

# **NIGER STATE**

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

**MDA NAME: NIGER STATE INTERNAL REVENUE SERVICE**

**JANUARY 2024 - DECEMBER 2024**

**Prepared by: Head, Road Taxes Administration**

**Approved by: Acting Group Head, Tax Operation Group**

S/N	Name of Complainant	Phone Number	Email	Type of complaint	Brief description of issue	Date of complaint	SLA timeline for resolution (Days)
1.	Barr. Kabir	08036595997	Nil	Illegal mount of Road block and sales of fake Motor Vehicles Stickers and emblems.	A case of illegal revenue collection activities by touts.	16 <sup>th</sup> October 2024	30 Days
2.	Sulaiman Sabo Zungeru	07079339204	Nil	Sales of Motor Vehicle Stickers by the Staff of Wushishi L G A	A case of double taxation on the sales of Stickers by the Local Government areas.	15 <sup>th</sup> March, 2024	30 days
3.	Iro Musa Ziller	08038464267	Nil	Sales of Fake Motor Vehicles stickers and Emblem in Minna	Unidentified touts engaged in the sales of fake motor Vehicles stickers in the State	12 <sup>th</sup> June, 2024	30 days
4	Danjuma Masu	07069723764	Nil	Sales of Lagos state plate Number in Suleja Niger State	A case of illegal sales of another State Number Plates.	13 <sup>th</sup> April, 2024	30 days
5.	Sule Sabo Zungeru	08037098215	Nil	Case of sales of fake motor Vehicles Stickers at Zungeru	Illegal revenue collection activities	3 <sup>rd</sup> May 2024	30 Days
7	Cross Line	08034506697	Nil	Sales of fake Stickers by touts at Mokwa	Illegal revenue collection	13 <sup>th</sup> April 2024	30 Days

					activities		
8	Iro Musa Zillar	08104874939	Nil	Collection of daily Ticket By Staff of Paikoro LGA.	A case of doubleTaxation	7 <sup>th</sup> May 2024	30 days
9	Bala Joseph	08034528696	Nil	Collection of daily Ticket by staff of Suleja LGA from the operators of Tricycle	Case of double Taxation	15 <sup>th</sup> July 2024	30 days
10	Bala . M.	08065506662	Nil	Uses of fake motor Vehicle plate Number	Illegal revenue collection activities	14 <sup>th</sup> October 2024	30 days
11	Bala . M.	08065506662	Nil	Use of plastic Number Plates	Task Force Operation	15 <sup>th</sup> October 2024	30 Days
12	Bala . M.	08065506662	Nil	Use Of Defaced Number Plates	Task operation	15 <sup>th</sup> October, 2024	30 days
12	Bala . M.	08065506662	Nil	Use Of old Number Plates	Task Force Operation	16 <sup>th</sup> October 2024	30 Days
13	Bala . M.	08065506662	Nil	Use Of Expired Motor Vehicle Documents	Task force operation	16 <sup>th</sup> October 2024	30 days
14	Bala . M. VIO	08065506662	Nil	Uses Of Defaced Number Plate	Task force Operation	15 <sup>th</sup> October 2024	3 Days
15	Bala . M. VIO	08065506662	Nil	Uses of Fake Vehicle Document	Task force Operation	15 October 2024	330 days
16	Bala . M. VIO	08065506662	Nil	Uses Of expired Vehicle documents	Task force operation	16 <sup>th</sup> October 2024	30 days
17	Bala . M. VIO	08065506662	Nil	Using Vehicle without Number Plate	Task force Operation	17 <sup>th</sup> November 2024	30 Days
18	Bala . M. VIO	08065506662	Nil	Using Unregistered Number Plate	Task force Operation	18 <sup>th</sup> October 2024	30 days
19	Bala . M. VIO	08065506662	Nil	Uses of Plastic Number Plate	Task force Operation	18 <sup>th</sup> October 2024	30 days
20	Bala . M. VIO	08065506662	Nil	Uses of Expired	Task force	19 <sup>th</sup> October 2024	30 days

				Vehicle Document	Operation		
21	Mr Sani FRSC	07036990435	Nil	Driving with broken windscreen	Task force Operation	19 <sup>th</sup> October 2024	30 days
22	Mr Sani FRSC	07036990435	Nil	Driving with broken windscreen	Task force Operation	19 <sup>th</sup> October 2024	30 days
23	Mr Sani FRSC	07036990435	Nil	Driving with broken windscreen	Task force Operation	19 <sup>th</sup> October 2024	30 days
24	Mr Sani FRSC	07036990435	Nil	Driving with broken windscreen	Task force Operation	19 <sup>th</sup> October 2024	30 days
25	Mr Sani FRSC	07036990435	Nil	Driving with broken windscreen	Task force Operation	19 <sup>th</sup> October 2024	30 days
26	Jemilu Vio	07039651886	Nil	Driving with broken windscreen	Task force Operation	19 <sup>th</sup> October 2024	2 days
27	Jemilu Vio	07039651886	Nil	Driving with broken windscreen	Task force Operation	19 <sup>th</sup> October 2024	2 days
28	Jemilu Vio	07039651886	Nil	Driving with wine off Tires	Task force Operation	20 <sup>th</sup> October 2024	3 days
29	Jemilu Vio	07039651886	Nil	Driving with wine off Tires	Task force Operation	20 <sup>th</sup> October 2024	3 days
30	Jemilu Vio	07039651886	Nil	Driving with wine off Tires	Task force Operation	20 <sup>th</sup> October	3 days

