



KOGI STATE SIGNAGE AND ADVERTISEMENT AGENCY (KOSSAA)
Combined Annual and Monthly Grievance Register (Signage & Advertisement
Complaints – January 2025 to December 2025)

SN	Complaint ID	Nature of Complaint	Channel	Date Received	Action Taken	Date of Final Resolution	Resolution Time (Days)	Status
1	KOSSAA/GRM/01/2025	Unauthorized removal of approved business signage	Phone call	14/01/2025	Approval records verified and signage reinstated	21/01/2025	7	Resolved
2	KOSSAA/GRM/02/2025	Overbilling arising from incorrect signage classification	Physical	11/02/2025	Signage category reviewed and billing adjusted	18/02/2025	7	Resolved
3	KOSSAA/GRM/03/2025	Delay in issuance of signage permit after payment	Written	13/03/2025	Application reviewed and permit issued	20/03/2025	7	Resolved
4	KOSSAA/GRM/04/2025	Removal of signage without prior enforcement notice	Physical	17/04/2025	Engagement conducted and signage reinstated	25/04/2025	8	Resolved

5	KOSSAA/G RM/05/20 25	Duplicate demand notice issued for same signage location	Phone call	21/05/2 025	Records reconcile d and duplicate notice withdraw n	28/05/20 25	7	Resolved
6	KOSSAA/G RM/06/20 25	Dispute over penalty imposed for alleged non- compliance	Written	19/06/2 025	Penalty reviewed and revised in line with regulatio ns	27/06/20 25	8	Resolved
7	KOSSAA/G RM/07/20 25	Delay in renewal approval for existing signage	Physical	16/07/2 025	Renewal applicatio n fast- tracked and approved	22/07/20 25	6	Resolved
8	KOSSAA/G RM/08/20 25	Lack of notification before routine enforcement exercise	Phone call	14/08/2 025	Notice protocol reinforce d and stakehold er informed	22/08/20 25	8	Resolved
9	KOSSAA/G RM/09/20 25	Incorrect signage location recorded in agency database	Written	17/09/2 025	Database updated after site verificati on	25/09/20 25	8	Resolved
10	KOSSAA/G RM/10/20 25	Delay in issuance of compliance sticker after inspection	Physical	15/10/2 025	Sticker issued and complian ce confirme d	21/10/20 25	6	Resolved