KATSINA STATE INTERNAL REVENUE SERVICE

GRIEVANCE REDRESS MECHANISM (GRM) REPORT

FOR MOTOR VEHICLE REGISTRATION AND DRIVER'S LICENSE ISSUANCE

JUNE, 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 June, 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 June, 2025:

- Total grievances received: 3
- Total grievances resolved: 3
- Pending grievances: 0

All the grievances were resolved within the approved timelines.

4. GRM Response Status – JUNE, 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	Yusuf Musa0811-445-9832	DL/KTS/01482	10-06-2025	Renewal pending	Road Taxes Dept., KTIRS	Walk-In	Road Taxes Dept., KTIRS	13-06-2025	Resolved	Application processed	License renewed	Satisfied	In-Person	Maryam Abdullahi
2	Bashir Garba0803-778-1109	MVR/KTS/01496	14-06-2025	Data correction request	Road Taxes Dept., KTIRS	Walk-In	Road Taxes Dept., KTIRS	25-06-2025	Resolved	Records updated	Correct details issued	Confirmed	SMS	Ibrahim Sani
3	Rahila Sadiq0706-909-5504	DL/KTS/01509	18-06-2025	Biometric capture error	Road Taxes Dept., KTIRS	Walk-In	Road Taxes Dept., KTIRS	27-06-2025	Resolved	Re-capture conducted	Capture 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 June, 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.
JUNE, 2025