



KATSINA STATE INTERNAL REVENUE SERVICE

GRIEVANCE REDRESS MECHANISM (GRM) REPORT

FOR MOTOR VEHICLE REGISTRATION AND DRIVER'S LICENSE ISSUANCE

DECEMBER, 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 December, 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 December, 2025:

- Total grievances received: 3
- Total grievances resolved: 2
- Pending grievances: 1

The majority of grievances were resolved within the approved timelines. The pending case was due to external logistics constraints beyond immediate operational control.

4. GRM Response Status – DECEMBER, 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	Sadiq Musa 08037711198	MVR/KTS/01912	04-12-2025	Registration delay	Road Taxes Dept.	Walk-In	Motor Registry	06-12-2025	Resolved	Processed	Registration completed	Appreciative	In-Person	Sadiq Lawal
2	Aisha Bello 07062237744	DL/KTS/01925	07-12-2025	License card delay	Road Taxes Dept.	Phone	DL Office	10-12-2025	Resolved	Escalated	Card issued	Satisfied	Phone	Maryam Abdullahi
3	Kabiru Lawal 08119903362	MVR/KTS/01939	11-12-2025	Plate number delay	Road Taxes Dept.	Written	Motor Registry	—	Pending	Vendor contacted	Awaiting supply	Pending	—	Abdullahi Sadiq

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 December, 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.
DECEMBER, 2025