



KATSINA STATE URBAN AND REGIONAL PLANNING BOARD (URPB)
Tpl. Abubakar Sulaiman House, No. 9 Sarki Abdurrahman way, Katsina

2024 ANNUAL GRM REPORT FOR URPB DLIs

DATE	COMPLAINT	FROM	PHONE NO.	EMAIL OF COMPLAINANTS	CURRENT STATUS	CLOSE DATE	COMPLAINT CATEGORY	LOCATION	DLI	SLA TIMELINE
12/2/2024	Dispute with land owners	Bishir Bello	07032460096	sadbash06@gmail.com	Resolved	28/2/2024	Delay in Service	Katsina	Fiber Optics	30 Days
05/3/2024	Non-Issuance of payment receipts	Ibrahim Lawal Mashi	08036420712	ibrahilawalashi94@gmail.com	Resolved	11/03/2024	Billing Payment	Katsina	Construction Permit	30 Days
25/6/2024	Non-Issuance of payment receipts	Luqman Rabe Mani	08038246446	luqmanrab@gmail.com	Resolved	08/7/2024	Billing Payment	Katsina	Signage Placement	30 Days
26/6/2024	Prolong service	Abdullahi Gidado	08037515948	abdgidado3@gmail.com	Resolved	09/7/2024	Delay in Service	Daura	Construction Permit	30 Days
03/7/2024	Non-Issuance of payment receipts	Fadila Abdulrahman	08062262418	fadilahabdulrahman@gmail.com	Resolved	10/7/2024	Billing payment	Katsina	Construction Permit	30 Days
19/8/2024	Non-Issuance of payment receipts	Yusuf Sani Stores	08034310582	yussstores@gmail.com	Resolved	30/8/2024	Billing Payment	Daura	Construction Permit	30 Days
20/8/2024	Non-Issuance of payment receipts	Zaharaddenen I. Idris	08138576355	zaharaddeen01@gmail.com	Resolved	22/8/2024	Billing Payment	Funtua	Construction Permit	30 Days



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GRIEVANCES REDRESS MECHANISM REPORT

January 2024-DECEMBER 2025

COMPLAINTS Resolved.....7

Complaints Unresolved: 0

Total Complaints Received: 7