



KOGI STATE TOWN PLANNING AND DEVELOPMENT BOARD (KSTPDB)

Grievance Register (Survey Lifting 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	KSTPDB/SL/GRM/01/2025	Delay in scheduling survey lifting after application submission	Phone call	15/01/2025	Application reviewed and survey lifting date scheduled	23/01/2025	8	Resolved
2	KSTPDB/SL/GRM/02/2025	Incorrect boundary coordinates captured during survey lifting	Physical	12/02/2025	Field verification conducted and coordinates corrected	19/02/2025	7	Resolved
3	KSTPDB/SL/GRM/03/2025	Failure to acknowledge payment for survey lifting service	Written	14/03/2025	Payment verified and official receipt issued	21/03/2025	7	Resolved
4	KSTPDB/SL/GRM/04/2025	Delay in issuance of survey plan after field survey completion	Physical	18/04/2025	Survey plan processed and released	25/04/2025	7	Resolved
5	KSTPDB/SL/GRM/05/2025	Discrepancy between surveyed plot size and	Phone call	21/05/2025	Joint site re-measurement conducted and records updated	29/05/2025	8	Resolved

		applicant submission						
6	KSTPDB/SL/G RM/06/2025	Dispute over survey lifting fee charged	Written	19/06/2025	Fee schedule reviewed and excess charge refunded	27/06/2025	8	Resolved
7	KSTPDB/SL/G RM/07/2025	Survey lifting conducted without prior notification to applicant	Physical	16/07/2025	Engagement held and notification protocol reinforced	21/07/2025	5	Resolved
8	KSTPDB/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	KSTPDB/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	KSTPDB/SL/G RM/10/2025	Delay in endorsement of survey plan for CofO processing	Physical	15/10/2025	Endorsement completed and documents forwarded	20/10/2025	5	Resolved