

GRIEVANCE REDRESS MECHANISM (GRM) RESPONSE STATUS FORM

S/N	APPLICATION NO	NAME OF COMPLAINANT	CONTACT DETAILS	DATE OF COMPLAINT	DESCRIPTION OF COMPLAINT	RESPONSIBLE MINISTRY, DEPARTMENT AND AGENCY (MDA)	MODE/CHANNEL OF RECEIVING GRIEVANCE	DETAILS OF WHERE THE REPORT WAS MADE	STATUS OF COMPLAINT	ACTIONS TAKEN	FINAL RESOLUTION	FEEDBACK GIVEN	MODE/CHANNEL OF FEEDBACK	OFFICER COMPLETING THE FORM
1	YIRS/MLA/GRM1	MOHAMMED ABDULLAH	Wasili Ibrahim Estate, Damaturu	15/01/2025	Delay in issuance of drivers license	YRS Headquarters	Walk-in Complaint	YRS Headquarters	Resolved	Investigating the cause of delay	Investigating the cause of delay	Yes	walk-in	Hassan Tarjim
2	YIRS/PT/GRM2	DELIQH KHALEESAT	Chilla Plaza, Gulba Road, Damaturu	17/01/2025	Delay in issuance of Tax Clearance Certificate	YRS Headquarters	Walk-in Complaint	YRS Headquarters	Resolved	Delay in issuance of Tax Clearance Cer	Investigating the cause of delay	Yes	walk-in	Hassan Tarjim
3	YIRS/PT/GRM3	ABBA KUNA HASAN	Gaidam Town	22/01/2025	Correction of name	YRS Headquarters	Walk-in Complaint	YRS Headquarters	Resolved	Update the correct name	Update the correct name	Yes	walk-in	Hassan Tarjim
4	YIRS/PT/GRM4	CHADWA NGEHA ENTERPRISES	Printing House, Opp. Timber Shed, Damaturu	29/01/2025	Review of Assessment	YRS Headquarters	Walk-in Complaint	YRS Headquarters	Resolved	Revised Assessment	Revised Assessment	Yes	Phone call	Hassan Tarjim
5	YIRS/PT/GRM5	LAWRENCE UMBOYA DRIVABUS	POTISGUM TOWN, YRS STATE	28/02/2025	Review of Assessment	YRS Headquarters	Walk-in Complaint	YRS Headquarters	Resolved	Revised Assessment	Revised Assessment	Yes	walk-in	Hassan Tarjim
6	YIRS/PT/GRM6	SAND DUNES HOTEL	C/o Sand Dunes Hotel, Gulba MaaBuguuri Bypass, Damaturu	24/02/2025	Review of Assessment	YRS Headquarters	Walk-in Complaint	YRS Headquarters	Resolved	Revised Assessment	Revised Assessment	Yes	walk-in	Hassan Tarjim
7	YIRS/PT/GRM7	AMB. GOM MODU ZANNA BURU	Subon Fagi, Damaturu	24/03/2025	Correction of name	YRS Headquarters	Walk-in Complaint	YRS Headquarters	Resolved	Update the correct name	Update the correct name	Yes	walk-in	Hassan Tarjim