

CITIZENSGATE RESOLUTION PERFORMANCE ACROSS MINISTRIES, DEPARTMENTS AND AGENCIES.

#	MDA	Resolved	Outstanding
1	CMC CITIZENS' MEDIATION CENTRE	11	22
2	LASCOPA Lagos State Consumer Protection Agency	1	11
3	LASBCA Lagos State Building Control Agency	5	10
4	OPLCE Office Of Political, Legislative & Civic E...	31	9
5	TRANSPORT Lagos State Ministry Of Transport	16	7
6	LSEB Lagos State Electricity Board	15	5
7	MYSD Ministry Of Youth & Social Development	2	5
8	MOH Ministry Of Health	0	5
9	ODSWR Office Of Drainage Services And Water Reso...	17	4
10	OPM Office Of Police Monitoring	0	4
11	LSPWC Lagos State Public Works Corporation	9	3
12	LASIAMA Lagos State Infrastructure Asset Managemen...	4	3
13	LANDS BUREAU Lagos State Lands Bureau	2	3
14	DSVA Lagos State Domestic And Sexual Violence A...	7	2
15	MBSE Ministry Of Basic And Secondary Education	0	2
16	LAWMA Lagos Waste Management Authority	54	1

17	PMO Parastatals Monitoring Office	6	1
18	MPPUD Ministry Of Physical Planning And Urban De...	4	1
19	MOJ Ministry Of Justice	3	1
20	VIS VEHICLE INSPECTION SERVICE	1	1
21	ED6 Education District VI	1	1
22	IMBL IBILE MICROFINANCE BANK LIMITED	0	1
23	OTCI Lagos State Office Of Transformation, Crea...	0	1
24	LASSC Lagos State Safety Commission	0	1
25	LSHSC LAGOS STATE HEALTH SERVICE COMMISSION	0	1
26	LASPPPA Lagos State Physical Planning Permit Autho...	0	1
27	METP Ministry Of Establishments Training And Pe...	0	1
28	SDG Lagos Global Office Of Sustainable Develop...	0	1
29	HOUSING Ministry Of Housing	7	0
30	AGRIC Lagos State Ministry Of Agriculture	5	0
31	PUBLIC DEFENDER Lagos State Office Of The Public Defender	3	0
32	MVAA Lagos State Motor Vehicle Administration A...	2	0
33	HEALTH DISTRICT LAGOS HEALTH DISTRICT II	1	0
34	LASPEMA Lagos State Planning & Environmental Monit...	1	0
35	MEPB Ministry Of Economic Planning & Budget	1	0
36	ED2 Education District II	9	0
37	LSTML Lagos State Material Testing Laboratory	3	0
38	LASRERA Lagos State Real Estate Regulatory Authori...	24	0
39	MOE&W MINISTRY OF THE ENVIRONMENT & WATER RESOUR...	12	0

40	LASEMA Lagos State Emergency Management Agency	6	0
41	LASHMA Lagos State Health Management Agency	3	0
42	LSSC Lagos State Sports Commission	5	0
43	LIRS Lagos State Internal Revenue Services	4	0
44	LASTMA Lagos State Traffic Management Authority	12	0
45	LAGBUS Lagos Bus Transportation	9	0
46	INFRASTRUCTURE Ministry Of Works & Infrastructure(Office ...	15	0
47	OEQA Office Of Education Quality Assurance	4	0
48	LASRRA Lagos State Residents Registration Agency	2	0
49	LASIMRA Lagos State Infrastructure Maintenance And...	1	0
50	FERRYSERVICES Lagos State Ferry Service	2	0
51	LWIL Lekki Worldwide Investments Limited	2	0
52	MTE Lagos State Ministry Of Tertiary Education	1	0
53	LSESOU LAGOS STATE ENVIRONMENTAL AND SPECIAL OFFE...	1	0
54	LASCODA Lagos State Coconut Development Authority	1	0
55	ED1 Education District I	6	0

56	MOWCAE Ministry Of Wealth Creation And Employment	15	0
57	LSLB Lagos State Library Board	2	0
58	LSCPWB LAGOS STATE CHRISTIAN PILGRIMS WELFARE BOA...	2	0
59	MLGCA Ministry Of Local Government, Chieftaincy ...	12	0
60	MEMR Ministry Of Energy & Mineral Resources	16	0
61	LASPARK Lagos State Parks And Gardens Agency	4	0
62	LSBTS Lagos State Blood Transfusion Services	1	0
63	LTR Lagos Traffic Radio	3	0
64	LASAMBUS Lagos State Ambulance Service	12	0
65	LAGESC Lagos State Environmental Sanitation Corps	10	0
66	LASUTH Lagos State University Teaching Hospital	5	0
67	LASCON Lagos State College Of Nursing	1	0
68	LASFS Lagos State Fire Service	1	0
69	SCHOLARSHIPBOARD Lagos State Scholarship Board	9	0
70	MCCTI Ministry Of Commerce, Cooperative, Trade A...	1	0
71	LSLGA Lagos State Lotteries And Gaming Authority	1	0
72	Ministry Of Women Affair Ministry Of Women Affairs And Poverty Alle...	5	0
73	LASEPA Lagos State Environmental Protection Agenc...	55	0
74	LASPA Lagos State Parking Authority	5	0
75	HOMEAFFAIRS Ministry Of Home Affairs	1	0
76	LNSA Lagos Neighbourhood Safety Agency	5	0
77	LSPHCB Lagos State Primary Healthcare Board	2	0
78	NTDA New Towns Development Authority	1	0
79	LAMATA Lagos State Metropolitan Area Transport Au...	13	0

80	C3 Command And Control Centre	2	0
81	Land Use Charge Land Use Charge Assessment Appeal Tribunal	2	0
82	HEFAMAA Health Facility Monitoring And Accreditati...	2	0
83	MOST Ministry Of Science & Technology	5	0
84	LSWMO Lagos State Waste Water Management Authori...	4	0
85	LASPEC Lagos State Pension Commission	1	0
86	LASDRI Lagos State Development Resources In...	1	0

Where the backlog actually sits: 28 of 86 agencies carry at least one outstanding ticket, totalling 108 across the platform. The three largest concentrations are **CMC** (22), **LASCOPA** (11), **LASBCA** (10) — prioritise these first when clearing the queue.

08 What Citizens Complain About

Issue categories inferred from message + agency, with resolution speed.

