



ADAMAWA STATE URBAN PLANNING & DEVELOPMENT BOARD (ASUPDB)

QUARTERLY COMPLAINT MANAGEMENT REPORT

Q1 2025 (January – March 2025)

1. Overview of Complaints

During the first quarter of 2025, the Adamawa State Urban Planning & Development Board (ASUPDB) received a moderate volume of complaints mainly related to development permits, site inspections, enforcement actions, and approval timelines. As the baseline reporting quarter for the year, complaints reflected both procedural gaps and increased public awareness of grievance redress mechanisms.

Complaints were received through physical submissions at planning offices, referrals from local governments, and online enquiries linked to development permit processes.

Summary of Complaints (Q1 2025):

- **Total Complaints Received:** 17
- **Resolved:** 12
- **Unresolved:** 4
- **Pending / Under Verification:** 1

Most complaints were addressed within the quarter, while unresolved cases were associated with technical reviews and inter-agency coordination.

2. Nature of Complaints

Complaints received during Q1 2025 were categorised as follows:

- **Development Permit Processing Delays (6 cases):**
Complaints concerning delays in approval of building and development permit applications, often due to incomplete documentation or site verification requirements.
- **Inspection and Enforcement Concerns (4 cases):**
Allegations relating to short notice inspections, perceived inconsistency in enforcement actions, or lack of clear guidance during site visits.
- **Fee Transparency and Payment Clarification (3 cases):**
Requests for clarification on approved planning and development control fees.

- **Information and Advisory Gaps (4 cases):**
Complaints regarding unclear guidance on zoning regulations, setback requirements, and approval procedures.

These complaints highlight the need for clearer communication and streamlined approval workflows.

3. Corrective Actions Taken

In response to complaints received during Q1 2025, ASUPDB implemented the following actions:

- **Administrative Review of Pending Applications:**
Development permit applications with prolonged processing timelines were reviewed and prioritised.
- **Clarification of Procedures and Fees:**
Applicants were provided with clearer guidance on documentation requirements and approved fees.
- **Engagement with Field Officers:**
Internal briefings were conducted to reinforce inspection protocols and professional conduct standards.
- **Improved Complaint Logging:**
Complaint intake and tracking procedures were strengthened to ensure timely follow-up.

These actions contributed to the resolution of most complaints within the quarter.

4. Summary Table

Year / Quarter	Total Complaints	Resolved	Unresolved	Nature of Key Complaints	Major Corrective Actions	Remarks
Q1 2025	17	12	4	Permit delays, inspection	Application review, procedure	Baseline quarter

				concerns, fee clarification	clarification, staff briefing	
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5. Conclusion

The Q1 2025 complaint management performance of the Adamawa State Urban Planning & Development Board reflects typical baseline challenges in development control and permitting. While most complaints were resolved, the Board recognises the need to further streamline approval processes, improve communication with applicants, and strengthen coordination with related MDAs. Lessons from this quarter will guide improvements in subsequent quarters of 2025.

Prepared by:

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Reporting Period:

January – March 2025