

GRIEVANCE REDRESS MECHANISM (GRM) RESPONSE STATUS FORM (SAMPLE)

S/N	ASSESSMENT/APPLICATION NO	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	DATE RESOLVING	STATUS OF COMPLAINT	ACTIONS TAKEN	FINAL RESOLUTION	FEEDBACK GIVEN	MODE/CHANNEL OF FEEDBACK	OFFICER COMPLETING THE FORM
1	4526387331320550	OPP. ATA ROUNDABOUT, LOKOJA OPP. GUNNAR WORSHIP CENTER, ALONG GANAJA ROAD, LOKOJA	6/03/2025	REQUEST FOR CONSIDERATION/RE-ASSESSMENT	ENVIRONMENTAL PROTECTION BOARD	LETTER TO CHAIRMAN KGIRS	KGIRS HEAD OFFICE, LOKOJA		IN PROGRESS	LETTER WAS SEND FOR A MEETING				HOD, HOSPITAL / GRACE AOUNDE
2	1283054007092010		27/02/2025	RE: ASSESSMENT NOTICE- 2025 FEES AND LEVIES	KGIRS	LETTER TO CHAIRMAN KGIRS	KGIRS HEAD OFFICE, LOKOJA		IN PROGRESS	LETTER WAS SEND FOR A MEETING				HOD, HOSPITAL / GRACE AOUNDE
3	68485105536121100	ELAITE AJAOKUTA	19/03/2025	RE: ASSESSMENT NOTICE- 2025 FEES AND LEVIES	KGIRS	LETTER TO CHAIRMAN KGIRS	KGIRS HEAD OFFICE, LOKOJA	24/03/2025	RESOLVED	MEETING WAS HELD	PART PAYMENT OF 60,000 TO BE MADE	OBJECTION ACCEPTED	IN PERSON/ CLEARED LETTER	HOD, INSTITUTIONS / GARBA HABIBU
4	2415266210284350	OBANGEDE, OKEHI	19/05/2025	ASSESSMENT NOTICE- 2025 FEES AND LEVIES	KGIRS	LETTER TO CHAIRMAN KGIRS	KGIRS HEAD OFFICE, LOKOJA	23/05/2025	RESOLVED	MEETING WAS HELD	PART PAYMENT OF 60,000 TO BE MADE	OBJECTION ACCEPTED	IN PERSON/ CLEARED LETTER	HOD, INSTITUTIONS / GARBA HABIBU
5	273044886050114	ALONG ATIMA ROAD EKIKI	05/12/2025	ASSESSMENT NOTICE 2025 FEES AND LEVIES/ LETTER OF UNDER TAKING	KGIRS	LETTER TO CHAIRMAN KGIRS	KGIRS HEAD OFFICE, LOKOJA	17/03/2025	RESOLVED	MEETING WAS HELD	PAYMENT OF 67,000 TO BE MADE	OBJECTION ACCEPTED	IN PERSON/ CLEARED LETTER	HOD, INSTITUTIONS / GARBA HABIBU
6	6850611554634250	NO. 168 AJAOKUTA EXPRESS WAY AJAOKUTA LGA	27/02/2025	RE: ASSESSMENT NOTICE- 2025 FEES AND LEVIES	KGIRS	LETTER TO CHAIRMAN KGIRS	KGIRS HEAD OFFICE, LOKOJA	03/05/2025	RESOLVED	MEETING WAS HELD	PAYMENT OF 1,500,000 WAS MADE	OBJECTION ACCEPTED	IN PERSON/ CLEARED LETTER	HOD PARASTATALS / MUFTAU OGUEYI
7	273844886030406	154, IBB WAY, ADANAKOLO JUNCTION	18/02/2025	RE: ASSESSMENT NOTICE- 2025 FEES AND LEVIES	KGIRS	LETTER TO CHAIRMAN KGIRS	HEAD OFFICE, LOKOJA	19/02/2025	RESOLVED	MEETING WAS HELD	PAYMENT OF 6,000,000 WAS MADE	OBJECTION ACCEPTED	IN PERSON/ CLEARED LETTER	HOD PARASTATALS / MUFTAU OGUEYI