S/N	Name of Complainant	Department (MDA) working on case	Status of incident	Date of resolution	Solvency mechanism used	Action of redress	Within SLA timeline (Yes/No)	Remarks
1	Jemilu Vio	NGSIRS	Resolved	22 <sup>nd</sup> October 2024	Special consideration	Advised to replaced	Yes	Satisfied
2	Jemilu Vio	NGSIRS	Resolved	22 <sup>nd</sup> October 2024	Special consideration	Advised to replaced	Yes	Satisfied
3	Jemilu vio	NGSIRS	Resolved	22 <sup>nd</sup> October 2024	Special consideration	Advised to replaced	Yes	Satisfied
4	Jemilu Vio	NGSIRS	Resolved	23 <sup>rd</sup> October 2024	Special consideration	Advised to replaced	Yes	Satisfied
5	Jemilu Vio	NGSIRS	Resolved	23 <sup>rd</sup> October 2024	Special consideration	Advised to replaced	Yes	Satisfied
6	Bala . M. VIO	NGSIRS	Resolved	25 <sup>th</sup> October 2024	Special consideration	Advised to obtained new one	Yes	Satisfied
7	Bala . M. VIO	NGSIRS	Resolved	26 <sup>th</sup> October 2024	Special consideration	Advised to obtained new one	Yes	Satisfied
8	Bala . M. VIO	NGSIRS	Resolved	26 <sup>th</sup> October 2024	Special consideration	Advised to obtained new one Advised to obtained new one	Yes	Satisfied
9	Bala . M. VIO	NGSIRS	Resolved	26 <sup>th</sup> October 2024	Special consideration	Advised to obtained new one	Yes	Satisfied
10	Bala . M. VIO	NGSIRS	Resolved	26 <sup>th</sup> October 2024	Special consideration	Advised to obtained new one	Yes	Satisfied
11	Bala . M. VIO	NGSIRS	Resolved	26 <sup>th</sup> October 2024	Special consideration	Advised to obtained new one	Yes	Satisfied
12	Bala . M. VIO	NGSIRS	Resolved	26 <sup>th</sup> October 2024	Special consideration	Advised to obtained new one	Yes	Satisfied
13	Mr Sani FRSC	NGSIRS	Resolved	26 <sup>th</sup> October 2024	Special consideration	Advised to obtained new one	Yes	Satisfied
14	Mr Sani FRSC	NGSIRS	Resolved	28 <sup>th</sup> October 2024	Special consideration	Advised to obtained new one	Yes	Satisfied
15	Mr Sani FRSC	NGSIRS	Resolved	28 <sup>th</sup> October 2024	Special consideration	Advised to obtained new one	Yes	Satisfied
16	Mr Sani FRSC	NGSIRS	Resolved	28 <sup>th</sup> October 2024	Special	Advised to	Yes	Satisfied

					consideration	obtained new one		
17	Mr Sani FRSC	NGSIRS	Resolved	28 <sup>th</sup> October 2024	Special consideration	Advised to obtained new one Advised to obtained new one	Yes	Satisfied
18	Bala . M.	08065506662	Resolved	30 <sup>th</sup> October 2024	Special consideration	Advised to obtained new one	Yes	Satisfied
19	Bala . M.	08065506662	Resolved	30 <sup>th</sup> October 2024	Special consideration	Advised to obtained new one	Yes	Satisfied
20	Bala . M.	08065506662	Resolved	30 <sup>th</sup> October 2024	Special consideration	Advised to obtained new one	Yes	Satisfied
21	Iro Musa Zillar	08104874939	Resolved	15 <sup>th</sup> May 2024	Special consideration	Mutual understanding in consideration of the Law	Yes	Satisfied
22	Bala Joseph	08034528696	Resolved	20 <sup>th</sup> July 2024	Special consideration	Mutual understanding in consideration of the Law	Yes	Satisfied

<b>Performance Tracking</b>	
Total number of complaints	30
Resolved within SLA timeline	22
Number outside SLA timeline	8
<b>Percentage of complaints resolved within timeline</b>	<b>72%</b>