



PLATEAU STATE – MINISTRY OF LANDS, SURVEY, AND TOWN PLANNING
ANNUAL AND MONTHLY GRM Log – SURVEY LIFTING
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/SURVLIFT/01/2025	Delay in scheduling survey lifting after payment confirmation	Walk-in	09/01/2025	Survey team assigned and lifting completed	14/01/2025	5	Resolved
2	PLMLSTP/SURVLIFT/02/2025	Discrepancy between lifted coordinates and applicant sketch	Email	17/02/2025	Field verification conducted; coordinates harmonised	24/02/2025	7	Resolved
3	PLMLSTP/SURVLIFT/03/2025	Failure to acknowledge payment for survey lifting fee	Phone call	11/03/2025	Payment verified and receipt issued	16/03/2025	5	Resolved
4	PLMLSTP/SURVLIFT/04/2025	Survey lifting	Written	18/04/2025	Engagement held and	24/04/2025	6	Resolved

	4/2025	conducted without prior notice to applicant			protocol reinforced			
5	PLMLSTP/S URVLIFT/0 5/2025	Delay in issuance of endorsed survey lift document	Email	12/07/2025	Document released after technical review	20/07/2025	8	Resolved
6	PLMLSTP/S URVLIFT/0 6/2025	Incorrect plot boundary area reflected on lifted survey	Email	16/08/2025	Joint re-measurement; revised plan issued	22/08/2025	6	Resolved
7	PLMLSTP/S URVLIFT/0 7/2025	Delay in endorsement of survey lift for CofO processing	Walk-in	17/09/2025	Endorsement completed and forwarded	25/09/2025	8	Resolved
8	PLMLSTP/S URVLIFT/0 8/2025	Errors in GIS interface during survey lifting exercise	Phone call	15/10/2025	System checked and corrections effected	21/10/2025	6	Resolved
9	PLMLSTP/S URVLIFT/0 9/2025	Lack of notification on readiness of survey lift plan	Walk-in	11/11/2025	Applicant notified and plan released	15/11/2025	4	Resolved
10	PLMLSTP/S	Complaint	Email	10/12/2025	One-desk	15/12/2025	5	Resolved

	URVLIFT/1 0/2025	on multiple desk visits required		5	process activated	5		
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