reviewed and survey plan corrected                | 25/09/2025 | 8 | Resolved |
| 10 | KWGIS/SL/GRM/10/2025 | Delay in endorsement of survey plan for subsequent CofO processing | Physical   | 15/10/2025 | Endorsement completed and document forwarded              | 20/10/2025 | 5 | Resolved |