



**ADAMAWA STATE URBAN PLANNING AND  
DEVELOPMENT BOARD**

**GRIEVANCE REDRESS MECHANISM (GRM) ANNUAL  
PERFORMANCE REPORT**

**Reporting Period: January 1, 2024 – December 31, 2024**

**Date of Publication: January 15, 2025**

## 1. Executive Summary

This report presents the performance of the Grievance Redress Mechanism (GRM) of the Adamawa State Urban Planning and Development Board for the period January 1 to December 31, 2024, as required under DLI 5 of the SABER Program.

The GRM received a total of 28 grievances during the year, all of which were formally logged, investigated, and resolved. Of these:

- 26 grievances (93%) were resolved within the stipulated Service Level Agreement (SLA) timeframe of 10 working days.
- 2 grievances (7%) were resolved slightly outside the SLA due to verification delays with external agencies.

The overall GRM resolution rate was 100%, demonstrating the Board's commitment to accountability, transparency, and responsive service delivery.

This performance exceeds the DLI 5 requirement of resolving at least 75% of grievances within SLA.

All complaints were received via [grv-mis.adamawastate.gov.ng](http://grv-mis.adamawastate.gov.ng) (24) and in-person at zonal offices (4). No fee was charged for filing a complaint, and all data has been handled confidentially in line with PEBEC guidelines.

## 2. GRM Overview

Component	Details
GRM Status	Operational since January 1, 2024
SLA for Resolution	10 working days from date of receipt
GRM Channels	
	<a href="http://grv-mis.adamawastate.gov.ng">grv-mis.adamawastate.gov.ng</a> (Primary)
	• In-person at HQ and Zonal Offices (Yola, Numan, Mubi)
	• Email: <a href="mailto:info@asupda.adamawastate.gov.ng">info@asupda.adamawastate.gov.ng</a>
GRM Administrator	Mr. Sam John, GRM Officer

Contact	<a href="mailto:info@asupda.adamawastate.gov.ng">info@asupda.adamawastate.gov.ng</a>
Phone	+234 803 816 8981

### 3. Summary of Grievances Received & Resolved (2024)

Quarter	Received Complaints	Resolved Complaints	Unresolved Complaints	Percentage Resolution
Q1 (Jan–Mar)	6	6	0	100%
Q2 (Apr–Jun)	7	6	1	86%
Q3 (Jul–Sep)	8	7	1	88%
Q4 (Oct–Dec)	7	7	0	100%
TOTAL	28	26	2	93%

Target: ≥75% of grievances resolved within SLA Achieved

### 4. Nature of Complaints Received

Complaints	Count	Percentage
Delay in processing signage/development permits	14	50%
Alleged demand for unofficial payments	6	21%
Lack of feedback after submission	4	14%
Request for clarification on zoning regulations	3	11%
Harassment by field officers	1	4%
Total	28	100%

## 5. GRM Log

S/N	Date Received	Nature of Complaint	Channel	Date Resolved	Action Taken	SLA Met?	Remarks
1	2024-01-08	Delay in signage approval for small business in Yola North	Grv-mis.ada mawastate.gov.ng	2024-01-18	Case reviewed and fast-tracked; permit issued	Yes	Applicant notified via email
2	2024-01-15	Alleged demand for ₦5,000 "processing fee" by field officer	Grv-mis.ada mawastate.gov.ng	2024-01-24	Investigation opened; officer reprimanded; refund initiated	Yes	Official fees are only payable via IRS portal
3	2024-01-22	No feedback after submitting building plan 3 weeks ago	Email	2024-01-31	File located; status update sent to applicant	Yes	System alert set for future follow-ups
4	2024-02-03	Confusion over setback requirements for commercial property	In-person (Yola Office)	2024-02-13	Technical guidance and diagram provided	Yes	Policy document shared digitally

S/N	Date Received	Nature of Complaint	Channel	Date Resolved	Action Taken	SLA Met?	Remarks
5	2024-02-10	Request to expedite development permit due to project timeline	Grv-mis.adamawastate.gov.ng	2024-02-20	Reviewed under SME fast-track policy; approved	Yes	Documentation verified
6	2024-02-19	Harassment by inspector during site visit	Grv-mis.adamawastate.gov.ng	2024-02-28	Officer counselled; formal apology issued	Yes	Staff retraining scheduled for Q2
7	2024-03-05	Incorrect zoning classification applied to my plot	Grv-mis.adamawastate.gov.ng	2024-03-15	Zoning records reviewed and corrected	Yes	Updated certificate issued
8	2024-03-12	Unofficial payment demanded at Mubi zonal office	In-person	2024-03-22	Investigation launched; staff suspended pending review	Yes	Anti-corruption memo issued
9	2024-03-20	Need clarification on height limit for	Email	2024-03-29	Approved plans and regulations sent	Yes	Applicant requested physical copy

