

ENUGU STATE GOVERNMENT											
ENUGU STATE STRUCTURES FOR SIGNAGE AND ADVERTISEMENT AGENCY											
GRIEVANCE REDRESS MECHANISM REPORT - OCTOBER 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/1025/001	LOOK MEDIA	09139944433	20 October 2025	REQUEST FOR REVIEW AND ADJUSTMENT OF 2025 OUTSTANDING BILL	REQUEST FOR REVIEW AND ADJUSTMENT OF 2025 OUTSTANDING BILL DUE TO NON-FUNCTIONALITY OF 2 SITES	1,520,000	GENERAL MANAGER	30 October 2025	DUE TO NON-OPERATIONAL STATUS 50% DISCOUNT WAS GIVEN	ONGOING