

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	YRS/PT/GRM1	MOHAMMED ABDULLAH	803976824	15th JANUARY, 2025	Delay in issuance of driver's license	YRS Headquarters	Phone call	YRS Headquarters	Resolved	Investigating the cause of delay	In Progress	Yes	Phone call	All Chirewa
2	YRS/PT/GRM2	SELEON ENULELAT	806695215	17th JANUARY, 2025	delay in issuance of Tax Clearance Certificate	YRS Headquarters	Walk-in Complain	YRS Headquarters	Resolved	Investigating the cause of delay	In Progress	Yes	Phone call	Hassan Tarajm
3	YRS/PT/GRM3	ABBA AUKHA HASLAN	8038032187	22nd JANUARY, 2025	Correction of name	YRS Headquarters	Walk-in Complain	YRS Headquarters	Resolved	Update the correct name	resolved on 28th January, 2025	Yes	Walk-in	Hassan Tarajm
4	YRS/PT/GRM4	CHAGBA NGIGENA ENTERPRISE	8034668270	28th JANUARY, 2025	Review of Assessment	YRS Headquarters	Walk-in Complain	YRS Headquarters	Resolved	Revised Assessment	resolved on 28th January, 2025	Yes	Phone call	Idris Dauda
5	YRS/PT/GRM5	LAWRENCE UMOTYA SYLVANUS	8038879385	20th FEBRUARY, 2025	Review of Assessment	YRS Headquarters	Walk-in Complain	YRS Headquarters	Resolved	Revised Assessment	resolved on 12th February, 2025	Yes	Walk-in	Hassan Tarajm
6	YRS/PT/GRM6	SAND DUREL HOTEL	7066498507	24th FEBRUARY, 2025	Review of Assessment	YRS Headquarters	Phone call	YRS Headquarters	Resolved	Revised Assessment	resolved on 24th February, 2025	Yes	Phone call	Hassan Tarajm
7	YRS/PT/GRM7	AMB. GONE MODU ZANNA BUR	7066498507	24th MARCH, 2025	Correction of name	YRS Headquarters	Walk-in Complain	YRS Headquarters	Resolved	Update the correct name	resolved on 24th March, 2025	Yes	Phone call	Hassan Tarajm

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1	YHS/NT/GRMS	AMMO VENTURES	8032745039	2ND APRIL, 2025	Assessment based of judgement	YHS Headquarters	Walk in Complain	YHS Headquarters	Pending	Revised Assessment	In Progress	Yes	Phone call	Idriss David
2	YHS/NT/GRMS	AN ESCROW	8033627230	17TH APRIL, 2025	Assessment based of judgement	YHS Headquarters	Phone call	YHS Headquarters	Pending	Revised Assessment	In Progress	Yes	Phone call	Hassan Tarajim
		HASSAN BUBA JODDA	8030943658	17TH APRIL, 2025	Assessment based of judgement	YHS Headquarters	Walk in Complain	YHS Headquarters	Resolved	Revised Assessment	resolved on 17th April, 2025	Yes	walk in	Hassan Tarajim
		A.A.U.T TALUD	8138395054	18th APRIL, 2025	Assessment based of judgement	YHS Headquarters	Walk in Complain	YHS Headquarters	Resolved	Revised Assessment	resolved on 17th April, 2025	Yes	walk in	Hassan Tarajim