S/N	Date Received	Nature of Complaint	Channel	Date Resolved	Action Taken	SLA Met?	Remarks
		multi-story building					
10	2024-04-05	My permit application was lost or misplaced	Grv-mis.ada mawastate.gov.ng	2024-04-18	File recovered from archive; processed same day	No	Delay due to internal filing error
11	2024-04-12	Long queue and poor service at Numan office	Grv-mis.ada mawastate.gov.ng	2024-04-22	Additional staff deployed; operating hours extended	Yes	Customer satisfaction improved
12	2024-04-20	Denied permit without reason given	Email	2024-04-30	Re-evaluated; approval granted with conditions	Yes	Communication protocol updated
13	2024-05-06	Request for fee waiver under youth entrepreneur scheme	Grv-mis.ada mawastate.gov.ng	2024-05-16	Verified eligibility; fee waived per policy	Yes	Documentation filed

S/N	Date Received	Nature of Complaint	Channel	Date Resolved	Action Taken	SLA Met?	Remarks
14	2024-05-12	Rude behavior by support officer on phone	Grv-mis.ada mawastate.gov.ng	2024-05-22	Officer retrained; apology call made	Yes	Call monitoring system introduced
15	2024-05-25	Delay due to pending environmental clearance	Grv-mis.ada mawastate.gov.ng	2024-06-06	Coordinated with ASEPA; case closed	No	Inter-agency delay beyond control
16	2024-06-03	Need urgent approval for temporary structure (event)	In-person	2024-06-13	Emergency permit issued within 48 hours	Yes	Special consideration applied
17	2024-06-10	Overcharged on development levy	Grv-mis.ada mawastate.gov.ng	2024-06-20	Recalculation done; excess refunded	Yes	IRS reconciliation completed
18	2024-06-18	Inspector failed to show up for scheduled site visit	Grv-mis.ada mawastate.gov.ng	2024-06-28	New appointment set; inspection completed	Yes	Reminder system implemented

S/N	Date Received	Nature of Complaint	Channel	Date Resolved	Action Taken	SLA Met?	Remarks
19	2024-07-05	Request for extension on construction deadline	Email	2024-07-15	Extension granted due to material shortage	Yes	Medical and supply evidence reviewed
20	2024-07-12	Difficulty uploading documents on online portal	Grv-mis.adamawastate.gov.ng	2024-07-22	IT support provided; file successfully submitted	Yes	Portal usability review initiated
21	2024-07-20	Denial of signage permit without explanation	Grv-mis.adamawastate.gov.ng	2024-07-30	Re-reviewed; approval issued with design modification	Yes	Design guidelines shared
22	2024-08-05	Demand for cash payment instead of bank transfer	In-person	2024-08-15	Staff investigated; disciplinary action taken	Yes	Payment compliance reinforced
23	2024-08-12	Delay in receiving approved	Email	2024-08-22	Certificate dispatch	Yes	Dispatch log updated

S/N	Date Received	Nature of Complaint	Channel	Date Resolved	Action Taken	SLA Met?	Remarks
		certificate after payment			ed same day; tracking number provided		
24	2024-08-25	Confusion about required documents for renovation	Grv-mis.ada mawast ate.gov.n g	2024-09-04	Checklis t and sample forms sent	Yes	FAQ section added to website
25	2024-09-03	Alleged favoritism in permit issuance	Grv-mis.ada mawast ate.gov.n g	2024-09-12	Audit conducted; no wrongd oing found; findings shared	Yes	Transparen cy reaffirmed
26	2024-09-15	Request for review of assessed developme nt fee	Email	2024-09-25	Fee recalcul ated based on new valuatio n; adjusted	Yes	Applicant satisfied
27	2024-12-02	Urgent need for permit before year-end event	Grv-mis.ada mawast ate.gov.n g	2024-12-12	Fast-tracked and approve d in 7 days	Yes	Holiday workload managed

S/N	Date Received	Nature of Complaint	Channel	Date Resolved	Action Taken	SLA Met?	Remarks
28	2024-12-14	Delay in certificate issuance despite full payment	Grv-mis.adamawastate.gov.ng	2024-12-24	Certificate released same day; apology issued	Yes	High volume during festive season

## 6. Performance Analysis & Lessons Learned

- High Resolution Rate: 93% of grievances resolved within 10-day SLA reflects strong GRM functionality.
- Common Issues: Delays in processing and lack of communication were the most frequent complaints indicating a need for better tracking systems and proactive applicant updates.
- Corruption Prevention: Six (6) cases of alleged unofficial fees were verified and addressed, reinforcing public trust.
- Staff Accountability: Disciplinary actions were taken in two cases, sending a clear message against misconduct.

## 7. Recommendations for 2025

1. Introduce Automated Alerts: Notify applicants via SMS/email when their case is reviewed or delayed.
2. Strengthen Inter-Agency Coordination: Formalize timelines for inspections and approvals with partner agencies.
3. Publish Quarterly GRM Reports: Improve transparency by publishing redacted summaries every quarter.
4. Conduct GRM Awareness Campaigns: Use radio and social media to inform businesses about how to use Grv-mis.adamawastate.gov.ng.

5. Expand Digital Logging: Fully digitize the GRM database for real-time monitoring and reporting.

## **9. Conclusion**

The Adamawa State Urban Planning and Development Board has successfully implemented a functional and effective Grievance Redress Mechanism that meets and exceeds the requirements of DLI 5. With a 93% on-time resolution rate and full accountability in handling complaints, the Board is setting a benchmark for transparent and citizen-centered governance.

By continuing to improve responsiveness and public awareness, the Board will further strengthen trust between government and business stakeholders in Adamawa State.