

MINISTRY OF LANDS, HOUSING, URBAN DEVELOPMENT AND REGIONAL PLANNING, JIGAWA STATE

NO. 1 Justice Dahiru Mustapha Road, Glass House, Dutse Jigawa State

Contacts: 08059502304 or 07015606515

Email Address: land@jigawastate.gov.ng

GRIEVANCES REDRESS MECHANISM (GRM)

- 1. Address:** NO. 1 Justice Dahiru Mustapha Road, Glass House, Dutse Jigawa State
- 2. Working Hours:** Monday to Thursday 9:00am to 3:30pm
- 3. Contact Person:** Grievance Redress Officer Bashir Ahmad
- 4. Contact No.:** 08059502304 or 07015606515
- 5. Email Address:** land@jigawastate.gov.ng

STEPS FOR REDRESS MECHANISM:

STAGE	ACTION	RESPONSIBLE PARTY	TIMEFRAME
Identification of Grievance:	Clearly define the nature of the grievance related to land and physical planning issues	Grievant (Traders)	1 day
Submission of Complaint:	Submit a written complaint to the designated authority within the ministry. Include details such as your name, contact information, and a thorough description of the grievance	Grievant (Traders)	7 days
Acknowledgment of Complaint:	The ministry should acknowledge receipt of your complaint and provide a reference number for tracking purposes.	Grievance Redressal Officer	Within 2 working days
Investigation:	The ministry will conduct a thorough investigation into the grievance. This may involve reviewing relevant documents, conducting site visits, and gathering necessary information	Grievance Redressal Team	Within 15 days
Resolution:	Based on the findings, the ministry will work towards resolving the grievance. This could involve corrective	Grievance Redressal Officer	Within 30 days

	actions, policy changes, or other appropriate measures.		
Communication of Decision:	The ministry will communicate the decision and resolution to the complainant. This should include the rationale behind the decision and any actions to be taken.	Grievance Redressal Officer	Within 7 days
Appeal Process:	If the complainant is not satisfied with the decision, there may be provisions for an appeal. The appeal process should be clearly outlined, specifying the steps to be followed.	Appellate Authority	Within 14 days of resolution communication
Closure of Grievance:	Once the grievance is resolved and the appeal process (if any) is exhausted, the case is considered closed. The ministry may conduct a follow-up to ensure the implemented measures are effective.	Appellate Authority	Within 30 days of appeal submission

Signed
Honourable Commissioner
Jigawa State Ministry of Lands, Housing, Urban
Development and Regional Planning
December, 2024

Friday, December 29, 2024 12:46:55 PM