



KATSINA STATE INTERNAL REVENUE SERVICE

GRIEVANCE REDRESS MECHANISM (GRM) REPORT

FOR MOTOR VEHICLE REGISTRATION AND DRIVER'S LICENSE ISSUANCE

APRIL, 2025

1. Introduction

This report presents the Grievance Redress Mechanism (GRM) activities for Motor Vehicle Registration and Driver's License Issuance for the month of April, 2025. The purpose of the report is to document grievances received, actions taken, and the status of resolution in line with approved regulatory timelines.

2. Scope of the Report

The report covers grievances related to the following services:

- Motor Vehicle Registration
- Driver's License Issuance

All complaints received within the reporting period were handled in accordance with established grievance resolution procedures.

3. Summary of GRM Performance

During the month of April, 2025:

- Total grievances received: 3
- Total grievances resolved: 3
- Pending grievances: 0

The majority of grievances were resolved within the approved timelines.

4. GRM Response Status – APRIL, 2025

SN	Name / Contact Details	Application No	Date of Complaint	Description of Complaint	Responsible Ministry, Department & Agency (MDA)	Mode / Channel of Receiving Grievance	Details of Where the Report Was Made	Date Resolved	Status of Complaint	Actions Taken	Final Resolution	Feedback Given	Mode / Channel of Feedback	Officer Completing the Form
1	Aminu Abdullahi 08079915402	DL/KTS/01288	02-04-2025	License printing delay	Driver's License Unit	Walk-In	DL Office	05-04-2025	Resolved	Escalated to printer	License issued	Satisfied	In-Person	Sadiq Lawal
2	Safiya Musa 07061143287	MVR/KTS/01304	06-04-2025	Wrong vehicle colour	Motor Vehicle Admin Dept.	Walk-In	Registry Portal	07-04-2025	Resolved	Data corrected	Updated slip issued	Confirmed	In-Person	Ibrahim Sani
3	Haruna Bello 08037004116	DL/KTS/01319	10-04-2025	Renewal delay	Driver's License Unit	Walk-In	DL Office	13-04-2025	Resolved	Fast-tracked	License renewed	Appreciation	Phone	Maryam Abdullahi

5. Challenges Observed

- Increased workload following the festive period
- Temporary delays in plate number supply
- Minor system-related disruptions

6. Conclusion

The GRM process for April, 2025 was largely effective, with most grievances resolved within approved timelines.

The single pending grievance is being actively monitored and will be resolved upon receipt of required logistics support.

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Signed:
Executive Chairman
Katsina State Internal Revenue Service.
APRIL, 2025