

# KATSINA STATE INTERNAL REVENUE SERVICE (KTIRS) GRIEVANCE REDRESS MECHANISM (GRM) REPORT

**Drivers' Licence and Motor Vehicle Services**

**Reporting Period: January – December 2025**

*Annual GRM Complaint Management Report*

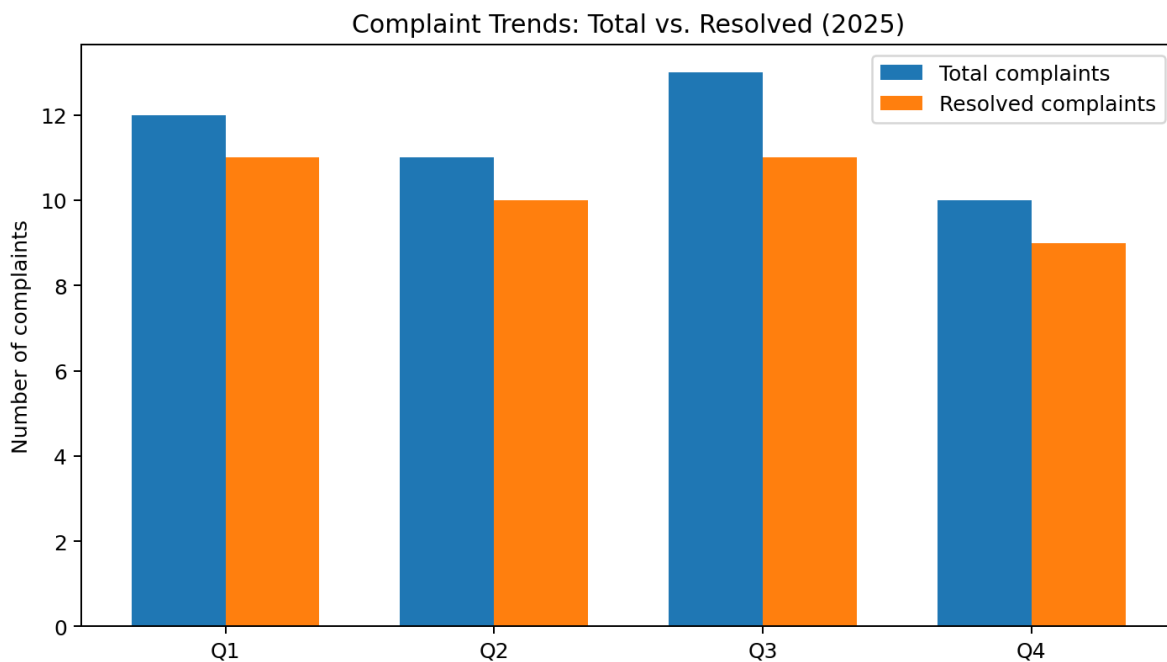


## 1. Overview of Complaints

During the 2025 reporting period, the four quarterly GRM registers recorded 46 complaints relating to Drivers' Licence and Motor Vehicle services. Of these, 41 complaints were recorded as resolved and 5 remained pending at the point of compilation, giving a recorded resolution rate of 89.1%.

- Total Complaints: 46
- Resolved: 41
- Pending/Unresolved: 5
- Recorded Resolution Rate: 89.1%

The quarterly classification in this report follows the four source register files supplied for Q1, Q2, Q3 and Q4. The individual complaint-date entries contain some inconsistent date formats/values; therefore, the annual aggregation does not reassign records between quarters based on those dates.



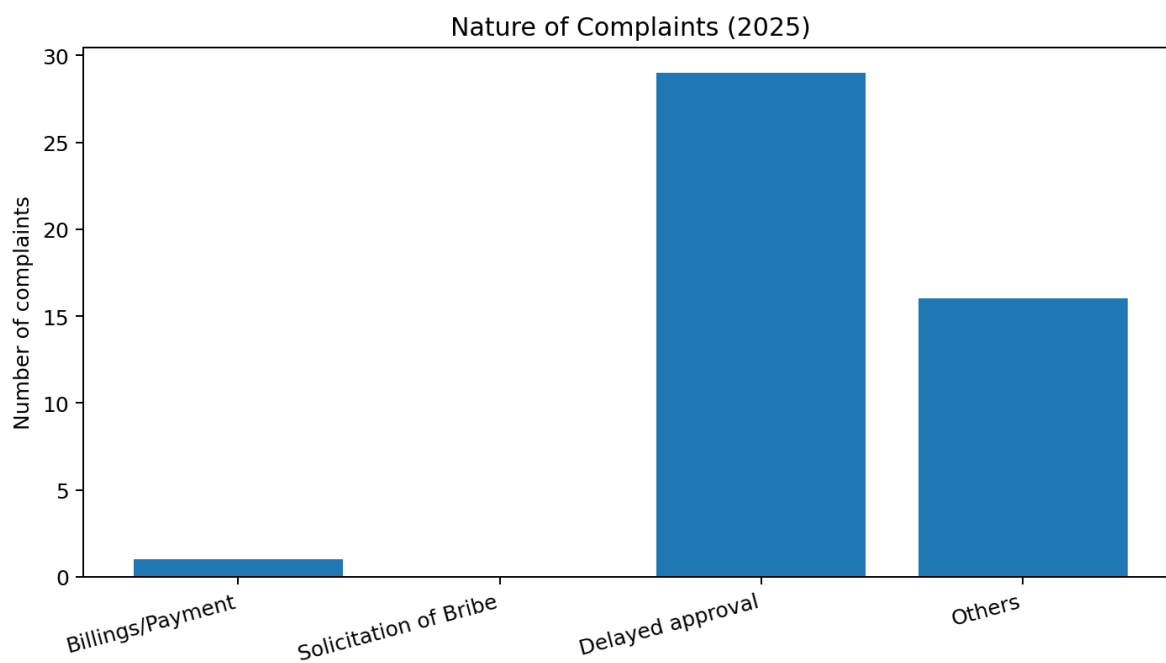
## 2. Quarterly Complaint and Resolution Performance

