



KATSINA STATE INTERNAL REVENUE SERVICE

GRIEVANCE REDRESS MECHANISM (GRM) REPORT

FOR MOTOR VEHICLE REGISTRATION AND DRIVER'S LICENSE ISSUANCE

MARCH 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 MARCH 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 MARCH 2025:

- Total grievances received: 4
- Total grievances resolved: 4
- 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 – MARCH 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	Bello Sani0803-911-2208	MVR/KTS/01201	03-03-2025	Delay in vehicle registration	Motor Vehicle Admin Dept.	Walk-In	Motor Registry	05-03-2025	Resolved	Processed immediately	Registration completed	Satisfied	In-Person	Sadiq Lawal
2	Rahila Musa0706-500-1189	DL/KTS/01218	06-03-2025	License renewal pending	Driver's License Unit	Phone Call	DL Office	09-03-2025	Resolved	Verified and processed	License renewed	Appreciation	Phone Call	Maryam Abdullahi
3	Yusuf Garba0812-770-9931	MVR/KTS/01235	10-03-2025	Duplicate registration record	Motor Vehicle Admin Dept.	Online	Registry Portal	11-03-2025	Resolved	Duplicate voided	Correct record retained	Confirmed	SMS	Ibrahim Sani
4	Salisu Lawal0808-411-2296	DL/KTS/01249	14-03-2025	Biometric mismatch	Driver's License Unit	Walk-In	Capture Centre	15-03-2025	Resolved	Re-capture conducted	Biometric successful	Positive	In-Person	Zainab Musa

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 MARCH 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.
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