



## KOGI STATE MINISTRY OF ENVIRONMENT AND NATURAL RESOURCES

Detailed Grievance Register (Environmental Impact Assessment Complaints – January 2025  
to December 2025)

S N	Complaint ID	Nature of Complaint	Channel	Date Received	Action Taken	Date of Final Resolution	Resolution Time (Days)	Status
1	KSMENR/EIA/GRM/01/2025	Delay in issuance of Environmental Impact Assessment approval after submission	Phone call	13/01/2025	Application reviewed and EIA approval process expedited	22/01/2025	9	Resolved
2	KSMENR/EIA/GRM/02/2025	Incomplete feedback provided on submitted EIA report	Written	10/02/2025	Technical review completed and detailed feedback issued	18/02/2025	8	Resolved
3	KSMENR/EIA/GRM/03/2025	Failure to acknowledge payment for EIA processing fee	Physical	12/03/2025	Payment verified and official receipt issued	19/03/2025	7	Resolved
4	KSMENR/EIA/GRM/04/2025	Delay in scheduling site inspection for EIA verification	Physical	15/04/2025	Site inspection conducted and report filed	23/04/2025	8	Resolved
5	KSMENR/EIA/GRM/05/2025	Discrepancy between approved project scope and EIA conditions	Phone call	19/05/2025	Joint technical review conducted and conditions clarified	27/05/2025	8	Resolved
6	KSMENR/EIA/GRM/06/2025	Dispute over Environment	Written	17/06/2025	Fee schedule reviewed and	25/06/2025	8	Resolved

		al Impact Assessment fee charged			excess charge refunded			
7	KSMENR/EIA/GRM/07/2025	EIA monitoring visit conducted without prior notification	Physical	14/07/2025	Engagement held and notification protocol reinforced	19/07/2025	5	Resolved
8	KSMENR/EIA/GRM/08/2025	Lack of communication on readiness of EIA approval certificate	Phone call	12/08/2025	Applicant notified and certificate released	21/08/2025	9	Resolved
9	KSMENR/EIA/GRM/09/2025	Incorrect project details reflected on issued EIA certificate	Written	16/09/2025	Records reviewed and corrected EIA certificate issued	24/09/2025	8	Resolved
10	KSMENR/EIA/GRM/10/2025	Delay in endorsement of EIA clearance for subsequent permits	Physical	14/10/2025	Endorsement completed and documents forwarded	20/10/2025	6	Resolved