

**KATSINA STATE INTERNAL REVENUE SERVICE**

**ROAD TAXES DEPARTMENT**

<b><u>GRIEVANCES REDRESS MECHANISM</u></b>		
<b>S/No</b>	<b>TYPE OF THE GRIEVANCE</b>	<b>MECHANISM/TIME FRAME</b>
1	Non issuance of registration application form	Resolving the issue when reported to Assistant Director or the assigned phone number within 24 hours
2	Delay in registration or Proof of ownership certificate	As above
3	Delay in delivery of plate number and documents	As above
4	Network problems	Arrangement for offline processing be on course if reported within 3 hours
5	Overcharging	Applicant to be compensated and the offender be dealt with instantly