



KATSINA STATE INTERNAL REVENUE SERVICE

GRIEVANCE REDRESS MECHANISM (GRM) REPORT

FOR MOTOR VEHICLE REGISTRATION AND DRIVER'S LICENSE ISSUANCE

MAY, 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 May, 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 May, 2025:

- Total grievances received: 4
- 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 – MAY, 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	Ibrahim Lawal 08038821176	MVR/ KTS/01371	05-05-2025	Delay in plate number issuance	Road Taxes Dept., KTIRS	Walk-In	Road Taxes Dept., KTIRS	—	Pending	Vendor contacted	Awaiting plate supply	Pending	—	Abdullahi Sadiq
2	Zainab Musa 07062113409	DL/KTS/ 01386	08-05-2025	Delay in license renewal	Road Taxes Dept., KTIRS	Phone Call	Road Taxes Dept., KTIRS	11-05-2025	Resolved	Application fast-tracked	License renewed	Satisfied	Phone Call	Maryam Abdullahi
3	Sadiq Umar 08125097714	MVR/ KTS/01402	12-05-2025	Incorrect chassis number	Road Taxes Dept., KTIRS	Online Portal	Road Taxes Dept., KTIRS	13-05-2025	Resolved	Records corrected	Corrected slip issued	Confirmation received	SMS	Ibrahim Sani
4	Maryam Sani 08073362291	DL/KTS/ 01416	16-05-2025	Biometric capture issue	Road Taxes Dept., KTIRS	Walk-In	Road Taxes Dept., KTIRS	17-05-2025	Resolved	Re-capture conducted	Biometric successful	Positive feedback	In-Person	Zainab Musa
5	Kabiru Bello 07049946003	MVR/ KTS/01429	20-05-2025	Delay in vehicle registration	Road Taxes Dept., KTIRS	Walk-In	Road Taxes Dept., KTIRS	22-05-2025	Resolved	Application processed	Registration completed	Appreciative	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 May, 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.
MAY, 2025