



ADAMAWA STATE URBAN PLANNING & DEVELOPMENT BOARD (ASUPDB)

QUARTERLY COMPLAINT MANAGEMENT REPORT

Q2 2025 (April – June 2025)

1. Overview of Complaints

In the second quarter of 2025, the Adamawa State Urban Planning & Development Board (ASUPDB) recorded a reduction in the number of complaints received compared to Q1 2025. This improvement reflects deliberate actions taken to streamline development permit processing, enhance clarity around inspection procedures, and improve communication with applicants and developers.

Complaints were received through physical submissions at planning offices, online enquiries linked to permit applications, and referrals from local government authorities.

Summary of Complaints (Q2 2025):

- **Total Complaints Received:** 13
- **Resolved:** 11
- **Unresolved:** 1
- **Pending / Under Verification:** 1

Most complaints were resolved within the quarter, with only a small number requiring extended technical review.

2. Nature of Complaints

The profile of complaints in Q2 2025 indicates a shift from baseline challenges to more procedural and informational issues.

- **Development Permit Processing Follow-ups (4 cases):**
Requests for updates on the status of permit applications rather than substantive disputes, reflecting improved awareness of procedures.
- **Inspection Scheduling and Notice Periods (3 cases):**
Concerns regarding timing and advance notice of site inspections, particularly for ongoing developments.
- **Fee Clarification Requests (3 cases):**
Requests for confirmation of approved development control fees and payment channels.

- **Technical Planning Guidance (3 cases):**

Enquiries relating to zoning compliance, setbacks, and site layout requirements.

No complaints relating to misconduct, harassment, or unauthorised payments were recorded during the quarter.

3. Corrective Actions Taken

In response to complaints received during Q2 2025, ASUPDB implemented the following actions:

- **Permit Processing Improvements:**

Internal workflows were reviewed to reduce delays and prioritise applications awaiting technical clearance.

- **Inspection Coordination Protocols:**

Minimum inspection notice periods were reinforced to improve predictability for developers.

- **Enhanced Communication:**

Clearer guidance notes on fees, documentation requirements, and planning standards were shared with applicants.

- **Improved Complaint Tracking:**

Complaint monitoring and follow-up mechanisms were strengthened to ensure timely resolution.

These actions contributed to faster resolution times and reduced complaint recurrence.

4. Progress Since Q1 2025

Compared to Q1 2025, Q2 2025 shows:

- Reduced complaint volume
- Improved permit processing turnaround
- Fewer inspection-related grievances
- Greater emphasis on guidance and advisory support

This demonstrates steady institutional improvement.

5. Summary Table

Year / Quarter	Total Complaints	Resolved	Unresolved	Nature of Key Complaints	Major Corrective Actions	Remarks
Q2 2025	13	11	1	Permit follow-ups, inspection scheduling, fee clarification	Workflow review, inspection protocols, guidance dissemination	Improvement over Q1

6. Conclusion

The Adamawa State Urban Planning & Development Board demonstrated measurable improvement in complaint management during Q2 2025. While some technical planning issues continue to require careful review, the overall reduction in complaints and faster resolution times indicate strengthened service delivery and improved engagement with developers. These gains provide a solid foundation for further consolidation in subsequent quarters of 2025.

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Reporting Period:

April – June 2025