



KATSINA STATE INTERNAL REVENUE SERVICE

GRIEVANCE REDRESS MECHANISM (GRM) REPORT

FOR MOTOR VEHICLE REGISTRATION AND DRIVER'S LICENSE ISSUANCE

JULY, 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 July, 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 July, 2025:

- Total grievances received: 5
- Total grievances resolved: 1
- 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 – JULY, 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 Garba 08094113372	MVR/KTS/01522	04-07-2025	Registration delay	Road Taxes Dept.	Walk-In	Motor Registry	06-07-2025	Resolved	Processed	Registration completed	Appreciative	In-Person	Sadiq Lawal
2	Safiya Lawal 07042197786	DL/KTS/01537	07-07-2025	License card delay	Road Taxes Dept.	Phone	DL Office	10-07-2025	Resolved	Escalated	Card issued	Satisfied	Phone	Maryam Abdullahi
3	Nura Bello 08127709921	MVR/KTS/01551	11-07-2025	Wrong plate series	Road Taxes Dept.	Walk-In	Motor Registry	12-07-2025	Resolved	Records corrected	Plate updated	Confirmed	SMS	Ibrahim Sani
4	Hadiza Musa 07065518840	DL/KTS/01564	15-07-2025	Renewal delay	Road Taxes Dept.	Walk-In	DL Office	—	Pending	Escalated	Awaiting processing	Pending	—	Abdullahi Sadiq
5	Kabiru Sani 08036152299	MVR/KTS/01578	19-07-2025	Registration backlog	Road Taxes Dept.	Walk-In	Motor Registry	21-07-2025	Resolved	Application processed	Registration completed	Positive	In-Person	Sadiq Lawal

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 July, 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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JULY, 2025