| Quarter      | Total Complaints | Resolved | Pending | Resolution Rate | Observation             |
|--------------|------------------|----------|---------|-----------------|-------------------------|
| Q1 (Jan-Mar) | 12               | 11       | 1       | 91.7%           | 11 resolved; 1 pending. |
| Q2 (Apr-Jun) | 11               | 10       | 1       | 90.9%           | 10 resolved; 1 pending. |
| Q3 (Jul-Sep) | 13               | 11       | 2       | 84.6%           | 11 resolved; 2 pending. |
| Q4 (Oct-Dec) | 10               | 9        | 1       | 90.0%           | 9 resolved; 1 pending.  |

## 3. Nature of Complaints

For consistency with the Borno State sample report supplied for this assignment, complaints were grouped into Billings/Payment, Solicitation of Bribe, Delayed approval and Others. The classification was applied to the complaint descriptions contained in the registers.

| Category              | No. of Cases | Percentage | Examples from Register                                                                         |
|-----------------------|--------------|------------|------------------------------------------------------------------------------------------------|
| Billings/Payment      | 1            | 2.2%       | Dispute over registration payment.                                                             |
| Solicitation of Bribe | 0            | 0.0%       | No cases recorded in the 2025 registers.                                                       |
| Delayed approval      | 29           | 63.0%      | Registration, licence renewal/card, printing, plate and processing delays.                     |
| Others                | 16           | 34.8%      | Biometric issues, wrong particulars, data correction, plate mismatch/series and similar cases. |

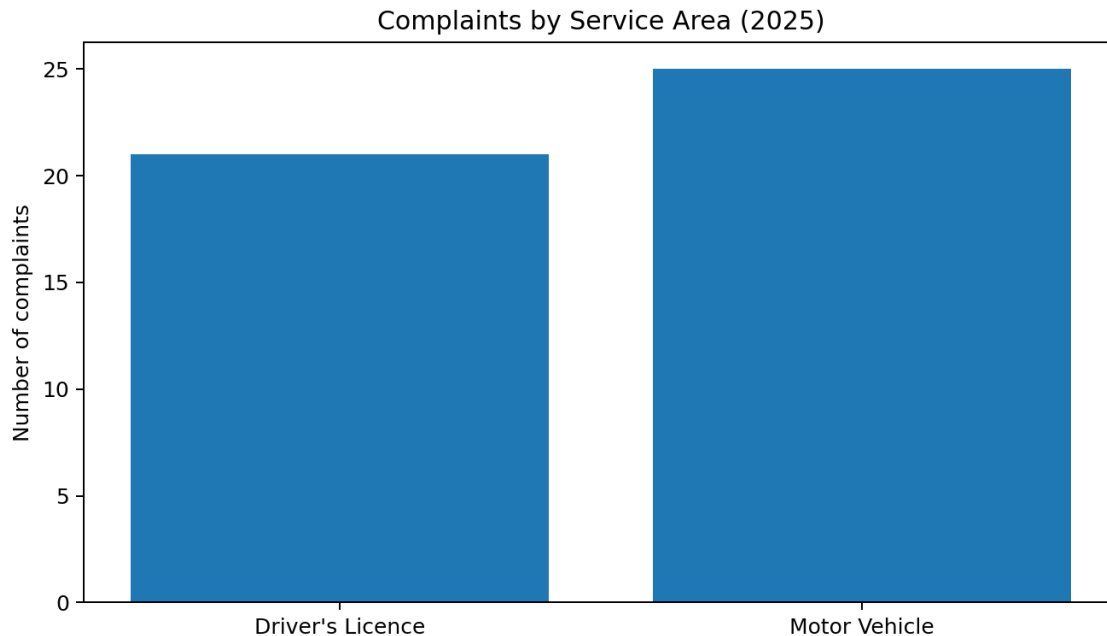


Delayed approval was the largest category, accounting for 29 of 46 complaints (63.0%). Sixteen complaints (34.8%) fell under Others, while one complaint (2.2%) related to Billings/Payment. No complaint in the four registers was classified as Solicitation of Bribe.

