

# KEBBI STATE BOARD OF INTERNAL REVENUE

## BIRNIN-KEBBI

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Officers by name

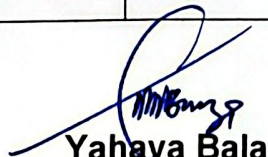


Our Ref: \_\_\_\_\_ Your Ref: \_\_\_\_\_ Date: **30/12/2024**

### GRM REPORT 2024

Complainant Name	Contact	Complaint Date	Type of Complaint	Description of Complaint	Amount Lost (₦)	Responsible Party	Response Date	Redress Action Taken
Aishatu Muh'd Gayya	08130678328	10 Jan 2024	Overcharge	Reported being asked to pay more than official levy	20,000	Border Post Officer	20 Jan 2024	Excess refunded; officer cautioned
Tukur Umar	07065747089	29 Jan 2024	Delay	Claimed consignment held at checkpoint longer than usual	15,000	Checkpoint Supervisor	08 Feb 2024	Truck cleared; officer warned
Falalu Muhammad	07070408536	16 Feb 2024	Harassment	Alleged unfriendly conduct by revenue officer	0	Revenue Taskforce	25 Feb 2024	Apology issued; officer cautioned
Siddiku Sani	08030927454	06 Mar 2024	Double charge	Claimed payment requested at two locations	25,000	State Revenue Agent	16 Mar 2024	One payment reversed
Umar Abdullahi	07069468182	22 Apr 2024	Miscommunication	Trader unclear about correct levy process	0	Trade Facilitation Desk	02 May 2024	Clarification given

Mohammed Mahmud	08039281365	15 May 2024	Delay	Reported long wait for clearance	10,000	Transport Monitoring Unit	25 May 2024	Clearance expedited
Aisha Bello	08034567891	04 Jun 2024	Overcharge	Claimed payment exceeded official schedule	18,000	Revenue Collection Unit	14 Jun 2024	Refund issued
Sani Bature	09055635005	20 Jul 2024	Harassment	Reported intimidation at checkpoint	0	Enforcement Officer	30 Jul 2024	Officer reprimanded
Hamza Abubakar	08032950839	12 Sep 2024	Seizure of goods	Claimed goods were withheld without clear reason	80,000	Enforcement Unit	22 Sep 2024	Goods released; officer investigated
Nasiru Muhammad	08063631742	28 Oct 2024	Delay	Reported unnecessary stop on interstate route	12,000	Border Post Supervisor	07 Nov 2024	Vehicle released promptly
Sadiq Shafiu	08069031049	10 Dec 2024	Overcharge	Trader claimed to have paid above official rate	22,000	State Levy Office	20 Dec 2024	Refund arranged after review



**Yahaya Bala**  
Desk Officer GRM

**CC**

**Executive Chairman**  
Kebbi State IRS