



**PLATEAU STATE GOVERNMENT MINISTRY OF COMMERCE, TRADE & INVESTMENT
GRM ANNUAL QUARTERLY PERFORMANCE REPORT FOR DRIVERS LICENSE**

Period: Jan – Dec 2025

Reporting Frequency: Quarterly (Consolidated into Annual Report)

SN	Complaint ID	Nature of Complaint	Channel	Date Received	Action Taken	Date of Final Resolution	Resolution Time (Days)	Status
1	PLMWT/DL/GRM/01/2025	Delay in biometric capture appointment after payment	Walk-in	07/01/2025	Appointment scheduled and completed	09/01/2025	2	Resolved
2	PLMWT/DL/GRM/02/2025	Incorrect date of birth on the issued driver's license	Email	15/02/2025	Records verified and correction requested from FRSC liaison	20/02/2025	5	Resolved
3	PLMWT/DL/GRM/03/2025	Failure to receive SMS notification for license collection	Phone call	11/03/2025	Applicant enrolled on notification platform	14/03/2025	3	Resolved
4	PLMWT/DL/GRM/04/2025	Overbilling due to wrong license class selected	Portal	18/04/2025	Fee adjusted and refund processed	22/04/2025	4	Resolved
5	PLMWT/DL/GRM/05/2025	Loss of application file delaying license issuance	Written	20/05/2025	Duplicate file reconstructed from archive	25/05/2025	5	Resolved
6	PLMWT/DL/GRM/06/2025	Delay in eye test verification for a new applicant	Walk-in	14/07/2025	Medical verification completed	18/07/2025	4	Resolved
7	PLMWT/DL/GRM/07/2025	License renewal delayed despite complete documents	Email	16/08/2025	File fast-tracked and approved	20/08/2025	4	Resolved

8	PLMWT/DL /GRM/08/2 025	Incorrect address on printed license card	Portal	17/09 /2025	Database corrected and card reprinted	22/09/2 025	5	Resolved
9	PLMWT/DL /GRM/10/2 025	Complaint on inspection conducted without prior notice during routine MOT exercise	Phone call	10/12 /2025	Applicant engaged and protocol reinforced	14/12/2 025	4	Resolved