



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/G RM/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/G RM/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/G RM/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/G RM/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/G RM/05/2025	Discrepancy between surveyed land size	Phone call	21/05/2025	Joint site re-measurement	29/05/2025	8	Resolved

		and applicant's submission			nt conducted			
6	KWGIS/SL/G RM/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/G RM/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/G RM/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/G RM/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/G RM/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