



KOGI STATE GOVERNMENT STATE TOWN PLANNING AND DEVELOPMENT BOARD

REPORT OF GRIEVANCES ADDRESSED (January 1 – December 31, 2024)

This report presents a consolidated record of grievances received and addressed by the Kogi State Town Planning and Development Board within the period January 1, 2024, to December 31, 2024, in line with established grievance redress procedures.

Summary of Grievance Resolution Performance

Indicator	Value
Total grievances received	20
Total grievances resolved	20
Resolution rate	100%
Average resolution time	5–8 working days
Outstanding grievances	Nil

Detailed Grievance Register (January – December 2024)

S N	Complaint ID	Nature of Complaint	Channel	Date Received	Action Taken	Date of Response / Final Resolution	Resolution Time (Days)	Status
1	KSTPDB/GRM/01/2024	Delay in approval of building plan	Walk-in	08/01/2024	Approval issued	16/01/2024	8	Resolved
2	KSTPDB/GRM/02/2024	Inspection scheduling complaint	Walk-in	22/01/2024	Inspection conducted	30/01/2024	8	Resolved
3	KSTPDB/GRM/03/2024	Overcharging of permit fees	Written	12/02/2024	Fees corrected	19/02/2024	7	Resolved
4	KSTPDB/GRM/04/2024	Delay in development permit	Letter	05/03/2024	Permit issued	13/03/2024	8	Resolved
5	KSTPDB/GRM/05/2024	Unclear setback requirements	Walk-in	02/04/2024	Guidance provided	09/04/2024	7	Resolved

6	KSTPDB/GRM/06/2024	Enforcement without warning	Written	15/04/2024	Notice reviewed	24/04/2024	9	Resolved
7	KSTPDB/GRM/07/2024	Delay in site inspection	Walk-in	06/05/2024	Inspection completed	14/05/2024	8	Resolved
8	KSTPDB/GRM/08/2024	Land-use classification dispute	Letter	20/05/2024	Clarified	28/05/2024	8	Resolved
9	KSTPDB/GRM/09/2024	Sealing of premises complaint	Written	11/06/2024	Seal lifted	19/06/2024	8	Resolved
10	KSTPDB/GRM/10/2024	Delay in approval letter	Walk-in	03/07/2024	Letter issued	10/07/2024	7	Resolved
11	KSTPDB/GRM/11/2024	Incorrect development charge	Walk-in	22/07/2024	Charge adjusted	30/07/2024	8	Resolved
12	KSTPDB/GRM/12/2024	No feedback on application	Walk-in	12/08/2024	Applicant notified	19/08/2024	7	Resolved
13	KSTPDB/GRM/13/2024	Inspection report dispute	Letter	03/09/2024	Report explained	11/09/2024	8	Resolved
14	KSTPDB/GRM/14/2024	Delay in clearance	Walk-in	25/09/2024	Clearance issued	03/10/2024	8	Resolved
15	KSTPDB/GRM/15/2024	Building height dispute	Written	14/10/2024	Guidance issued	22/10/2024	8	Resolved
16	KSTPDB/GRM/16/2024	Enforcement penalty complaint	Walk-in	04/11/2024	Penalty reviewed	12/11/2024	8	Resolved
17	KSTPDB/GRM/17/2024	Incomplete documentation	Walk-in	18/11/2024	Docs completed	25/11/2024	7	Resolved
18	KSTPDB/GRM/18/2024	Permit renewal inquiry	Walk-in	02/12/2024	Process explained	06/12/2024	4	Resolved
19	KSTPDB/GRM/19/2024	Measurement discrepancy	Walk-in	10/12/2024	Re-measured	18/12/2024	8	Resolved
20	KSTPDB/GRM/20/2024	Service delivery complaint	Walk-in	20/12/2024	Feedback provided	28/12/2024	8	Resolved

Conclusion: All grievances received within the reporting period were fully resolved, with no outstanding complaints as at December 31, 2024.