

ENUGU STATE GOVERNMENT											
ENUGU STATE STRUCTURES FOR SIGNAGE AND ADVERTISEMENT AGENCY											
GRIEVANCE REDRESS MECHANISM REPORT - JULY 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/0725/001	SIGNPLUS GLOBAL SERVICES LIMITED	08035718618	18 July 2025	ANNUAL RATE CHARGE ON BILLBOARDS	CLIENT WANT FEES TO BE CHARGED BASED ON ADVERT PLACED ON BILLBOARD	NILL	ADMIN. OFFICER	18 July 2025	ISSUE IS BEEN LOOKED INTO	OPEN
2	ENSSAA/0725/002	DEKASH EMPIRE GLOBAL LIMITED	09030378317	30 July 2025	APPEAL FOR REDUCTION IN BILL	CLIENT WAS SEEKING FOR A DISCOUNT ON BILL CHARGED	125,000	GENERAL MANAGER	05 August 2025	DISCOUNT OF 125,000.00 WAS GIVEN TO THE CLIENT	RESOLVED
3	ENSSAA/0725/003	OUI NIGERIA LIMITED	08064097150	31 July 2025	MALICIOUS DAMAGE OF BILLBOARD	UNAUTHORIZED DAMAGE AND REMOVAL OF BILLBOARDS	NILL	LEGAL OFFICER	04 August 2025	LETTER WAS WRITTEN TO THE ENGINEERING FIRM, SEEKING FOR DAMAGES	ONGOING
4	ENSSAA/0725/004	FLOAT MULTI VENTURE MEDIA & LOGISTICS LIMITED	08068108150	31 July 2025	MALICIOUS DAMAGE OF BILLBOARD	UNAUTHORIZED DAMAGE AND REMOVAL OF BILLBOARDS	NILL	LEGAL OFFICER	04 August 2025	LETTER WAS WRITTEN TO THE ENGINEERING FIRM, SEEKING FOR DAMAGES	ONGOING