8	1283054007052030	PLOT 495, IBB WAY, LOKOJA	28/03/2025	RE: ASSESSMENT NOTICE- 2025 FEES AND LEVIES	KGIRS	LETTER TO CHAIRMAN KGIRS	KGIRS HEAD OFFICE, LOKOJA	07/11/2025	RESOLVED	LETTER WAS SEND FOR A MEETING	PAYMENT OF 1,440,000 WAS MADE	OBJECTION ACCEPTED	IN PERSON/ CLEARED LETTER	HOD PARASTATALS / MUFTAU OGUEYI
9	273044886044840	OPP KOGI STATE SPECIALIST HOSPITAL, LOKOJA	26/06/2025	RE: ASSESSMENT NOTICE- 2025 FEES AND LEVIES	KGIRS	LETTER TO CHAIRMAN KGIRS	KGIRS HEAD OFFICE, LOKOJA	26/06/2025	RESOLVED	LETTER WAS SEND FOR A MEETING	PAYMENT OF 6,471,000 WAS MADE	OBJECTION ACCEPTED	IN PERSON/ CLEARED LETTER	HOD PARASTATALS / MUFTAU OGUEYI
10	8172833775815610	KPATIA MARKET ROAD, LOKOJA	23/06/2025	RE: ASSESSMENT NOTICE- 2025 FEES AND LEVIES	KGIRS	LETTER TO CHAIRMAN KGIRS	KGIRS HEAD OFFICE, LOKOJA	23/06/2025	RESOLVED	LETTER WAS SEND FOR A MEETING	PAYMENT OF 1,951,100 WAS MADE	OBJECTION ACCEPTED	IN PERSON/ CLEARED LETTER	HOD PARASTATALS / MUFTAU OGUEYI
11	1384155007113520	IBB WAY, LOKOJA	25/07/2025	RE: ASSESSMENT NOTICE- 2025 FEES AND LEVIES	KGIRS	LETTER TO CHAIRMAN KGIRS	KGIRS HEAD OFFICE, LOKOJA	08/11/2025	RESOLVED	LETTER WAS SEND FOR A MEETING	PAYMENT OF 6,471,000 WAS MADE	OBJECTION ACCEPTED	IN PERSON/ CLEARED LETTER	HOD PARASTATALS / MUFTAU OGUEYI
12	1384054007123100	KM 14, GANAJA-AJAOKUTA ROAD, LOKOJA	06/03/2025	RE: ASSESSMENT NOTICE- 2025 FEES AND LEVIES	KGIRS	LETTER TO CHAIRMAN KGIRS	KGIRS HEAD OFFICE, LOKOJA	23/05/2025	RESOLVED	LETTER WAS SEND FOR A MEETING	PAYMENT OF 1,951,100 WAS MADE	OBJECTION ACCEPTED	IN PERSON/ CLEARED LETTER	HOD PARASTATALS / MUFTAU OGUEYI
13	806173277594030	1 & 15, DOCKYARD ROAD, APAPA, LAGOS	05/09/2025	RE:OBJECTION TO TAX DEMAND NOTICE- 12,170,000.00	KGIRS	LETTER TO CHAIRMAN KGIRS	KGIRS HEAD OFFICE, LOKOJA	19/05/2025	RESOLVED	LETTER WAS SEND FOR A MEETING	PAYMENT TO BE 3,755,000 WAS MADE	OBJECTION ACCEPTED	IN PERSON/ CLEARED LETTER	HOD PARASTATALS / MUFTAU OGUEYI
14	2830448860121930	NO 11, DANFODIO STREET, OFF 12,170,000.00 LIVERPOOL ROAD, APAPA, LAGOS	22/04/2025	SUB-ASSESSMENT NOTICE & BUSINESS PREMISES REGISTRATION/RENEWAL 2025	KGIRS	LETTER TO CHAIRMAN KGIRS	KGIRS HEAD OFFICE, LOKOJA	28/04/2025	RESOLVED	LETTER WAS SEND FOR A MEETING	PAYMENT OF 750,000 WAS MADE	OBJECTION ACCEPTED	IN PERSON/ CLEARED LETTER	HOD PARASTATALS / MUFTAU OGUEYI
15	6848510553692940	IATTO FM CLOSE, UKOWA, OKENE-EBA, OGKENE, KOGI STATE	05/07/2025	RE:ASSESSMENT NOTICE FOR FEES AND LEVIES(2019-2025)	KGIRS	LETTER TO CHAIRMAN KGIRS		05/12/2025	NOT RESOLVED	LETTER WAS SEND FOR A MEETING	PAYMENT OF 2,500,000 TO BE MADE	OBJECTION NOT ACCEPTED	IN PERSON/ CLEARED LETTER	HOD PARASTATALS / MUFTAU OGUEYI