## 4. Complaints by Service Area

The application-number prefixes in the registers were used to distinguish DL (Drivers' Licence) from MVR (Motor Vehicle) complaints.

| Service Area     | Total | Resolved | Pending | Resolution Rate | Share of Total |
|------------------|-------|----------|---------|-----------------|----------------|
| Driver's Licence | 21    | 20       | 1       | 95.2%           | 45.7%          |
| Motor Vehicle    | 25    | 21       | 4       | 84.0%           | 54.3%          |



## 5. Corrective Actions Taken

- Application processing and fast-tracking of delayed Drivers' Licence renewals and Motor Vehicle registrations.
- Escalation of licence-card and printing delays to the relevant printing/processing unit.
- Biometric re-capture for biometric capture and mismatch complaints.
- Verification and correction of vehicle and applicant records, including registration particulars, chassis numbers, vehicle colour and data corrections.
- Payment verification for the recorded registration-payment dispute.
- Engagement and follow-up with plate-number vendors where plate issuance or supply was delayed.
- Formal feedback to complainants through in-person, phone, SMS and other channels as recorded in the registers.

## 6. Outstanding / Pending Complaints

The registers contain 5 complaints recorded as Pending. Four of these relate to plate number issuance/supply, while one relates to a Drivers' Licence renewal. The register entries show that follow-up or escalation had already been initiated for the pending cases.

| Quarter      | Application No. | Complaint                      | Action Recorded                              | Current Register Resolution    |
|--------------|-----------------|--------------------------------|----------------------------------------------|--------------------------------|
| Q1 (Jan-Mar) | MVR/KTS/01089   | Delay in plate number issuance | Follow-up initiated with plate number vendor | Awaiting plate number delivery |
| Q2 (Apr-Jun) | MVR/KTS/01371   | Delay in plate number issuance | Vendor contacted                             | Awaiting plate supply          |
| Q3 (Jul-Sep) | DL/KTS/01564    | Renewal delay                  | Escalated                                    | Awaiting processing            |

|              |               |                    |                  |                 |
|--------------|---------------|--------------------|------------------|-----------------|
| Q3 (Jul-Sep) | MVR/KTS/01705 | Plate delay        | Vendor follow-up | Awaiting supply |
| Q4 (Oct-Dec) | MVR/KTS/01939 | Plate number delay | Vendor contacted | Awaiting supply |

## 7. Institutional Learning and Improvement Areas

- Plate-number supply and issuance is the most visible recurring source of outstanding complaints in the 2025 registers and may require closer vendor follow-up and monitoring.
- Delays constitute the dominant complaint category, indicating the value of monitoring processing timelines for registration, renewal, printing and plate issuance.
- The registers demonstrate the use of multiple complaint channels, including walk-in, phone, written and online channels.
- Documented closure actions and feedback channels provide a basis for continued tracking of complaint resolution and citizen response.
- Routine review of GRM data can be used to identify recurring operational bottlenecks and guide service-delivery improvements.

## 8. Summary Table

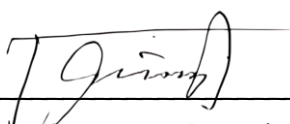
| Period     | Total Complaints | Resolved | Pending | Resolution Rate | Key Complaint Pattern                  | Major Action                                                   |
|------------|------------------|----------|---------|-----------------|----------------------------------------|----------------------------------------------------------------|
| Q1         | 12               | 11       | 1       | 91.7%           | Delays, biometric and payment issue    | Processing, correction, vendor follow-up                       |
| Q2         | 11               | 10       | 1       | 90.9%           | Delays, biometric and data issues      | Fast-tracking, correction, vendor contact                      |
| Q3         | 13               | 11       | 2       | 84.6%           | Registration/licence/plate delays      | Processing, escalation, vendor follow-up                       |
| Q4         | 10               | 9        | 1       | 90.0%           | Registration, licence and plate delays | Processing, escalation, vendor contact                         |
| 2025 Total | 46               | 41       | 5       | 89.1%           | Predominantly delayed approval         | Processing, escalation, record correction and vendor follow-up |

## 9. Further Information & Support

Source records: KTIRS GRM registers for Drivers' Licence and Motor Vehicle services, Q1-Q4 2025. The report has been prepared from the information contained in those registers and follows the structure and category approach illustrated in the supplied Borno State Complaint Management Report Summary.

## 10. Authorization & Attestation

I certify that the information contained in this report is accurate, verified against the 2025 GRM registers supplied for the reporting period, and reflects the status recorded in those registers at the time of compilation.

Authorized Signature: 

Printed Name: Alhaji Aminu Isyaku

Title/Position: Executive Chairman

Date: 30<sup>th</sup> December, 2025