

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 PETITION	DETAILS OF WHERE THE REPORT WAS MADE	STATUS OF COMPLAINT	ACTIONS TAKEN	FINAL RESOLUTION	FEEDBACK GIVEN	MODE/CHANNEL OF RESPONSE	OFFICER COMPLETING THE FORM
2	YRS/24/NT/GSRM/002	AL AMIN MEDICAL CARE AND STORE	POTISULUM TOWN, Yobe State	01/02/2024	Assessment based of judgement	YRS Headquarters	Walk-in Complain	YRS Headquarters	Resolved	Revised Assessment	Issued with Tax Clearance Certificate Yes		walk-in	Hassan Targim
3	YRS/24/NT/GSRM/003	ASARI YAKARA TURARI	Director, Asabe Gombe Clinic, Potiskum Town, Yobe State	16/02/2024	Assessment based of judgement	YRS Headquarters	Walk-in Complain	YRS Headquarters	Resolved	Revised Assessment	Issued with Tax Clearance Certificate Yes		walk-in	Hassan Targim
3	YRS/24/NT/GSRM/004	SHIFA DIAGNOSTIC	NEW PLAZA OFF. ONEMAX, POTISULUM Yobe State	18/02/2024	Pre-Operational Levy	YRS Headquarters	Walk-in Complain	YRS Headquarters	Resolved	Revised Assessment	Issued with Tax Clearance Certificate Yes		walk-in	Hassan Targim
5	YRS/24/NT/GSRM/005	AJAKUMI NURSING HOME AND MATERNITY	ARI KAME AREA, POTISULUM Yobe State	30/03/2024	Delay in issuance of tax clearance certificate	YRS Headquarters	Walk-in Complain	YRS Headquarters	Resolved	To trace the movement of the file	Issued with Tax Clearance Certificate Yes		Phone call	Hassan Targim
5	YRS/24/NT/GSRM/006	AREWA MEDICAL LABORATORY	POTISULUM TOWN, Yobe State	14/03/2024	Delay in issuance of tax clearance certificate	YRS Headquarters	Walk-in Complain	YRS Headquarters	Resolved	To trace the movement of the file	Issued with Tax Clearance Certificate Yes		walk-in	Hassan Targim
6	YRS/24/NT/GSRM/006	HASAN YUNUSA BARDE	Director, Nursing Clinic, Potiskum town Yobe state	14/03/2024	Presumptive Tax Assessment	YRS Headquarters	Walk-in Complain	YRS Headquarters	Resolved	Revised Assessment	Issued with Tax Clearance Certificate Yes		walk-in	Hassan Targim
7	YRS/24/NT/GSRM/007	PHILIP JONATHAN	KUMAR GADU TOWN, FARA LGA, Yobe State	23/03/2024	Incorrect depositor's name on the bank teller	YRS Headquarters	Walk-in Complain	YRS Headquarters	Resolved	To bring court affidavit	Issued with Tax Clearance Certificate Yes		walk-in	Hassan Targim
8	YRS/24/NT/GSRM/008	EVANGELICAL CHURCH WINNING ALL	Garin Maye Town, Mamudo Area, Potiskum LGA, Yobe State	27/03/2024	Pre-Operational Levy	YRS Headquarters	Walk-in Complain	YRS Headquarters	Resolved	Revised Assessment	Issued with Tax Clearance Certificate Yes		walk-in	Hassan Targim
9	YRS/24/NT/GSRM/009	IGUZE FOODS	Yuhwa Area, Potiskum town yobe state	27/03/2024	Delay in issuance of tax clearance certificate	YRS Headquarters	Walk-in Complain	YRS Headquarters	Resolved	To trace the movement of the file	Issued with Tax Clearance Certificate Yes		walk-in	Hassan Targim
10	YRS/24/NT/GSRM/010	MACHINA ULTRASOUND SCAN	Gwangi Layan, Maiduguri, Damaturu Yobe State	28/03/2024	Assessment based of judgement	YRS Headquarters	Walk-in Complain	YRS Headquarters	Resolved	Revised Assessment	Issued with Tax Clearance Certificate Yes		walk-in	Hassan Targim
