

ENUGU STATE GOVERNMENT											
MINISTRY OF TRANSPORTATION											
GRIEVANCE REDRESS MECHANISM REPORT - NOVEMBER 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	MTII/0104/VOL_1/001					The traffic light suddenly moved from Green to Red without Amber. I couldn't stop my vehicle immediately because I didn't envisage the sudden change of the traffic light. I explained to the officers to no avail, they insisted on taking me to the office.				The offender was discharged. The issue was escalated to the agency in charge of traffic light to address. The officers were cautioned.	
		Arinze Francis	07031481369	17 November 2025	Bad traffic light		Non	MOT	23 January 2026		RESOLVED