

| ENUGU STATE GOVERNMENT                                      |                 |                                        |                 |                   |                                             |                                                                      |             |                  |                  |                                            |                                |
|-------------------------------------------------------------|-----------------|----------------------------------------|-----------------|-------------------|---------------------------------------------|----------------------------------------------------------------------|-------------|------------------|------------------|--------------------------------------------|--------------------------------|
| ENUGU STATE STRUCTURES FOR SIGNAGE AND ADVERTISEMENT AGENCY |                 |                                        |                 |                   |                                             |                                                                      |             |                  |                  |                                            |                                |
| GRIEVANCE REDRESS MECHANISM REPORT - APRIL 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/0125/001 | GLOBAL OUTDOOR SYSTEMS NIGERIA LIMITED | 09116138575     | 14 April 2025     | REQUEST FOR A 20% DISCOUNT ON BILL          | CLIENT WAS SEEKING FOR A 20% DISCOUNT ON HIS TOTAL BILL FOR THE YEAR | 249,000     | GENERAL MANAGER  | 23 July 2025     | A DISCOUNT OF 10% WAS ISSUED TO THE CLIENT | RESOLVED                       |