



ADAMAWA STATE URBAN PLANNING & DEVELOPMENT BOARD (ASUPDB)

QUARTERLY COMPLAINT MANAGEMENT REPORT

Q3 2025 (July – September 2025)

1. Overview of Complaints

In the third quarter of 2025, the Adamawa State Urban Planning & Development Board (ASUPDB) recorded a further decline in the number of complaints received, reflecting the impact of streamlined permit processing, improved inspection coordination, and clearer communication with developers and property owners.

Complaints were received primarily through online permit portals and referrals from local government planning offices, with fewer walk-in submissions compared to earlier quarters.

Summary of Complaints (Q3 2025):

- **Total Complaints Received:** 9
- **Resolved:** 8
- **Unresolved:** 1
- **Pending / Under Verification:** 0

2. Nature of Complaints

Complaints during Q3 2025 were largely procedural and preventive in nature:

- **Permit Status Enquiries (3 cases):**
Requests for confirmation of application status rather than substantive objections.
- **Inspection Coordination and Scheduling (2 cases):**
Concerns regarding inspection timing and coordination during ongoing construction activities.
- **Planning Compliance Clarifications (2 cases):**
Requests for guidance on zoning, density limits, and building setbacks.
- **Minor Enforcement Concerns (2 cases):**
Clarifications relating to enforcement notices and compliance timelines.

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

3. Corrective and Preventive Actions Taken

To address issues raised during Q3 2025, ASUPDB focused on preventive and system-strengthening measures:

- **Digital Permit Tracking:**
Permit tracking mechanisms were reinforced to provide clearer status updates to applicants.
- **Inspection Planning Protocols:**
Inspection schedules were better coordinated with developers to minimise disruption.
- **Standardised Planning Guidance:**
Clear guidance notes on planning standards were disseminated to reduce misinterpretation.
- **Continuous Monitoring:**
Supervisory oversight was maintained to ensure consistency in enforcement and inspections.

These actions contributed to faster resolution and reduced recurrence of complaints.

4. Progress Since Q2 2025

Compared to Q2 2025, Q3 2025 shows:

- Continued reduction in complaint volume
- Improved permit processing predictability
- Fewer inspection-related grievances
- Increased reliance on preventive guidance rather than corrective action

This indicates growing institutional stability.

5. Summary Table

Year / Quarter	Total Complaints	Resolved	Unresolved	Nature of Key Complaints	Major Corrective Actions	Remarks
Q3 2025	9	8	1	Permit enquiries, inspection coordination, compliance clarification	Digital tracking, planning protocols, guidance standardisation	Stability achieved

6. Conclusion

The Adamawa State Urban Planning & Development Board demonstrated strong improvement in complaint management during Q3 2025. The reduced complaint volume, faster resolution, and absence of integrity-related issues indicate a maturing grievance redress system. The Board is well positioned to consolidate these gains in Q4 2025.

Prepared by:

Compliance & Monitoring Unit
Adamawa State Urban Planning & Development Board (ASUPDB)

Reporting Period:

July – September 2025