



# **NIGER STATE SIGNAGE & ADVERTISEMENT AGENCY (NISSAA)**

The Agency NISSAA was established in 2018 by the Advertisement Tax Law 2018. The Agency has 7 area offices well equipped with staffs

**Address:** Revenue House, P.M.B. 28, Old Secretariat, Minna, Niger State.

**GSM:** +2348187900737, +2348187900684, +2349030891999

**E-mail Address:** [nissaa.customercare@gmail.com](mailto:nissaa.customercare@gmail.com)

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## **GRIEVANCE REDRESS MECHANISM (GRM) FOR NISSAA**

### **Purpose**

The GRM ensures that grievances and complaints raised by clients, stakeholders, or the general public about signage and advertising processes are addressed transparently, effectively, and within stipulated timeframes.

### **Scope**

This mechanism applies to all stakeholders, including first-party and third-party applicants, corporate entities, individual businesses, and professional advertisers, engaging with NISSAA.

### **Procedure**

#### **1. Submission of Grievance**

- Complaints can be submitted via the following channels:
  - NISSAA Headquarters or Area Offices.  
Revenue House, P.M.B. 28, Old Secretariat, Minna,  
Niger State.
  - Email: [nissaa.customercare@gmail.com](mailto:nissaa.customercare@gmail.com)
  - Hotline: +2348187900737, +2348187900684, +2349030891999

- Required details:
  - Complainant's name and contact information.
  - Description of the grievance, including related processes/documents.
  - Relevant reference numbers (e.g., application ID or receipt numbers).

## **2. Acknowledgment**

- Grievances will be acknowledged within 2 working days through email, SMS, or an acknowledgment letter.

## **3. Investigation and Assessment**

- NISSAA will assign the grievance to an appropriate officer/team for resolution.
- Site inspections or stakeholder consultations will be conducted if necessary.

## **4. Resolution and Feedback**

- A resolution will be communicated to the complainant within 10 working days.
- If additional time is required, the complainant will be notified within the initial timeframe.

## **5. Appeals**

- If dissatisfied with the resolution, the complainant may escalate the grievance to the NISSAA Appeals Committee within 7 working days.
- Appeals will be resolved within 15 working days.

## **6. Closure**

- A grievance is considered closed when the complainant accepts the resolution or after appeal options are exhausted.

### **Documentation and Monitoring**

- All grievances will be logged and tracked through the NISSAA GRM database.
- Quarterly reviews of grievance trends will be conducted to improve processes.

### **For More Enquiry, Contact:**

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**E-mail Address:** [nissaa.customercare@gmail.com](mailto:nissaa.customercare@gmail.com)

**Signed:**  
**Managing Director**  
**Signage and Advertisement Agency**  
**30<sup>th</sup> December, 2023**

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