Taraba State GRM – User Manual for Submitting a Grievance

July 2025

Anyone can file a grievance against a Taraba State MDA online at taraba.resolveng.app, with or without an account, and gets a reference number by email to track it.

1. About the Taraba State GRM

The Grievance Redress Mechanism (GRM) is the State's channel for receiving, tracking and resolving complaints about government services. It is governed by the Taraba State Business Grievance Redress Procedure 2025–2030, led by the Ministry of Finance, Budget & Economic Planning and effective 4 July 2025.

- **Who can complain** businesses, Traders, investors, artisans, transporters, and organizations and members of the public.

What you can complain about:

- Taxpayer registration and annual returns processing
- Land administration and development (construction) permits
- Business registration support, licensing and regulatory approvals
- Interstate trade movement
- Any other business-facing government service, including delays, misconduct, corruption or poor facilities

2. Ways to submit a grievance

The online GRM Platform is the State's primary channel; the other four remain open for anyone without internet access.

Channel	How to use it
Online GRM Platform (recommended)	https://taraba.resolveng.app, or click **Submit Grievance** on tarabastate.gov.ng
Physical submission	Complaint desks inside participating MDAs
Email	Official MDA email addresses, or the State contact centre: contactcentre@tarabastate.gov.ng
Telephone	Designated MDA hotlines, or the State line +234 903 069 0129

Channel	How to use it
Written letter	A formal complaint letter delivered to the MDA concerned

The rest of this manual covers the online platform.

3. Getting to the platform

There are three entry points on the State website; all lead to the same GRM sign-in page.

1. Open www.tarabastate.gov.ng in any browser on a phone or computer.
2. Click **Submit Grievance** in the quick links at the top of the home page, or **Complaints Platform** under *Services & resources*.
3. Alternatively, go to **Contact** in the main menu, scroll to *Need help? Submit a grievance* and click **Submit your complaint**.
4. The **Sign in to your account** page of the Taraba State GRM opens (taraba.resolveng.app/auth/login).

On that page you choose how to continue:

- **Filing a grievance? Continue without an account** → Option A (section 4). Quickest; no password needed.
- **Create an account** → Option B (section 5). Lets you see all your grievances and their status on a personal dashboard.

Tip: the official procedure is also on the home page as **Complaints Guide** (PDF).

4. Option A – File a grievance without an account

One form, eleven fields, one **Submit grievance** button; a reference number is emailed to you afterwards.

1. On the sign-in page, click **Continue without an account**. The **File a grievance** page opens (taraba.resolveng.app/file-grievance).
2. Complete the form fields in the table below, top to bottom.
3. Re-read your Subject and Details, then click **Submit grievance** at the bottom right. Click **Cancel** to leave without submitting.
4. Check your email inbox (and spam folder) for your unique reference number. Keep it safe.

#	Field	What to enter	Notes
1	Full name	Your full name	
2	Email address	A working email, e.g. you@example.com	Your reference number and updates are sent here

#	Field	What to enter	Notes
3	Ministry	The MDA the complaint is about, picked from the drop-down	38 MDAs listed (see below)
4	Category	Service delivery, Delay, Misconduct, Corruption, Facilities, or Other	Defaults to Service delivery – change it if needed
5	Subject	A one-line summary, e.g. "C of O application pending since March" Blocked Road by Revenue Officers	
6	Details	What happened, with dates, file or receipt numbers, names of offices, and what you want done	The most important field
7	Incident date	Pick from the calendar	Optional
8	Location	Office, LGA, facility or address involved, e.g. State Secretariat, Jalingo	Optional
9	Contact phone	Your phone number	Optional; helps the officer reach you
10	Desired outcome	e.g. refund issued, service restored, written apology	Optional
11	Supporting documents	Click **Choose files to upload**	Optional; PDF, Word, JPEG, PNG or WebP, up to 10 MB each, maximum 5 files

MDAs in the Ministry drop-down:

- *Ministries:* Agriculture and Food Security; Commerce, Trade and Industry; Digital Economy and Innovation; Education; Energy and Economic Development; Environment and Climate Change; Finance, Budget and Economic Planning; Health; Housing; Information and Reorientation; Justice; Land and Survey; Local Government and Chieftaincy Affairs; Rural and Urban Development; Special Duties; Transport; Water Resources; Women Affairs; Works and Infrastructure; Youth and Sports Development.
- *Agencies and boards:* Taraba Geographic Information Service (TAGIS); Agricultural Development Programme (TADP); Bureau for Public Procurement; Civil Service Commission; College of Agriculture; Emergency Management Agency; Environmental Protection Agency; Internal Revenue Service (TIRS); Investment Promotion Agency (TARIPA); Investment and Property Development Agency;

Library Board; Primary Health Care Development Agency; Scholarship Board; Sports Council; Tourism Board; Universal Basic Education Board (TSUBEB); Waste Management Agency; Water Supply Agency.

