

ENUGU STATE GOVERNMENT											
ENUGU STATE STRUCTURES FOR SIGNAGE AND ADVERTISEMENT AGENCY											
GRIEVANCE REDRESS MECHANISM REPORT - AUGUST 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/0825/001	GOODNEWS CLINIC & MARTERNITY	08033802586	06 August 2025	MANNER OF APPROACH BY ENFORCEMENT TEAM	CLIENT DID NOT LIKE THE WAY OUR ENFORCEMENT TEAM APPROACHED HIM FOR PAYMENT OF HIS SIGNAGE FEE	NILL	ADMIN. OFFICER	08 August 2025	ADDRESSED OUR ENFORCEMENT TEAM ON METHOD OF APPROACH TO CLIENTS	RESOLVED