

ENUGU STATE GOVERNMENT											
ENUGU STATE STRUCTURES FOR SIGNAGE AND ADVERTISEMENT AGENCY											
GRIEVANCE REDRESS MECHANISM REPORT - DECEMBER 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/1225/001	ARTSTERIX LIMITED	08033246000	02 December 2025	APPEAL FOR WAIVER OF OUTSTANDING 2025 YEARLY ADVERT FEE	PRACTITIONER APPEALS FOR WAIVER OF OUTSTANDING 2025 YEARLY ADVERT FEE DUE TO RELOCATION OF HIS UNIPOLE AT ABAKPA JUNCTION	1,090,200	GENERAL MANAGER	12 December 2025	WILLING TO OFFER A 30% DISCOUNT ON THE REMAINING BALANCE OF N3,634,000.	ONGOING