

**ZAMFARA STATE INTERNAL REVENUE SERVICE - GRIEVANCE REDRESS MECHANISM (GRM) RESPONSE STATUS FORM**  
**SECOND QUARTER 2024**

| S/<br>N | APPLICATION NO | NAME OF COMPLAINANT | CONTACT DETAILS | DATE OF COMPLAINT | DESCRIPTION OF COMPLAINT                  | RESPONSIBLE DEPARTMENT / UNIT | 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       | 7 / 2024       | Ibrahim Lawal Kura  | -               | 01/04/2024        | Motorcycle Daily Ticketing                | Other Taxes                   | in-person                           | ZIRS HQ                              | Resolved            | Waived        | Resolved         | Satisfied      | Physical Witnessing      | SAFIYANU GARBA              |
| 2       | 8 / 2024       | Muhammad Salihu     | -               | 13/04/2024        | NAPEP Daily Ticketing                     | Other Taxes                   | in-person                           | ZIRS HQ                              | Resolved            | Waived        | Resolved         | Satisfied      | Physical Witnessing      | SAFIYANU GARBA              |
| 3       | 9 / 2024       | Unanimous           | Unguwar Dallatu | 14/04/2024        | Tax Payment                               | Direct Assessment             | in-person                           | ZIRS HQ                              | Resolved            | Settled       | Resolved         | Satisfied      | Physical Witnessing      | SAFIYANU GARBA              |
| 4       | 10 / 2024      | Unanimous           | -               | 09/05/2024        | Delay In Issuance of Vehicle Registration | MLA                           | in-person                           | ZIRS HQ                              | Resolved            | Settled       | Resolved         | Satisfied      | Physical Witnessing      | SAFIYANU GARBA              |
| 5       | 11/2024        | Nasiru Musa         | T/Wada          | 22/05/2024        | Tax Payment                               | Direct Assessment             | in-person                           | ZIRS HQ                              | Resolved            | Settled       | Resolved         | Satisfied      | Physical Witnessing      | SAFIYANU GARBA              |
| 6       | 12/2024        | Kabiru Yahuza       | Bungudu         | 30/05/2024        | Tax Payment                               | Direct Assessment             | Phone Call                          | ZIRS HQ                              | Resolved            | Settled       | Resolved         | Satisfied      | Phone Call               | SAFIYANU GARBA              |
| 7       | 13/2024        | Maryam Usman        | Gada-Biyu       | 11/06/2024        | Tax Payment                               | Direct Assessment             | In-person                           | ZIRS HQ                              | Resolved            | Settled       | Resolved         | Satisfied      | Physical Witnessing      | SAFIYANU GARBA              |
|         | 14/2024        | Safiyanu Usman      | -               | 27/6/2024         | Tax Payment                               | Direct Assessment             | In-person                           | ZIRS HQ                              | Resolved            | Settled       | Resolved         | Satisfied      | Physical Witnessing      | SAFIYANU GARBA              |