



YOBE STATE GOVERNMENT

Yobe State Grievance Redress Mechanism (GRM) Report

Yobe State Internal Revenue Service
January 2024 - December 2024

Complaints Resolved: 6
Complaints Unresolved: 0
Total complaints: 6

Date Created	Complaint	Name of complainant	Email	Current Status	Resolved Date	Where did this happen?	Amount Lost	Complaint Category	Corrective action taken	MDA	SLA timeline for resolution (Days)
12/15/24	EXTORTION BY SECURITY PERSONNEL	Godswill Ajeba	sauki.inquiry@gmail.com	Resolved	12/23/2024	damaturu		Solicitation_of_Bribe	Internal investigation carried out	Ministry of Commerce, Industry and Tourism	30
12/2/24	Duplicated payment	amanda usoro	a.gberikon@gmail.com	Resolved	12/9/2024	Damaturu	200000	Billing_Payment	A refund was given to the affected party	YOBE STATE MINISTRY OF ENVIRONMENT	30
11/19/24	Application feedback	Godswill Ajeba	sauki.inquiry@gmail.com	Resolved	11/26/2024	damaturu		Poor_Service	A notification was sent to the party regarding application	YOBE STATE MINISTRY OF ENVIRONMENT	30
12/2/24	inspection	ALHAJI UMAR AMASKO	ALHAJIUMARAM1@gmail.c	Closed	12/17/2024	Damaturu		Delayed_Approvals	The ministry sent an sms with a date for the inspection	YOBE STATE WATER CORPORATION	30
11/19/24	Inquiry	YAHAYA ABBA BAFFA	YAHAYAABAFFA@gmail.co	Closed	11/27/2024	Damaturu		Others	The required information was sent via SMS	YOBE STATE WATER CORPORATION	30
12/8/24	Inspection	LUKMAN DAN DUTSE	LUKMANDANDUTSE@gms	Closed	12/18/2024	damaturu		Solicitation_of_Bribe	The ministry sent an sms with a date for the inspection	YOBE STATE WATER CORPORATION	30