



GRIEVANCE REDRESS PROCEDURE

The Anambra State Government, through the Ministry of Transport in collaboration with Anambra State Internal Revenue Service and the Ministry of Justice, has established a comprehensive Grievance Redress Mechanism (GRM) for addressing public transport concerns in an organized, timely, and transparent manner. This process is designed to resolve disputes efficiently and equitably to the satisfaction of all parties involved. Both concerned Ministries have designated staff members as administrators of this grievance redress process.

The Grievance Redress Mechanism ensures:

- Complaints are submitted in writing to maintain official records.
- All resolutions are documented and communicated to the complainants in writing.
- All disputes are to be resolved within 21 working days.

Contact Details:

GRM Hotlines; 07080150476; 09055449948

Email address: grm@anambrastate.gov.ng

URL – grm.anambrastate.gov.ng

Standard Operating Procedure (SOP) for Resolving Disputes:

Step 1: The complainant submits a grievance by voice call, SMS, or WhatsApp to any of the publicized GRM hotlines and sends a written complaint via email to grm@anambrastate.gov.ng

Step 2: The designated GRM desk officer receives and logs the grievance in the GRM portal <https://grm.anambrastate.gov.ng> and a tracking number is generated for the complainant.

Step 3: The desk officer acknowledges receipt of the grievance via the complainant's email address (the email notifies the complainant of the case status, provides the

grievance tracking number to the complainant, and, if necessary, requests additional details).

Step 4: The desk officer initiates the Grievance Investigation process to understand the nature and scope of the complaint.

Step 5: The desk officer communicates an estimated resolution timeframe to the complainant via a follow-up email.

Step 6: The desk officer ensures that the grievance is resolved and any necessary remedial actions are carried out within the established timeframe, aiming to resolve within 72 hours and not exceeding 21 days.

Step 7: The GRM desk monitors the implementation of the resolution to ensure compliance with the agreed terms.

Step 8: The complainant and the GRM desk officer engage to verify that the resolution meets the complainant's satisfaction.

Step 9: The complaint is officially closed on the GRM portal once the resolution has been fully implemented to the complainant's satisfaction.

Step 10: The GRM desk officer will compile and report all complaints received every quarter at a minimum.

The Anambra State Government encourages citizens to utilize the provided hotlines and GRM portal for grievance submissions, follow-ups, and resolutions. This mechanism demonstrates Anambra State's commitment to transparency, accountability, and effective dispute resolution for the benefit of all citizens.

Signed: Ministry of Transport, in collaboration with Anambra State Internal Revenue Service and the Ministry of Justice.

A handwritten signature in green ink, appearing to be 'Patricia Igwebuike', with a long horizontal line extending to the right.

Mrs. Patricia Igwebuike

Commissioner for Transport

21st December, 2025