



# **KATSINA STATE INTERNAL REVENUE SERVICE**

## **GRIEVANCE REDRESS MECHANISM (GRM) REPORT**

### **FOR MOTOR VEHICLE REGISTRATION AND DRIVER'S LICENSE ISSUANCE**

#### **JANUARY 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 January 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 January 2025:

- Total grievances received: 5
- Total grievances resolved: 4
- 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 – January 2025

S N	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	Abdullahi Musa 0803-456-7812	MVR/KTS/01021	6/1/2025	Delay in motor vehicle registration processing	KTIRS, Road Taxes Dept.	Walk-In Complaint	Motor Registry Office, Katsina	8/1/2025	Resolved	Application reviewed and processed	Vehicle registration completed	Complainant satisfied with resolution	In-Person	Sadiq Lawal
2	Zainab Lawal 0806-882-1943	DL/KTS/01034	8/1/2025	Driver's license card not ready for collection	KTIRS, Road Taxes Dept.	Phone Call	Driver's License Office, Katsina	11/1/2025	Resolved	Issue escalated to printing unit	License card printed and released	Appreciation expressed	Phone Call	Maryam Abdullahi
3	Sadiq Bello 0703-221-5096	MVR/KTS/01056	12/1/2025	Incorrect vehicle particulars on registration slip	KTIRS, Road Taxes Dept.	Walk-In Complaint	Road Taxes Department	13-01-2025	Resolved	Records verified and corrected	Corrected registration slip issued	Confirmation received	In-Person	Ibrahim Sani
4	Fatima Sani 0812-997-3048	DL/KTS/01072	16-01-2025	Biometric capture failure during license processing	KTIRS, Road Taxes Dept.	Walk-In Complaint	Driver's License Capture Centre, Katsina	17-01-2025	Resolved	Biometric re-capture conducted	Successful biometric capture completed	Positive feedback received	In-Person	Zainab Musa
5	Ibrahim Garba 0706-115-8729	MVR/KTS/01089	21-01-2025	Delay in plate number issuance	KTIRS, Road Taxes Dept.	Written Complaint	Motor Registry Office, KTIRS	—	Pending	Follow-up initiated with plate number vendor	Awaiting plate number delivery	Pending resolution	—	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 January 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.**  
**January, 2025**