



## KOGI STATE MINISTRY OF ENVIRONMENT AND NATURAL RESOURCES

Detailed Grievance Register (Environmental Impact Assessment Complaints – January 2025 to December 2025)

| S N | Complaint ID           | Nature of Complaint  | Channel    | Date Received | Action Taken  | Date of Final Resolution | Resolution Time (Days) | Status   |
|-----|------------------------|--|------------|---------------|---|--------------------------|------------------------|----------|
| 1   | KSMENR/EIA/GRM/01/2025 | Delay in issuance of Environmental Impact Assessment approval after submission | Phone call | 13/01/2025    | Application reviewed and EIA approval process expedited   | 22/01/2025               | 9                      | Resolved |
| 2   | KSMENR/EIA/GRM/02/2025 | Incomplete feedback provided on submitted EIA report                           | Written    | 10/02/2025    | Technical review completed and detailed feedback issued   | 18/02/2025               | 8                      | Resolved |
| 3   | KSMENR/EIA/GRM/03/2025 | Failure to acknowledge payment for EIA processing fee                          | Physical   | 12/03/2025    | Payment verified and official receipt issued              | 19/03/2025               | 7                      | Resolved |
| 4   | KSMENR/EIA/GRM/04/2025 | Delay in scheduling site inspection for EIA verification                       | Physical   | 15/04/2025    | Site inspection conducted and report filed                | 23/04/2025               | 8                      | Resolved |
| 5   | KSMENR/EIA/GRM/05/2025 | Discrepancy between approved project scope and EIA conditions                  | Phone call | 19/05/2025    | Joint technical review conducted and conditions clarified | 27/05/2025               | 8                      | Resolved |
| 6   | KSMENR/EIA/GRM/06/2025 | Dispute over Environment   | Written    | 17/06/2025    | Fee schedule reviewed and                                 | 25/06/2025               | 8                      | Resolved |

|    |                        |  |            |            |   |            |   |          |
|----|------------------------|--|------------|------------|---|------------|---|----------|
|    |                        | al Impact Assessment fee charged                               |            |            | excess charge refunded                                |            |   |          |
| 7  | KSMENR/EIA/GRM/07/2025 | EIA monitoring visit conducted without prior notification      | Physical   | 14/07/2025 | Engagement held and notification protocol reinforced  | 19/07/2025 | 5 | Resolved |
| 8  | KSMENR/EIA/GRM/08/2025 | Lack of communication on readiness of EIA approval certificate | Phone call | 12/08/2025 | Applicant notified and certificate released           | 21/08/2025 | 9 | Resolved |
| 9  | KSMENR/EIA/GRM/09/2025 | Incorrect project details reflected on issued EIA certificate  | Written    | 16/09/2025 | Records reviewed and corrected EIA certificate issued | 24/09/2025 | 8 | Resolved |
| 10 | KSMENR/EIA/GRM/10/2025 | Delay in endorsement of EIA clearance for subsequent permits   | Physical   | 14/10/2025 | Endorsement completed and documents forwarded         | 20/10/2025 | 6 | Resolved |