



**PLATEAU STATE – MINISTRY OF LANDS, SURVEY, AND TOWN PLANNING**  
**ANNUAL AND MONTHLY GRM Log – Layout Plan Approval Service Area**  
**JAN 1-DECEMBER 31. 2025**

SN	Complaint ID	Nature of Complaint	Channel	Date Received	Action Taken	Date of Final Resolution	Resolution Time (Days)	Status
1	PLMLSTP/G RM/LP/01/2 025	Delay in technical vetting of submitted layout plan	Walk-in	10/01/2025	Layout file reviewed and committee meeting scheduled	17/01/2025	7	Resolved
2	PLMLSTP/G RM/LP/02/2 025	Boundary coordinates errors detected during review	Email	15/02/2025	Field verification conducted and coordinates corrected	21/02/2025	6	Resolved
3	PLMLSTP/G RM/LP/03/2 025	Failure to acknowledge payment for layout plan processing	Phone call	03/03/2025	Payment verified and receipt issued	09/03/2025	6	Resolved
4	PLMLSTP/G RM/LP/04/2	Layout plan returned	Written	07/04/2025	Detailed compliance	13/04/2025	6	Resolved

	025	without clear reasons for rejection			guidance reissued			
5	PLMLSTP/G RM/LP/05/2 025	Discrepancy between approved plan and GIS interface record	Portal	14/07/2025	Records harmonised with GIS unit	20/07/2025	6	Resolved
6	PLMLSTP/G RM/LP/06/2 025	Delay in scheduling site inspection for estate road layout	Walk-in	16/08/2025	Inspection completed and feedback issued	22/08/2025	6	Resolved
7	PLMLSTP/G RM/LP/07/2 025	Incorrect plot numbering reflected on approved layout plan	Email	17/09/2025	Numbering corrected after technical review	24/09/2025	7	Resolved
8	PLMLSTP/G RM/LP/08/2 025	Delay in issuance of endorsed layout plan for CofO processing	Written	15/10/2025	Endorsement finalised and forwarded	21/10/2025	6	Resolved
9	PLMLSTP/G RM/LP/09/2 025	Lack of notification before enforcement visit affecting layout plan	Phone call	18/11/2025	Protocol reinforced by Ministry circular	24/11/2025	6	Resolved
10	PLMLSTP/G RM/LP/10/2 025	Delay in release of approved commercial estate layout	Walk-in	10/12/2025	File finalised and plan released	16/12/2025	6	Resolved