Not sure which MDA? Pick the office you dealt with; misdirected complaints are re-assigned during review.

5. Option B – Create an account and sign in

An account adds a personal dashboard where acknowledgements, assignment updates and status changes appear for every grievance you file.

Register (once):

1. On the sign-in page, click **Create an account**. The **Sign up for an account** page opens.
2. Enter **First name**, **Last name** and **Email address**.
3. Choose a **Password** and type it again in **Confirm password**.
4. Click **Continue**.
5. Verify your email address if the platform sends you a verification link.

Sign in and file:

1. Go to taraba.resolveng.app, enter your email address and password, and click **Continue**. Tick **Remember this device** only on your own phone or computer.
2. Choose the option to submit a new grievance.
3. Select the MDA and category, enter the details, and submit, using the same fields described in section 4.
4. Your reference number appears on your dashboard and in your email.

Forgot your password? Click **Forgot password?** on the sign-in page and follow the emailed instructions.

6. After you submit

You should be acknowledged within 2 working days and have a resolution within 15 working days of submission.

Stage	What happens	Timeline
1. Submission	System generates your unique reference number	Same day
2. Registration	Logged in the grievance register, categorised, given a responsible officer	Within 1 working day
3. Acknowledgement	Sent by email, SMS, letter or platform notification	Within 2 working days

Stage	What happens	Timeline
4. Review and assignment	Assigned to the responsible officer or unit	Within 3 working days
5. Investigation	Officer reviews records, consults departments, may ask you for more information	Within 10 working days
6. Resolution	Corrective action, clarification, expedited processing, referral, or dismissal if unsubstantiated	Within 15 working days
7. Closure	Recorded once the resolution is communicated and any corrective action done	Within the SLA period

Tracking your grievance. Quote your reference number in any follow-up. Account holders see progress on their dashboard. Status labels you may see: Submitted, Acknowledged, Under Review, Assigned, Investigation Ongoing, Awaiting Information, Resolved, Closed.

Notifications. The platform emails you when your grievance is submitted, acknowledged, assigned, when more information is requested, when its status changes, when a resolution is issued, and when it is closed. If the status shows *Awaiting Information*, reply promptly — the officer cannot proceed without it.

7. Escalation and service targets

A grievance that is not resolved moves up five levels inside the MDA, and escalated cases should be resolved within 20 days.

Level	Officer handling it
1	Complaint Desk Officer
2	Unit Head
3	Director
4	Permanent Secretary
5	Commissioner / Executive Chairman

State performance targets: acknowledgement in 2 days, resolution in 15 days, escalated resolution in 20 days, and at least 75% of complaints resolved. If your timeline has passed, follow up with your reference number through the platform, the MDA focal person (section 8), or the State contact centre.

8. Tips, contacts and quick reference

Tips for a grievance that gets resolved fast

- One grievance per issue; file separate ones for unrelated problems.
- Give facts, not opinions: dates, amounts, application or receipt numbers, office visited, officer's name if known.
- Say exactly what outcome you want.
- Attach evidence: receipts, acknowledgement slips, letters, photos (max 5 files, 10 MB each).
- Use an email address you check, and add a phone number.
- Never include passwords or bank PINs in a grievance.

MDA focal persons

MDA	Focal person	Phone	Office address
Taraba Geographic Information Service	Surv. Yakubu Rima Barth	+234 704 022 2110	P.M.B. 1105, Donga Road, Jalingo
Taraba State Internal Revenue Service	Japhet Theophilus Kabui	+234 803 804 2869	No. 134 Hammaruwa Way, Jalingo
Ministry of Commerce & Industry	Bweni Usman	+234 803 255 7053	State Secretariat Complex, Jalingo
High Court of Justice	Martins Joshua Forchi	+234 806 677 4378	No. 33 Buba Ardo Street, Jalingo, close to State House of Assembly
Ministry of Urban and Rural Development	Hamman Ivan Mbeuya	+234 803 180 7831	Hammaruwa Way, opposite Fidelity Bank, Jalingo
Taraba Investment Promotion Agency	Jonathan I. Agbu	+234 803 066 5739	Hammaruwa Way, close to Sterling Bank, Jalingo
Ministry of Finance, Budget and Economic Planning	Adi Tanko Adi	+234 806 486 0486	Palace Way, P.M.B. 1073, Jalingo

State contact centre: +234 903 069 0129 · contactcentre@tarabastate.gov.ng

Quick reference: tarabastate.gov.ng → Submit Grievance → Continue without an account → fill the form → Submit grievance → note your emailed reference number.