



# Grievance Redress Mechanism (GRM) Policy

## Zamfara State Internal Revenue Service

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### 1. Purpose and Objectives

#### 1.1 Purpose

This policy establishes the Grievance Redress Mechanism (GRM) for the Zamfara State Internal Revenue Service to provide a structured and transparent process for vehicle owners and the general public to submit complaints and grievances related to vehicle registration. The GRM aims to enhance accountability, ensure timely resolution of issues, and improve the overall business environment in Zamfara State.

#### 1.2 Objectives

- To provide an accessible and efficient process for lodging and resolving grievances.
  - To enhance trust and cooperation between the Board and vehicle owners.
  - To identify and address systemic issues that hinder vehicle registration.
  - To ensure compliance with relevant laws, policies, and regulations.
  - To improve the quality of service and responsiveness of the Board's services.
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### 2. Scope

#### 2.1 Coverage

The GRM policy applies to all activities, services, and interactions within the purview of the Zamfara State Internal Revenue Service, including but not limited to:

- Issuance of Vehicle Registration
- Collection of fees and charges □  
Vehicle Inspection.

## 2.2 Exclusions

The GRM does not cover:

- Grievances related to services provided by other MDAs, unless those services are directly linked to the Board's operations.
  - Disputes that are under litigation or arbitration.
  - Anonymous grievances that lack sufficient detail for investigation.
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## 3. GRM Structure and Responsibilities

### 3.1 Governance

- **GRM Oversight Committee:** This committee is chaired by a Director from Ministry of works and comprising representatives from key departments in the Zamfara State Internal Revenue Service, oversees the GRM's overall operation, reviews unresolved grievances, and ensures policy compliance.
- **Grievance Handling Unit (GHU):** This is a dedicated unit within the department responsible for managing grievances. The GHU is tasked with receiving, processing, investigating, and resolving grievances. It reports to the GRM Oversight Committee.

### 3.2 Roles and Responsibilities

- **GHU Staff:** They handle the GRM's day-to-day operations, including receiving complaints, conducting initial assessments, and investigating issues, communicating with complainants, and documenting all actions taken.
- **Departmental Representatives:** Collaborate with the GHU to provide technical expertise and information to resolve grievances.
- **Legal Advisor:** Ensures that the grievance handling process complies with legal standards and advises on any legal implications of grievances.
- **IT Support:** Maintains the online GRM platform, ensuring data security, accessibility, and proper functioning.

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## 4. Grievance Handling Process

### 4.1 Submission of Grievances

- **Channels:** Grievances can be submitted through multiple channels, including:
  - **Online Portal:** Accessible via the Board's official website at [irs.zm.gov.ng](http://irs.zm.gov.ng)
  - **Email:** Dedicated GRM email address ([info@irs.zm.gov.ng](mailto:info@irs.zm.gov.ng))
- **Hotline:** A toll-free number for verbal complaints 08060670360, 09033509195, 08168657414.
- **Information Required:** Complainants must provide their name, contact information, a detailed description of the grievance, any relevant documents, and suggested solutions (if any).

### 4.2 Acknowledgment

- Upon receipt of a grievance, the GHU will acknowledge it within 24 hours and provide the complainant with a reference number for tracking purposes.

### 4.3 Initial Assessment

- The GHU conducts an initial assessment within 48 hours to categorize the grievance, determine its validity, and identify the responsible department for further investigation.

### 4.4 Investigation and Resolution

- **Investigation:** The GHU investigates the grievance in collaboration with relevant departments. This process should be completed within ten working days.
- **Resolution:** Based on the investigation, the GHU proposes a resolution, which is communicated to the complainant. The resolution process should be completed within 15 working days from the date of grievance submission.

### 4.5 Appeal Process

- If the complainant is not satisfied with the proposed resolution, they can appeal to the GRM Oversight Committee within ten days of receiving the resolution.
- The Oversight Committee reviews the appeal and makes a final decision within 30 days.

## 4.6 Closure

- A grievance is considered closed when a resolution has been implemented, the complainant has either accepted the resolution, or the appeal process has been exhausted.
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## 5. Monitoring and Reporting

### 5.1 Performance Monitoring

- **Indicators:** Key performance indicators (KPIs) include the number of grievances received, resolution time, satisfaction rate, and the number of unresolved grievances.
- **Monitoring:** The GHU regularly monitors these indicators and submits quarterly reports to the GRM Oversight Committee.

### 5.2 Reporting

- **Internal Reporting:** Quarterly reports detailing grievance trends, resolution status, and systemic issues are submitted to the GRM Oversight Committee.
  - **Public Reporting:** The Board publishes an annual summary report on its website, highlighting key achievements, challenges, and improvements.
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## 6. Stakeholder Engagement and Communication

### 6.1 Awareness and Outreach

- **Workshops and Training:** Regular workshops for Board staff and the public to ensure understanding and effective use of the GRM.
- **Public Awareness Campaigns:** Use of media, social platforms, and public forums to raise awareness about the GRM.

## 6.2 Feedback Mechanism

- A feedback system is integrated into the GRM to collect suggestions for improvement from complainants and stakeholders. This feedback is reviewed quarterly to enhance the GRM's effectiveness.
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## 7. Confidentiality and Non-Retaliation

### 7.1 Confidentiality

- All information related to grievances, complainants, and investigations is treated as confidential. Only authorized personnel have access to such information.

### 7.2 Non-Retaliation

- The agency adopts a strict non-retaliation policy, ensuring that no complainant is subject to any form of harassment or punitive action as a result of lodging a grievance.
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## 8. Legal and Regulatory Compliance

### 8.1 Alignment with Laws

- The GRM adheres to relevant state and federal laws, including those related to business registrations anti-corruption, and administrative procedures. [8.2 Policy Review and Updates](#)
- The GRM policy will be reviewed annually by the GRM Oversight Committee to ensure its continued relevance and effectiveness. Updates will be made as necessary to align with legal changes, emerging challenges, and stakeholder feedback.

### 9.1 Support and Resources

- **Training:** Ongoing training programs for GHU staff and other agency personnel involved in the GRM.
- **Budget:** Allocation of sufficient budgetary resources to ensure the effective operation of the GRM, including technology, personnel, and public awareness activities.

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## 10. Communication Strategy

### 10.1 Internal Communication

- **Regular Updates:** The GHU will provide regular updates on GRM operations to all Board staff to ensure transparency and consistency.
- **Collaboration:** Promote inter-departmental collaboration to streamline grievance handling and resolution.

### 10.2 External Communication

- **Public Announcements:** The Board regularly makes announcements through its website, social media, and press releases to inform the public about the GRM and any significant developments.
- **Engagement with Stakeholders:** Regular meetings with Ministry of Commerce, business associations, chambers of commerce, and tourism stakeholders to gather input and disseminate information about the GRM.

For further information, contact Zamfara State, Internal Revenue Service, Located at Sani Abacha Way, Opposite Tudun Wada Jumuat Mosque Gusau Zamfara State

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Signed: Executive Chairman  
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