11	YRS/24/NT/GSRM/011	AJHERI CITY SCAN DIAGNOSTICS SERVICE	POTISULUM TOWN, Yobe State	17/05/2024	Delay in issuance of tax clearance certificate	YRS Headquarters	Walk-in Complain	YRS Headquarters	Resolved	To trace the movement of the file	Issued with Tax Clearance Certificate Yes		walk-in	Hassan Targim
12	YRS/24/NT/GSRM/012	UNIMU UMAR GABRI ENT	POTISULUM TOWN, Yobe State	17/05/2024	Could not trace the payment on bank statement	YRS Headquarters	Walk-in Complain	YRS Headquarters	Resolved	To confirm from the bank	Issued with Tax Clearance Certificate Yes		walk-in	Hassan Targim
13	YRS/24/NT/GSRM/013	AL-GAMS SERVICES RESOURCES ENTERPRISES	POTISULUM TOWN, Yobe State	17/05/2024	Delay in issuance of tax clearance certificate	YRS Headquarters	Walk-in Complain	YRS Headquarters	Resolved	To trace the movement of the file	Issued with Tax Clearance Certificate Yes		walk-in	Hassan Targim
14	YRS/24/NT/GSRM/014	NOURISH REST & CATERING SERVICE	NEAR MYN OFFICE, MADUGURI ROAD DAMATURU	18/05/2024	Assessment based of judgement	YRS Headquarters	Phone call	YRS Headquarters	Resolved	Revised Assessment	Resolved on 22/05/2024	Yes	Phone call	Hassan Targim
15	YRS/24/NT/GSRM/015	AMBUKURU MEDICAL DIAGNOSTIC LABORATORY	YHC AREA, GUBLE ROAD DAMATURU Yobe State	28/06/2024	Assessment based of judgement	YRS Headquarters	Walk-in Complain	YRS Headquarters	Resolved	Revised Assessment	Issued with Tax Clearance Certificate Yes		walk-in	Hassan Targim
16	YRS/24/NT/GSRM/016	SHANGA MEDICAL LABORATORY	POTISULUM TOWN, Yobe State	06/07/2024	Assessment based of judgement	YRS Headquarters	Walk-in Complain	YRS Headquarters	Resolved	Revised Assessment	Issued with Tax Clearance Certificate Yes		Phone call	Hassan Targim
17	YRS/24/NT/GSRM/017	SANWIN INTEGRATED SERVICES	Gulba Road, Damaturu, Yobe State	13/07/2024	Delay in issuance of tax clearance certificate	YRS Headquarters	Walk-in Complain	YRS Headquarters	Resolved	Revised Assessment	Issued with Tax Clearance Certificate Yes		Phone call	Hassan Targim
18	YRS/24/NT/GSRM/018	HYI BIKWALA BOOKSHOP ENTERPRISES	Near YOGAMA, Maiduguri Road, Damaturu yobe State	06/08/2024	Pre-Operational Levy	YRS Headquarters	Walk-in Complain	YRS Headquarters	Resolved	Revised Assessment	Issued with Tax Clearance Certificate Yes		Phone call	Hassan Targim
19	YRS/24/NT/GSRM/019	JANNAH GLOBAL VENTURE	GADISA ROAD, DAMATURU	14/08/2024	Delay in issuance of tax clearance certificate	YRS Headquarters	Walk-in Complain	YRS Headquarters	Resolved	Issued no movement on file	Issued with Tax Clearance Certificate Yes		Phone call	Hassan Targim
20	YRS/24/NT/GSRM/020	MOHAMMED MOHAMMED GADAKA	STATE PARTY CHAIRMAN, APC Yobe State SECRETARIAT	22/08/2024	Assessment based of judgement	YRS Headquarters	Phone call	YRS Headquarters	Resolved	Revised Assessment	Issued with Tax Clearance Certificate Yes		Phone call	Hassan Targim