

## YOBE STATE INTERNAL REVENUE SERVICE

### **GRIEVANCE REDRESSED RECORD – TRADERS (JANUARY TO MAY 2025)**

#### **GRM DESK OFFICER CONTACT INFORMATION**

**MUSA HAMMA**

**08065870646**

**Hammamusa5@gmail.com**

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

Email: Hammamusa5@gmail.com

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

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**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%

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**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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