

GRIEVANCE REDRESS MECHANISM (GRM) RESPONSE STATUS FORM

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S/N	APPLICATION NO	NAME OF COMPLAINANT	CONTACT DETAILS	DATE OF COMPLAINT	DESCRIPTION OF COMPLAINT	RESPONSIBLE MINISTRY, DEPARTMENT AND AGENCY (MIDA)	MODE/CHANNEL OF RECEIVING GRIEVANCE	DETAILS OF WHERE THE REPORT WAS MADE	STATUS OF COMPLAINT	ACTIONS TAKEN	FINAL RESOLUTION	DATE OF FINAL RESOLUTION	FEEDBACK GIVEN	MODE/CHANNEL OF FEEDBACK	OFFICER COMPLETING THE FORM
1	2024/001	Hon C.N	N/A	3/7/2024	Challenge in Obtaining CoFO atMinistry of Lands and Housing	phone to customer	phone Number	Umuawa, Umuahia North LGA to customer care	Resolved	Application for CoFo fast-tracked and CoFo issued.	CoFo issued to customer	30/07/2024	CoFo received	Phone call toEkeoma	
2	2024/002	Mrs Ijeoma.A	N/A	8/11/2024	Delay in Obtaining Building PerMinistry of Lands and Housing	Whatsapp Chat	Lagos State to Customer care	Resolved	Checklist of process of obtaining building permit forwarded to customer	Customer done with processing of building permit, currently applied for CoFo issuance	Customer guided to obtain ABSSIN NO, directed to receiving banks.	28/11/2024	Customer certified	Whatsapp chat	Ekeoma
3	2024/003	Prince Q.C	N/A	12/11/2024	request for guidance for obtainMinistry of Lands and Housing	Phone to customer	cDubai to Lands Customer care	Resolved	Contacts of head of survey unit,availed to customer, then process of payment of ground rent,obtaining building plan and CoFo forwarded to customer Via whatsapp and customer email.	A meeting was held between the community commissioner for Lands and Housing and Head of ABSEDA to proffer	Customer guided to obtain ABSSIN NO, directed to receiving banks.	14/11/2024	Customer certified	Whatsapp chat	Ekeoma
4	2024/004	Chief N.O.O	N/A	2/12/2024	Attempt to take their farmlandMinistry of Lands and Housing	Phone to customer	cWalk in Customer with a peer	Complain under solution for the problem		discussions ongoing	Resolution	10/12/2024 ongoing	Townhall Meeting	Ekeoma	

Signed:
ESV. Ekeoma Godson Onyemuru

Head of customer service