

YOBE STATE INTERNAL REVENUE SERVICE

📁 GRIEVANCE REDRESSED RECORD – TRADERS (JANUARY TO MAY 2025)

GRM DESK OFFICER CONTACT INFORMATION

MUSA HAMMA

08065870646

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Grievance ID	Trader Name	Complaint Description	Date Lodged	Redress Provided	Solution Provided	Resolved within SLA
YIRS/MLA/GRM1	MOHAMMED ABDULLAHI	Delay in issuance of drivers licence	2025-01-15	Investigating the cause of delay	Investigating the cause of delay	Yes
YIRS/PIT/GRM2	DELIGH KHALEESAT	Delay in issuance of Tax Clearance Certificate	2025-01-17	Delay in issuance of Tax Clearance Certificate	Investigating the cause of delay	Yes
YIRS/PIT/GRM3	ABBA ALHAJI HASSAN	Correction of name	2025-01-22	Update the correct name	Update the correct name	Yes
YIRS/PIT/GRM4	CHAGWA NIGERIA ENTERPRISES	Review of Assessment	2025-01-29	Revised Assessment	Revised Assessment	Yes
YIRS/PIT/GRM5	LAWRENCE IJIMDIYA SYLVANUS	Review of Assessment	2025-02-10	Revised Assessment	Revised Assessment	Yes
YIRS/PIT/GRM/6	SAND DUNES HOTEL	Review of Assessment	2025-02-24	Revised Assessment	Revised Assessment	Yes
YIRS/PIT/GRN/7	AMB. GONI MODU ZANNA BURA	Correction of name	2025-03-24	Update the correct name	Update the correct name	Yes
YIRS/PIT/GRM8	AMMI VENTURES	Review of Assessment	2025-04-02	Revised Assessment	Revised Assessment	Yes
YIRS/PIT/GRM9	AJI KOLOMI	Review of Assessment	2025-04-17	Revised Assessment	Revised Assessment	Yes
YIRS/PIT/GRM10	HASSAN BUBA JIDDA	Review of Assessment	2025-04-17	Revised Assessment	Revised Assessment	Yes
YIRS/PIT/GR	A.A.U TALIO	Review of	2025-	Revised	Revised	Yes

Grievance ID	Trader Name	Complaint Description	Date Lodged	Redress Provided	Solution Provided	Resolved within SLA
M11		Assessment	04-18	Assessment	Assessment	

A total of 11 complaints were received between January and May 2025. The Ministry continues to ensure timely acknowledgment (**within 3 days**) and resolution (**within 30 days**).

MONTHLY STATISTICS REPORT

Name of MDA:

YOBE STATE INTERNAL REVENUE SERVICE

Weblink to Procedure (SLA):

To be provided (GRM procedure link/SLA if available)

Contact Details of MDA:

Phone: 08065870646

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Office Address: REVENUE HOUSE, P.M.B 1025, Ahmadu Bello Way, Damaturu, Yobe State

Performance Summary for Grievance Redress Mechanism (January – April 2025)

Month	Total Complaints Received	Total Complaints Resolved	Turnaround Time for Process	% Complaints Resolved Within Turnaround Time
January	3	3	Acknowledge: 3 days Resolve: 6 days	100%
February	2	2	Acknowledge: 3 days Resolve: 18 days	100%
March	1	1	Acknowledge: 3 days Resolve: 21 days	100%
April	4	4	Acknowledge: 3 days Resolve: 7 days	100%

Remarks:

- All 11 complaints received from January to April were resolved **within SLA timeframes**.
 - Staff capacity building and process improvement measures have contributed to consistent performance.
 - The Ministry is working to deploy a **feedback mechanism** to further enhance accountability and service satisfaction.
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