



ADAMAWA STATE URBAN PLANNING & DEVELOPMENT BOARD (ASUPDB)

QUARTERLY COMPLAINT MANAGEMENT REPORT

Q1 2026 (January – March 2026)

1. Overview of Complaints

During the first quarter of 2026, the Adamawa State Urban Planning & Development Board (ASUPDB) continued to strengthen its Grievance Redress Mechanism (GRM) through improved digital complaint management, enhanced stakeholder engagement, and greater transparency in planning and development control services. Building on the strong performance recorded in Q4 2025, the Board maintained a responsive and citizen-focused complaint resolution process.

The slight increase in complaint submissions during the quarter reflects improved awareness and accessibility of complaint channels, particularly through the State's centralized **Grievance Redress and Management Information System (GRV-MIS)**, rather than any deterioration in service delivery.

Summary of Complaints (Q1 2026)

- **Total Complaints Received:** 5
- **Resolved:** 5
- **Unresolved:** 0
- **Pending / Under Verification:** 0

Resolution Rate: 100%

All complaints received during the reporting period were resolved within the established Service Level Agreements (SLAs).

2. Nature of Complaints

Complaints received during the quarter were primarily administrative and advisory in nature.

- Permit Processing and Status Enquiries (2 Cases):** Requests seeking updates on development permit applications and clarification on expected processing timelines.
- Building Inspection Scheduling (1 Case):** Request for adjustment of inspection schedules to accommodate ongoing construction activities.
- Planning Compliance Clarification (1 Case):** Enquiry regarding planning requirements following amendments to an approved building design.
- Development Control Advisory (1 Case):** Request for guidance on zoning requirements and documentation for proposed commercial development.

No complaints involving staff misconduct, unauthorized charges, corruption, selective enforcement, or major planning disputes were reported during the quarter.

3. Corrective and Preventive Actions Taken

To sustain efficient service delivery and minimize complaint recurrence, ASUPDB implemented the following measures:

- a. **Enhanced Digital Complaint Management:** All complaints were registered, monitored, and resolved through the State's **GRV-MIS**, improving transparency, accountability, and case tracking.
- b. **Improved Permit Communication:** Applicants received regular updates on permit processing stages, documentation requirements, and inspection schedules to reduce uncertainty and unnecessary follow-up enquiries.
- c. **Stakeholder Engagement:** The Board continued periodic engagement with developers, professional associations, consultants, and property owners to address emerging planning concerns before they escalated into formal complaints.
- d. **Standardization of Planning Guidance:** Updated planning guidance notes, application checklists, and frequently asked questions were made available to applicants to improve compliance and reduce documentation errors.
- e. **Capacity Building:** Planning officers and designated GRM focal persons received refresher training on customer service, complaint resolution, digital case management, and SLA compliance.

4. Performance Review

The Board sustained its strong grievance management performance during Q1 2026 through:

- Full compliance with established GRM Standard Operating Procedures.
- Effective use of the centralized GRV-MIS platform for complaint management.
- 100% complaint resolution within prescribed timelines.
- Improved communication with developers and consultants.
- Enhanced transparency in permit processing and development control.
- Increased public confidence in ASUPDB's planning and regulatory services.

The Board also commenced further integration of complaint management into its digital planning administration initiatives to improve service efficiency.

5. Summary Table

Year / Quarter	Total Complaints	Resolved	Unresolved	Nature of Key Complaints	Major Corrective / Preventive Actions	Remarks
Q1 2026	5	5	0	Permit processing, inspection scheduling, planning compliance, development advisory	GRV-MIS utilization, improved communication, stakeholder engagement, standardized guidance, staff capacity building	Excellent performance sustained with 100% complaint resolution

6. Key Performance Indicators (KPIs)

Indicator	Q1 2026 Performance
Complaints Received	5
Resolution Rate	100%
Average Resolution Time	2.5 Working Days
Complaints Resolved Within SLA	100%
Repeat Complaints	0
Public Satisfaction Rating	95%

7. Challenges

Although complaint management performance remained excellent, the Board identified the following opportunities for continuous improvement:

- Expanding public awareness of digital permit application and complaint services.
- Increasing the adoption of online planning application tracking.

- Further integration of GRV-MIS with the Board's digital planning and permit management systems.
- Continuous training for planning officers on customer engagement and digital service delivery.

8. Recommendations

To further strengthen grievance management and service delivery, ASUPDB will:

- Expand public sensitization on planning regulations, permit procedures, and available complaint channels.
- Strengthen stakeholder engagement with developers, architects, engineers, and town planning professionals.
- Continue digitization of planning application and permit tracking processes.
- Enhance integration between GRV-MIS and ASUPDB's electronic development control systems.
- Conduct periodic customer satisfaction surveys to identify service improvement opportunities.

9. Conclusion and Outlook

The Adamawa State Urban Planning & Development Board maintained a responsive, transparent, and efficient Grievance Redress Mechanism throughout the first quarter of 2026. The achievement of a **100% complaint resolution rate**, timely service delivery, and effective utilization of the State's centralized **GRV-MIS** demonstrates the Board's commitment to accountability, regulatory excellence, and customer-focused service delivery.

Going forward, ASUPDB will continue to strengthen digital governance, enhance stakeholder engagement, improve permit administration, and support Adamawa State's Ease of Doing Business reforms through efficient and transparent grievance management.

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Adamawa State Urban Planning & Development Board (ASUPDB)

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