



ADAMAWA STATE URBAN PLANNING & DEVELOPMENT BOARD (ASUPDB)

QUARTERLY COMPLAINT MANAGEMENT REPORT

Q4 2025 (October – December 2025)

1. Overview of Complaints

In the fourth quarter of 2025, the Adamawa State Urban Planning & Development Board (ASUPDB) recorded a low volume of complaints, reflecting the cumulative impact of streamlined permit processing, improved inspection coordination, and clearer planning guidance implemented throughout the year.

Complaints received during the quarter were largely routine, informational, and preventive in nature, with no major disputes or integrity-related issues recorded.

Summary of Complaints (Q4 2025):

- **Total Complaints Received:** 3
- **Resolved:** 3
- **Unresolved:** 0
- **Pending / Under Verification:** 0

All complaints were resolved within the reporting period.

2. Nature of Complaints

Complaints received during Q4 2025 were limited in scope and largely preventive:

- **Permit Renewal and Status Confirmation (2 cases):**
Requests for confirmation of permit renewal status and documentation completeness towards year-end.
- **Inspection Coordination (2 cases):**
Enquiries regarding inspection scheduling during ongoing construction activities.
- **Planning Compliance Clarification (1 case):**
Request for clarification on compliance timelines following minor design adjustments.
- **General Advisory Enquiry (1 case):**
Request for guidance on planning requirements for proposed small-scale development.

No complaints relating to misconduct, harassment, selective enforcement, or unauthorised payments were reported.

3. Corrective and Preventive Actions Taken

Given the low volume and routine nature of complaints, ASUPDB focused on consolidation and preventive actions:

- **Proactive Communication:**
End-of-year reminders on permit renewals, inspection requirements, and compliance timelines were issued to developers.
- **Institutionalisation of GRM Procedures:**
Complaint handling processes were fully embedded into routine planning and development control operations.
- **Standardised Planning Guidance:**
Planning guidelines and checklists were consistently applied to reduce misinterpretation and rework.
- **Closure of Outstanding Cases:**
The unresolved case carried over from Q3 2025 was resolved early in Q4, ensuring zero backlog at year-end.

4. Cumulative Performance Review (Q1–Q4 2025)

Over the course of 2025, ASUPDB demonstrated:

- A steady decline in complaint volume
- Improved permit processing predictability
- Faster resolution timelines
- Elimination of integrity-related complaints by mid-year
- Transition from reactive complaint handling to preventive planning support

5. Summary Table

Year / Quarter	Total Complaints	Resolved	Unresolved	Nature of Key Complaints	Major Corrective / Preventive Actions	Remarks
Q4 2025	3	3	0	Permit confirmations, inspection coordination, planning advice	Proactive communication, GRM institutionalisation, standardised guidance	High maturity achieved

6. Conclusion and Sustainability Outlook

The Adamawa State Urban Planning & Development Board concluded 2025 with a stable, effective, and transparent grievance redress mechanism. The low complaint volume, full resolution within Q4, and absence of unresolved cases demonstrate strong institutional capacity and alignment with SABER objectives. Going forward, ASUPDB will sustain these gains through continuous process improvement, digital permit tracking, and proactive stakeholder engagement.

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