



# **KATSINA STATE INTERNAL REVENUE SERVICE**

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

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

#### **SEPTEMBER, 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 September, 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 September, 2025:

- Total grievances received: 3
- Total grievances resolved: 2
- 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 – SEPTEMBER, 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 Abdullahi 08075501182	MVR/KTS/01677	03-09-2025	Registration delay	Road Taxes Dept.	Walk-In	Motor Registry	05-09-2025	Resolved	Processed	Registration completed	Satisfied	In-Person	Sadiq Lawal
2	Rahila Garba 07063319047	DL/KTS/01691	06-09-2025	Renewal delay	Road Taxes Dept.	Phone	DL Office	09-09-2025	Resolved	Fast-tracked	License renewed	Appreciative	Phone	Maryam Abdullahi
3	Yusuf Sadiq 08137700049	MVR/KTS/01705	10-09-2025	Plate delay	Road Taxes Dept.	Written	Motor Registry	—	Pending	Vendor follow-up	Awaiting supply	Pending	—	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 September, 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.**  
**SEPTEMBER, 2025**