



OYO STATE OF NIGERIA

OYO STATE INTERNAL REVENUE SERVICE

P.M.B. 5147, STATE SECRETARIAT, IBADAN

E-mail: bir@oyostate.gov.ng 07012990552, 09034423126

Further correspondence on this matter should be addressed to the Chairman, Board of Internal Revenue, quoting

Our Ref. No:.....

GRIEVANCE REDRESS MECHANISM PROCESS

The following processes shall be followed by an aggrieved person in resolving his/her grievance(s) with this Agency (Oyo State Board of Internal Revenue):

- I. For reporting any grievance(s) contact the desk officer via our helpline:
Phone No 09034423126/07012990552
Email Address: oyostateirs@gmail.com/info@oyostateirs.com
- II. Download the GRM complaint form from the State official website via the link; <https://bir.oyostate.gov.ng/wp-content/uploads/2023/12/GRIEVANCE-REDRESS-MECHANISM-COMPLAINT-FORM.pdf>
Or
Obtain the complaint form at Room No. 5 IT/TIN Oyo State Board of Internal Revenue, Revenue House, Oyo State Secretariat, Ibadan filled and submitted with a covering letter to the Office of the Executive Chairman, Oyo State Board of Internal Revenue.
- III. Upon the submission the complaint shall be acknowledged within 24hrs.
- IV. After the receipt of the complaint the MDA/Grievance Redress Committee may investigate on the matter.
- V. Based on the findings of the investigation, the MDA/ Grievance Redress Committee shall deliberate on the ground raised, resolve the grievance and make decision regarding the complaints or issues. These shall take effect within 14 days from the date of initial submission of the complaint.

IV. If the aggrieved person is dissatisfied with the decision of the MDA/Committee, he/she is entitle to file or write an appeal to the Grievance Redress Appeal Committee at the State Level in the Mediation Centre situated at Ministry of Justice which shall take up the matter. This shall be resolved within 14 days of the appeal from the dissatisfied person.



Executive Chairman
Oyo State Board of Internal Revenue