



KATSINA STATE INTERNAL REVENUE SERVICE

GRIEVANCE REDRESS MECHANISM (GRM) REPORT

FOR MOTOR VEHICLE REGISTRATION AND DRIVER'S LICENSE ISSUANCE

FEBRUARY 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 February 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 February 2025:

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

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 – February 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	Maryam Ahmad 0805-331-9042	DL/KTS/01114	04-02-2025	Delay in driver's license renewal	Road Taxes Dept., KTIRS	Walk-In	KTIRS, Katsina	07-02-2025	Resolved	Application fast-tracked	License renewed	Complainant satisfied	In-Person	Sadiq Lawal
2	Nura Abdullahi 0706-219-8873	MVR/KTS/01126	07-02-2025	Dispute over registration payment	Road Taxes Dept., KTIRS	Phone Call	KTIRS, Katsina	09-02-2025	Resolved	Payment verified	Registration confirmed	Appreciation expressed	Phone Call	Maryam Abdullahi
3	Bashir Lawal 0813-558-7721	DL/KTS/01138	11-02-2025	Wrong name on license card	Driver's License Unit	Walk-In	KTIRS, Katsina	14-02-2025	Resolved	Correction approved	Corrected license issued	Positive feedback	In-Person	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 February 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.
February, 2025