



KATSINA STATE INTERNAL REVENUE SERVICE

GRIEVANCE REDRESS MECHANISM (GRM) REPORT

FOR MOTOR VEHICLE REGISTRATION AND DRIVER'S LICENSE ISSUANCE

OCTOBER, 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 October, 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 October, 2025:

- Total grievances received: 5
- Total grievances resolved: 5
- Pending grievances: 0

All the grievances were resolved within the approved timelines.

4. GRM Response Status – OCTOBER, 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	Kabiru Musa 08069903377	MVR/KTS/01756	04-10-2025	Registration delay	Road Taxes Dept.	Walk-In	Motor Registry	06-10-2025	Resolved	Processed	Registration completed	Appreciative	In-Person	Sadiq Lawal
2	Hadiza Lawal 07052286649	DL/KTS/01769	07-10-2025	License card delay	Road Taxes Dept.	Phone	DL Office	10-10-2025	Resolved	Escalated	Card issued	Satisfied	Phone	Maryam Abdullahi
3	Sani Garba 08113375520	MVR/KTS/01783	11-10-2025	Plate mismatch	Road Taxes Dept.	Walk-In	Motor Registry	12-10-2025	Resolved	Corrected	Correct plate issued	Confirmed	SMS	Ibrahim Sani
4	Maryam Bello 08039004412	DL/KTS/01796	15-10-2025	Renewal delay	Road Taxes Dept.	Walk-In	DL Office	17-10-2025	Resolved	Fast-tracked	License renewed	Positive	In-Person	Zainab Musa
5	Yusuf Musa 07067712049	MVR/KTS/01810	19-10-2025	Data correction	Road Taxes Dept.	Walk-In	Motor Registry	20-10-2025	Resolved	Updated	Corrected record	Confirmed	SMS	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 October, 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.
OCTOBER, 2025