



ADAMAWA STATE URBAN PLANNING & DEVELOPMENT BOARD (ASUPDA)

GRIEVANCE REDRESS MECHANISM (GRM) 2025 ANNUAL PERFORMANCE REPORT

Reporting Period: January 1, 2025 – December 31, 2025

Date of Report: December 31, 2025

1. Executive Summary

During the 2025 reporting period, the Adamawa State Urban Planning & Development Board (ASUPDA) recorded 339 service requests relating to its monitored urban planning/development service. Of these, 303 (89.4%) were completed within the applicable service timeframe, while 36 (10.6%) were outside the within-SLA completion count.

The annual performance remained above the 75% service-compliance benchmark used in the monthly reporting framework. Performance was generally sustained throughout the year, although monthly volumes and within-SLA outcomes varied.

The underlying monthly records primarily measure service requests and SLA performance. They do not provide a separate complaint-level register containing complaint categories, complainant profiles, channels, escalation or appeal outcomes. Accordingly, this report does not treat all service requests as formal grievances.

2. GRM Overview

Component	2025 ASUPDA Position
Institution	Adamawa State Urban Planning & Development Board (ASUPDA)
Reporting Period	January 1, 2025 – December 31, 2025
Primary Service Covered	Urban Planning / Development Permit Service Requests
Stipulated Service Timeframe	2 Weeks
GRM / Complaint Portal	grv-mis.adamawastate.gov.ng
Reference Compliance Benchmark	75% within applicable SLA
Total Requests Received	339
Completed Within SLA	303 (89.4%)
Outside Within-SLA Count	36 (10.6%)

3. Summary of Grievances Received & Resolved

Quarter	Requests Received	Completed Within SLA	Outside Within-SLA Count	Compliance Rate
Q1 (Jan–Mar)	84	75	9	89.3%
Q2 (Apr–Jun)	75	68	7	90.7%
Q3 (Jul–Sep)	83	75	8	90.4%
Q4 (Oct–Dec)	97	85	12	87.6%
TOTAL	339	303	36	89.4%

4. Nature of Complaints / Service Requests

Service / Issue Category	Number Recorded	Share of Annual Volume
Urban Planning / Development Permit Requests	339	100%
TOTAL	339	100%

The supplied 2025 ASUPDA reports identify urban planning/development permit requests as the service category being monitored. The source records do not provide sufficient evidence to create separate complaint counts for issues such as approval delay, documentation, site inspection, development control, building plan review or other complaint themes. These should be separately classified in the formal GRM register.

5. Detailed GRM Log – 2025

S/N	Reporting Month	Service / Complaint Type	Received	Within SLA	Outside SLA	Status	Remarks
1	January 2025	Urban Planning / Development Permit	23	20	3	Within SLA	20 completed within 2 weeks; 3 outside the within-SLA count.
2	February 2025	Urban Planning / Development Permit	26	26	0	Within SLA	26 completed within 2 weeks; 0 outside the within-SLA count.
3	March 2025	Urban Planning / Development Permit	35	29	6	Within SLA	29 completed within 2 weeks; 6 outside the within-SLA count.
4	April 2025	Urban Planning /	20	18	2	Within SLA	18 completed

		Development Permit					within 2 weeks; 2 outside the within-SLA count.
5	May 2025	Urban Planning / Development Permit	30	27	3	Within SLA	27 completed within 2 weeks; 3 outside the within-SLA count.
6	June 2025	Urban Planning / Development Permit	25	23	2	Within SLA	23 completed within 2 weeks; 2 outside the within-SLA count.
7	July 2025	Urban Planning / Development Permit	25	23	2	Within SLA	23 completed within 2 weeks; 2 outside the within-SLA count.
8	August 2025	Urban Planning / Development Permit	28	25	3	Within SLA	25 completed within 2 weeks; 3 outside the within-SLA count.
9	September 2025	Urban Planning / Development Permit	30	27	3	Within SLA	27 completed within 2 weeks; 3 outside the within-SLA count.

10	October 2025	Urban Planning / Development Permit	32	29	3	Within SLA	29 completed within 2 weeks; 3 outside the within-SLA count.
11	November 2025	Urban Planning / Development Permit	36	32	4	Within SLA	32 completed within 2 weeks; 4 outside the within-SLA count.
12	December 2025	Urban Planning / Development Permit	29	24	5	Within SLA	24 completed within 2 weeks; 5 outside the within-SLA count.

6. Performance Analysis & Lessons Learned

Compliance Achieved: ASUPDA completed 303 of 339 recorded requests within the applicable two-week service timeframe, resulting in an annual compliance rate of 89.4%.

Service Volume: ASUPDA recorded its highest monthly request volume in November (36 requests), while January recorded 23 requests. The annual pattern shows a generally active and relatively consistent demand for the monitored service.

Timeliness: Performance was strongest in February, when all 26 recorded requests were completed within SLA. The largest monthly gap occurred in March, when 29 of 35 requests were completed within SLA.

Operational Learning: Requests exceeding the two-week timeframe should be reviewed individually to identify the specific cause, including incomplete documentation, technical review, site verification, planning assessment, inter-agency consultation or workload.

Transparency: Applicants should continue to be informed of the published service timeframe and the available GRM channel for raising concerns where service expectations are not met.

7. Recommendations

1. Maintain a complete ASUPDA GRM/service-request register with unique case references.
2. Record date received, applicant/request type, project or service location, responsible unit, SLA due date, resolution date and closure status.
3. Introduce standard complaint categories so formal grievances can be distinguished from routine planning/development applications.
4. Use an SLA monitoring dashboard or weekly exception report to flag cases approaching the two-week deadline.
5. Record the specific reason for every case exceeding the applicable SLA and the corrective action taken.
6. Continue public communication of ASUPDA service standards and the official GRM submission channel.
7. Conduct quarterly management reviews of delayed cases and recurring service issues.

8. Conclusion

The 2025 Adamawa State Urban Planning & Development Agency service-request/GRM performance record shows 339 recorded requests, of which 303 (89.4%) were completed within the applicable two-week service timeframe. The annual performance exceeded the 75% reference benchmark. Strengthening complaint-level classification, case tracking and documentation of delay reasons will improve the completeness and transparency of future ASUPDA GRM reporting.