

ENUGU STATE GOVERNMENT											
ENUGU STATE STRUCTURES FOR SIGNAGE AND ADVERTISEMENT AGENCY											
GRIEVANCE REDRESS MECHANISM REPORT - SEPTEMBER 2025											
SN	TRACKING NO	COMPLAINANTS NAME	CONTACT (PHONE)	DATE OF COMPLAINT	TYPE OF COMPLAINT (BASED ON CLASSIFICATION)	DESCRIPTION OF ISSUE	AMOUNT LOST	RESPONDING PARTY	DATE OF RESPONSE	ACTION TAKEN	STATUS (OPEN/ONGOING/RESOLVED)
1	ENSSAA/0925/001	ENUGU MALL	07015552609	22 September 2025	BILLBOARD INSTALLATION IN FRONT OF ENUGU MALL FACILITY	BILLBOARD STRUCTURE BEING MOUNTED DIRECTLY AT THE EXIT FRONTAGE OF THE ENUGU MALL	NILL	GENERAL MANAGER	23 September 2025	SUSPEND INSTALLATION OF BILLBOARDS ALONG THE ENTRANCEWAY OF ENUGU MALL	RESOLVED
2	ENSSAA/0925/002	KREATIVE MINDZ MULTIMEDIA COMPANY	08032880585	24 September 2025	APPLICATION FOR BILLBOARD ADJUSTMENT	PRACTITIONER WISHES TO UPGRADE THE SIZE OF HIS BILLBOARD FROM A 10X20ft TO 12x25ft.	NILL	GENERAL MANAGER	14 October 2025	PLACED A HOLD ON ALL ADJUSTMENTS	ONGOING