THE KADUNA STATE INTERNAL REVENUE SERVICE (KADIRS) GRIEVANCES REDRESS MECHANISM (GRM) COMMITTEE'S 2ND QUARTER REPORT FOR THE YEAR 2024

[2ND QUARTER (1ST APRIL – 30TH JUNE 2024)]

SUMMARY REPORT OF 2ND QUARTER ACTIVITIES

- Visited Bus Stations within Kaduna metropolis to sensitize commercial bus drivers about the existence and activities of the GRM Committee; and distribute pamphlets which capture the Committee's mandate for the benefit of both the taxpayers and the Tax Authority.

- Received more taxpayers' complaints in the second quarter of the year (35 complaints and more than 80 enquiries), which were promptly resolved in the best interest of parties involved.

  For example, the Committee received a complaint from a multinational Construction Company (name withheld) having its recently established branch Office in Kaduna State regarding a tax assessment that was served on them in June of this year directing that they pay quite a huge sum of money as the company's PAYE outstanding tax liability for the year 2023 including interest and penalty. The Company provided its evidence supporting the position that it commenced operations in Kaduna State only in March of this year, thus, cannot be assessed to pay a tax in respect of 2023. This complaint was immediately investigated by the Committee and amicably resolved.

- KADIRS organized a training session for both the members of its GRM Committee and the Committee's Support Staff who are stationed in the Service's Area Offices within Kaduna Metropolis.

- The KADIRS GRM Committee held its general meeting for the second quarter, to discuss on the challenges so far experienced by its members in the course of carrying out its operations, and how to curtail these challenges (one of which includes its lack of adequate financial support and funding).

GRM QUARTERLY SUMMARIZED ACTIVITY REPORT, 2024

2nd Quarter 2024

LOG NO.	PERIOD	RECEIVED BY	NO. OF COMPLAINTS RECIEVED	NATURE OF COMPLAINTS	ACTION TAKEN	STATUS
2.	2nd Quarter 2024	GRM COMMITTEE	- 35	- Revenue payment challenge - TIN Requests delay - Harassment by LGA revenue collecting - Complaints on revenue collection without demand notice	Taxpayers interviewed by GRM, Referred to relevant units.	Resolved

THE KADIRS GRM COMMITTEE'S ACTION POINTS

The Committee agreed on the following Action Points:

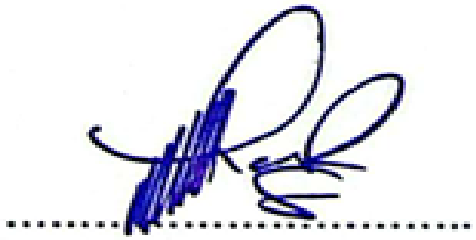
a. Prepare a list of the Service's staff (at Head Quarters and the Area Offices) who will serve as the Committee's liaison contacts through whom complaints can be lodged and forwarded.

b. Schedule regular meetings of the GRM Committee, given that taxpayer complaints are received daily.

c. Schedule quarterly training sessions for the KADIRS GRM Committee members.

d. Print and distribute flyers and pamphlets, and paste banners and notices on notice boards at the Service's offices and reception areas to promote the GRM Committee's services.

e. Encourage all Kaduna State MDAs to prepare and display a comprehensive list of their respective taxes/levies/fees on public notice boards at their respective offices.



Dr. Lawal Muhammad
(Chairman, GRM Committee)