



KATSINA STATE INTERNAL REVENUE SERVICE
GRIEVANCE REDRESS MECHANISM (GRM) REPORT
FOR MOTOR VEHICLE REGISTRATION AND DRIVER'S LICENSE ISSUANCE
NOVEMBER, 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 November, 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 November, 2025:

- Total grievances received: 2
- Total grievances resolved: 2
- Pending grievances: 0

All the grievances were resolved within the approved timelines.

4. GRM Response Status – NOVEMBER, 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 Abdullahi 08072209944	MVR/ KTS/01833	05-11-2025	Registration delay	Motor Vehicle Admin Dept.	Walk-In	Motor Registry	07-11-2025	Resolved	Processed	Registration completed	Appreciative	In-Person	Sadiq Lawal
2	Zainab Sadiq 07056621187	DL/KTS/ 01847	08-11-2025	License card delay	Driver's License Unit	Phone	DL Office	11-11-2025	Resolved	Escalated	Card issued	Satisfied	Phone	Maryam Abdullahi

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 November, 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.
NOVEMBER, 2025