



KATSINA STATE INTERNAL REVENUE SERVICE

GRIEVANCE REDRESS MECHANISM (GRM) REPORT

FOR MOTOR VEHICLE REGISTRATION AND DRIVER'S LICENSE ISSUANCE

AUGUST, 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 August, 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 August, 2025:

- Total grievances received: 5
- Total grievances resolved: 5
- Pending grievances: 0

All the grievances were resolved within the approved timelines.

4. GRM Response Status – AUGUST, 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	Musa Abdullahi 08063347729	MVR/KTS/01601	05-08-2025	Plate number delay	Road Taxes Dept.	Walk-In	Motor Registry	07-08-2025	Resolved	Vendor supplied plates	Plate issued	Appreciative	In-Person	Sadiq Lawal
2	Zainab Garba 07054429081	DL/KTS/01614	08-08-2025	License printing delay	Road Taxes Dept.	Phone	DL Office	11-08-2025	Resolved	Escalated	Card printed	Satisfied	Phone	Maryam Abdullahi
3	Sadiq Lawal 08119031165	MVR/KTS/01627	12-08-2025	Registration pending	Road Taxes Dept.	Walk-In	Motor Registry	13-08-2025	Resolved	Processed	Registration completed	Confirmed	SMS	Ibrahim Sani
4	Maryam Bello 08036612248	DL/KTS/01639	16-08-2025	Biometric issue	Road Taxes Dept.	Walk-In	DL Office	17-08-2025	Resolved	Re-capture	Successful	Positive	In-Person	Zainab Musa
5	Ibrahim Musa 07069928804	MVR/KTS/01652	20-08-2025	Data correction	Road Taxes Dept.	Walk-In	Motor Registry	21-08-2025	Resolved	Records updated	Corrected	Confirmed	SMS	Ibrahim Sani

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 August, 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
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AUGUST, 2025