



KATSINA STATE INTERNAL REVENUE SERVICE.
GRIEVANCE REDRESS MECHANISM
CHARTER

| S/No | DATE | AGGRIEVED | TYPE OF GRIEVANCE | REDRESS MECHANISM | REMARK |
|------|-------------|-------------------|--|--|----------------|
| 1. | June 2024 | Abdulkarim Aliyu | Original Driver's License Not Printed within the stipulated period | Printed and delivered immediately | Resolved 100% |
| 2. | June 2024 | Muntari Umar | Drivers' License issuance delayed | Immediately reported to the FRSC. | Resolved 100% |
| 3. | June 2024 | Mukhar AGM | Applied for a special NNNP with code 7, but couldn't be processed, because it has been allocated previously to other applicant | Advised to change to the Code AGM-7, which he agreed. The number plate produced and delivered. | Resolved 100% |
| 4. | August 2024 | Aliyu Usman Mashi | Drivers' License ID duplicated | Applicant has been recaptured and reissued with the new (unique) ID | Resolved 100% |
| 5. | August 2024 | Bishir Lawal | No record found in the FRSC database. | Drivers' License number wrongly quoted. The applicant was advised to use the right DL number | Resolved 100% |
| 6. | Sept 2024 | Bello Fago Isa | Drivers' License not produced because the applicant is wearing a cap contrary to the NDL new policy | The Service wrote to the FRSC to process the license because the fault was not born by the applicant | On the process |
| 7. | Oct 2024 | Yakubu S. Lawal | Paid for number plate replacement "KTN 709 AG" but staff through which he made the payment delayed the payment | Action has been taken against the staff and now order has been placed with FRSC to that effect. | On the process |