



KOGI STATE TOWN PLANNING AND DEVELOPMENT BOARD (KSTPDB)

Annual and Monthly Grievance Register (Layout Plan Approval 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	KSTPDB/LP /GRM/01/ 2025	Delay in approval of the submitted layout plan	Phone call	14/01/2025	Layout plan reviewed, and approval process expedited	22/01/2025	8	Resolved
2	KSTPDB/LP /GRM/02/ 2025	Conflicting comments issued during layout plan technical review	Physical	11/02/2025	Internal harmonisation meeting held and unified feedback issued	18/02/2025	7	Resolved
3	KSTPDB/LP /GRM/03/ 2025	Failure to acknowledge payment for layout plan processing	Written	13/03/2025	Payment verified and official receipt issued	20/03/2025	7	Resolved
4	KSTPDB/LP /GRM/04/ 2025	Layout plan returned without clear	Physical	17/04/2025	Review conducted and detailed	24/04/2025	7	Resolved

		reasons for rejection			compliance guidance issued			
5	KSTPDB/LP /GRM/05/ 2025	Discrepancy between approved layout plan and field verification	Phone call	20/05/2025	Joint site inspection conducted and records updated	28/05/2025	8	Resolved
6	KSTPDB/LP /GRM/06/ 2025	Dispute over layout plan approval fee charged	Written	18/06/2025	Fee schedule reviewed and excess charge refunded	26/06/2025	8	Resolved
7	KSTPDB/LP /GRM/07/ 2025	Delay in issuance of approved layout plan document	Physical	16/07/2025	Approval finalised and layout plan released	22/07/2025	6	Resolved
8	KSTPDB/LP /GRM/08/ 2025	Lack of notification on readiness of approved layout plan	Phone call	14/08/2025	Applicant notified and document released	22/08/2025	8	Resolved
9	KSTPDB/LP /GRM/09/ 2025	Incorrect parcel details reflected on approved layout plan	Written	17/09/2025	Layout records corrected and revised plan issued	25/09/2025	8	Resolved
10	KSTPDB/LP /GRM/10/ 2025	Delay in endorsement of approved layout plan for CofO processing	Physical	15/10/2025	Endorsement completed and documents forwarded	20/10/2025	5	Resolved