



KWARA STATE MINISTRY OF WORKS AND TRANSPORT
Detailed Grievance Register (Obtaining Driver's License –
JAN 2025 - DECEMBER 2025)

SN	Complaint ID	Nature of Complaint	Channel	Date Received	Action Taken	Date of Final Resolution	Resolution Time (Days)	Status
1	KSMWT/DL/GRM/01/2025	Delay in issuance of driver's license after biometric capture	Phone call	16/01/2025	Application status verified and license processing expedited	23/01/2025	7	Resolved
2	KSMWT/DL/GRM/02/2025	Incorrect personal details captured during license registration	Physical	13/02/2025	Records reviewed and corrections effected	20/02/2025	7	Resolved
3	KSMWT/DL/GRM/03/2025	Failure to receive payment confirmation for driver's license application	Written	14/03/2025	Payment reconciled and confirmation issued	21/03/2025	7	Resolved
4	KSMWT/DL/GRM/04/2025	Delay in scheduling mandatory driving test	Physical	18/04/2025	Driving test scheduled and conducted	25/04/2025	7	Resolved

5	KSMWT/DL/GRM/05/2025	Biometric capture conducted but license not produced within timeline	Phone call	22/05/2025	Case escalated and license produced	30/05/2025	8	Resolved
6	KSMWT/DL/GRM/06/2025	Dispute over driver's license processing fee charged	Written	19/06/2025	Official fee structure clarified and excess charge refunded	27/06/2025	8	Resolved
7	KSMWT/DL/GRM/07/2025	License application marked incomplete despite submission of required documents	Physical	17/07/2025	Documentation reviewed and application regularised	22/07/2025	5	Resolved
8	KSMWT/DL/GRM/08/2025	Lack of notification on readiness of driver's license for collection	Phone call	15/08/2025	Applicant notified and license released	23/08/2025	8	Resolved
9	KSMWT/DL/GRM/09/2025	Incorrect license category issued to applicant	Written	18/09/2025	License category reviewed and corrected	26/09/2025	8	Resolved
10	KSMWT/DL/GRM/10/2025	Delay in replacement of lost driver's license after application	Physical	16/10/2025	Replacement license processed and issued	21/10/2025	5	Resolved