



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/G RM/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/G RM/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/G RM/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/G RM/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Duplicate demand notice issued for same signage location	Phone call	21/05/2025	Records reconciled and duplicate notice withdrawn	28/05/2025	7	Resolved
6	KOSSAA/G RM/06/20 25	Dispute over penalty imposed for alleged non-compliance	Written	19/06/2025	Penalty reviewed and revised in line with regulations	27/06/2025	8	Resolved
7	KOSSAA/G RM/07/20 25	Delay in renewal approval for existing signage	Physical	16/07/2025	Renewal application fast-tracked and approved	22/07/2025	6	Resolved
8	KOSSAA/G RM/08/20 25	Lack of notification before routine enforcement exercise	Phone call	14/08/2025	Notice protocol reinforced and stakeholder informed	22/08/2025	8	Resolved
9	KOSSAA/G RM/09/20 25	Incorrect signage location recorded in agency database	Written	17/09/2025	Database updated after site verification	25/09/2025	8	Resolved
10	KOSSAA/G RM/10/20 25	Delay in issuance of compliance sticker after inspection	Physical	15/10/2025	Sticker issued and compliance confirmed	21/10/2025	6	Resolved