16	SUITE 24, A&B PAPINADA CITY PLAZA, NO. 6, ALIYU ATTAH ROAD, LOKOJA, KOGI STATE	11/03/2025	IMPLEMENTATION OF NEW HAULAGE FEES AS CONTAINED IN THE LAW, 2024	KGIRS	LETTER TO CHAIRMAN KGIRS	KGIRS HEAD OFFICE, NO.1, MARINE BEACH ROAD, LOKOJA	27/02/2025	RESOLVED	LETTER WAS SEND FOR A MEETING	PAYMENT OF 40,000.00 AS HAULAGE FEE ON COAL PER TRIP EFFECTIVE 01/04/2025	AMICABLE RESOLUTION REACHED	COMPLIANCE WITH NEW PAYMENT FEE	HOD ROAD TAXES	
17 367	DODAN KANTI HOUSE, PLOT 325, ORJI UZOR KALU CLOSE, MABUSHI FCT ABUJA	23/07/2025	PAYMENT OF ANNUAL CONSOLIDATED HAULAGE FEES	KGIRS	LETTER TO CHAIRMAN KGIRS	KGIRS HEAD OFFICE, NO.1, MARINE BEACH ROAD, LOKOJA	17/09/2025	RESOLVED	INVITATION FOR MEETING	PAYMENT OF 63,394,000.00	AMICABLE RESOLUTION REACHED	CONFIRMATION OF PAYMENT	DIRECTOR MDAs	
18 1406	DANGOTE INDUSTRIES LIMITED, UNION MARBLE HOUSE, 1, ALFRED REWANE ROAD, IKOYI LAGOS	21/07/2025	ADVANCE PAYMENT OF HAULAGE FEES	KGIRS	MEETING OF STAKEHOLDERS	KGIRS HEAD OFFICE, NO.1, MARINE BEACH ROAD, LOKOJA	21/07/2025	RESOLVED	DEMAND NOTICE FOR PAYMENT SENT	PAYMENT OF 5,000,000.00	AMICABLE RESOLUTION REACHED	CONFIRMATION OF PAYMENT	DIRECTOR MDAs	
19 329	NO. 2 CHRIS ALI CLOSE, LOKOJA, KOGI STATE	08/05/2025	CLARIFICATION OF PAYMENT OF HAULAGE FEE FOR TABLE WATER ASSOCIATION	KGIRS	LETTER TO CHAIRMAN KGIRS	KGIRS HEAD OFFICE, NO.1, MARINE BEACH ROAD, LOKOJA	09/07/2025	RESOLVED	LETTER WITH ATTACHED RELEVANT SECTION OF THE LAW CLARIFYING THE PAYMENT	COMMENCEMENT OF THE PAYMENT	COMPLIANCE WITH THE PAYMENT	PAYMENT EVIDENCE	DIRECTOR MDAs	
20 18-25	NO.1 ABUJA-LOKOJA ROAD, SARAKIN NOMA LOKOJA	23/01/2025	INADEQUATE SUPPORT FROM LOCAL GOVERNMENT TO CONSULTANT FOR COLLECTION OF HAULAGE FEE ON SAND	KGIRS	LETTER TO CHAIRMAN KGIRS	KGIRS HEAD OFFICE, NO.1, MARINE BEACH ROAD, LOKOJA	18/02/2025	IN PROGRESS	ENGAGEMENT OF STAKEHOLDERS FOR RESOLUTION	IN PROGRESS	IN PROGRESS	PHONE CALL	DIRECTOR MDAs	
21 005/2025	JANATA VILLAGE, LOKOJA-ABUJA EXPRESS WAY, KOGI STATE	26/03/2025	REQUEST FOR SYNERGY WITH THE APPOINTED CONSULTANT ON NEW HAULAGE FEE RATE	KGIRS	LETTER TO CHAIRMAN KGIRS	KGIRS HEAD OFFICE, NO.1, MARINE BEACH ROAD, LOKOJA	29/05/2025	RESOLVED	MEETING HELD TO AGREED ON RATE	PAYMENT OF AGREED RATE	COMPLYING WITH PAYMENT	PAYMENT EVIDENCE	DIRECTOR MDAs	