



PLATEAU STATE MINISTRY OF LANDS, SURVEY & TOWN PLANNING JAN 2024-DEC 2024 GRIVERANCE REDRESS ANNUAL REPORT

Summary

This GRM report system integrates multiple reporting channels, including walk-in complaints, telephone hotlines, and emails. During the reporting period, the Ministry of Lands, Survey and Town Planning received 10 complaints and resolved all the issues and achieved **100%**. Turnaround.

January 2024

SN	Complaint ID	Nature of Complaint	Channel	Date Received	Action Taken	Date of Final Resolution	Resolution Time	Status
1	PLSMT/GRM/001	Land title dispute	Email	22-Jan-2024	On 23/01/24 application reviewed and fast-tracked through Lands Registry	23-Jan-2024	1 days	Resolved
2	PLSMT/GRM/002	Delay in issuance of C of O	Walkin	07-Jan-2024	On 10/01/24 file retrieved, verified, and processed for issuance of Certificate of Occupancy	10-Jan-2024	3 days	Resolved

February 2024

SN	Complaint ID	Nature of Complaint	Channel	Date Received	Action Taken	Date of Final Resolution	Resolution Time	Status
3	PLSMT/GRM/004	Building permit issue	Email	11-Feb-2024	On 14/02/2024, backlog file cleared and approval granted	14-Feb-2024	3 days	Resolved

March 2024

SN	Complaint ID	Nature of Complaint	Channel	Date Received	Action Taken	Date of Final Resolution	Resolution Time	Status
	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL

April 2024

SN	Complaint ID	Nature of Complaint	Channel	Date Received	Action Taken	Date of Final Resolution	Resolution Time	Status
4	PLSMT/GRM/010	Survey error	walkinn	21-Apr-2024	On 25/4/2024 Documentation reviewed and expedited	25-Apr-2024	4 days	Resolved
12	PLSMT/GRM/012	Town planning approval delay	Phone call	05-Apr-2024	On 07/04/24 Complaint reviewed, verified and resolved	07-Apr-2024	2 days	Resolved

May 2024

SN	Complaint ID	Nature of Complaint	Channel	Date Received	Action Taken	Date of Final Resolution	Resolution Time	Status
6	PLSMT/GRM/013	Survey error	Hotline	05-May-2024	On 07.05, Encroachment investigated and removed	07-May-2024	2 days	Resolved

June 2024

SN	Complaint ID	Nature of Complaint	Channel	Date Received	Action Taken	Date of Final Resolution	Resolution Time	Status
	NIL	NIL		NIL				

July 2024

SN	Complaint ID	Nature of Complaint	Channel	Date Received	Action Taken	Date of Final Resolution	Resolution Time	Status
	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL

August 2024

SN	Complaint ID	Nature of Complaint	Channel	Date Received	Action Taken	Date of Final Resolution	Resolution Time	Status
7	PLSMT/GRM/022	Land documentation delay	Email	02-Aug-2024	ON 05/08/24 Complaint reviewed, verified and resolved	05-Aug-2024	3 days	Resolved
8	PLSMT/GRM/023	Town planning approval delay	Email	08-Aug-2024	On 11/8/24 Documentation reviewed and expedited	11-Aug-2024	3 days	Resolved

9	PLSMT/GRM/024	Delay in issuance of C of O	Hotline	09-Aug-2024	Complaint reviewed, verified and resolved	13-Aug-2024	4 days	Resolved
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September 2024

SN	Complaint ID	Nature of Complaint	Channel	Date Received	Action Taken	Date of Final Resolution	Resolution Time	Status
	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL

October 2024

SN	Complaint ID	Nature of Complaint	Channel	Date Received	Action Taken	Date of Final Resolution	Resolution Time	Status
	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL

November 2024

SN	Complaint ID	Nature of Complaint	Channel	Date Received	Action Taken	Date of Final Resolution	Resolution Time	Status
	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL

December 2024

SN	Complaint ID	Nature of Complaint	Channel	Date Received	Action Taken	Date of Final Resolution	Resolution Time	Status
10	PLSMT/GRM/034	Survey error	Walk-in	23-Dec-2024	On 27/12/24 Complaint reviewed, verified and resolved	27-Dec-2024	4 days	Resolved