

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

S/ 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	11 / 2024	Rabiu Usman	-	10/07/2024	Motorcycle Daily Ticketing	Other Taxes	in-person	ZIRS HQ	Resolved	Waived	Resolved	Satisfied	Physical Witnessing	SAFIYANU GARBA
2	12 / 2024	Unanimous	-	17/07/2024	Motorcycle Daily Ticketing	Other Taxes	in-person	ZIRS HQ	Resolved	Waived	Resolved	Satisfied	Physical Witnessing	SAFIYANU GARBA
3	13 / 2024	Unanimous	-	22/07/2024	NAPEP Daily Ticketing	Other Taxes	in-person	ZIRS HQ	Resolved	Settled	Resolved	Satisfied	Physical Witnessing	SAFIYANU GARBA
4	14 / 2024	Unanimous	-	21/08/2024	Delay In Issuance of Vehicle Registration	MLA	Phone Call	Phone	Resolved	Settled	Resolved	Satisfied	Phone Call	SAFIYANU GARBA
5	15 / 2024	Unanimous	Sabon Gari	3/09/2024	Tax Payment	Direct Assessment	in-person	ZIRS HQ	Resolved	Settled	Resolved	Satisfied	Physical Witnessing	SAFIYANU GARBA
6	16/ 2024	Unanimous	-	20/09/2024	Delay In Issuance of Vehicle Registration	MLA	in-person	ZIRS HQ	Resolved	Settled	Resolved	Satisfied	Physical Witnessing	SAFIYANU GARBA
7	17/2024	Ishaka Rabiu	Tsafe	30/09/2024	Tax Payment	Other Taxes	In-Person	ZIRS HQ	Resolved	Settled	Resolved	Satisfied	Phone Call	SAFIYANU GARBA