



ONDO STATE INTERNAL REVENUE SERVICE
CONTACT CENTRE DEPARTMENT
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Complaint Management Report Summary

Reporting Period: [2023] – [2025]

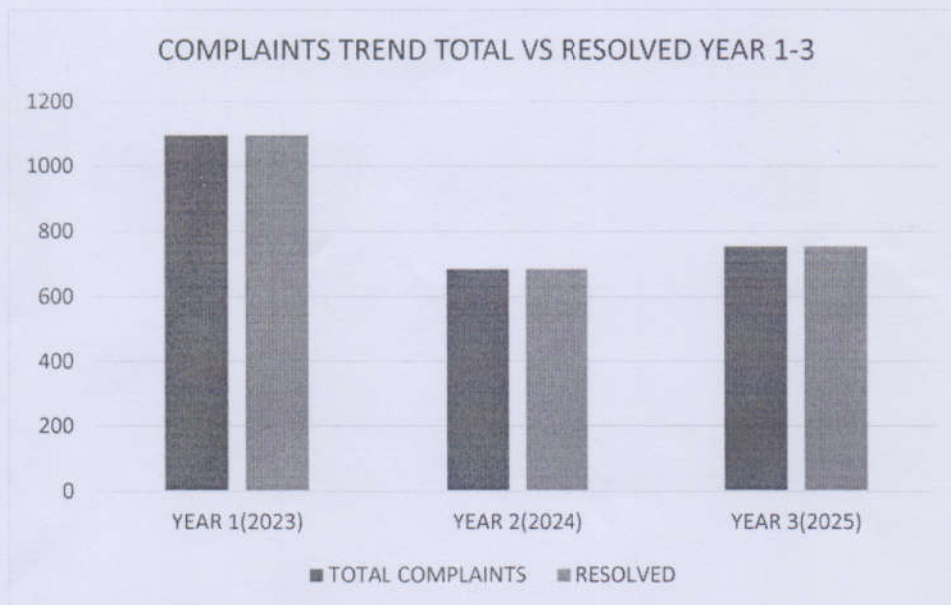
Report Type: [Annual/Year 3 Cumulative]

1. Overview of Complaints

Provide a quantitative summary of complaints received within the reporting period.

- **Total Complaints:** [2532]
- **Resolved:** [2532]
- **Unresolved:** [Nil]
- **Average Number of Days for Resolution (Three working days)**
- **% of Complaints Resolved within SLA (100)%**

Visual Representation: > Insert a Bar Chart here comparing total vs. resolved complaints over the last 3 years to demonstrate progress.

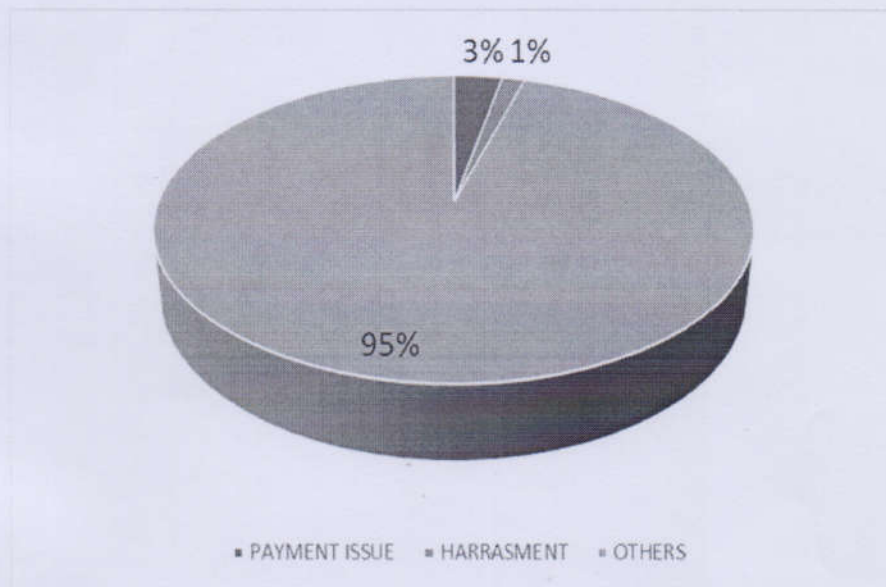


2. Nature of Complaints

Categorize the main types of issues reported. Use the descriptions below to summarize the findings.

- **Harassment or Misconduct:** [Tax Enforcement, Some local government officials requesting payments from commercial vehicles on the highway, 37 cases]
- **Unauthorized Payments:** [Duplicate payments, Bad network, 79 cases]
- **Others:** [Enquiries on tax payments, 2416 cases]

Visual Representation: > Insert a Pie Chart here showing the percentage breakdown of each category listed above.



3. Corrective Actions Taken

Detail the steps implemented to address the issues identified in Sections 1 and 2.

1. Sensitization and enlightenment of taxpayers on tax compliance
2. Review of tax assessments and identification of errors
3. Improve staff monitoring

4. Year 3 Cumulative Progress & Learning

Specific to the Year 3 reporting cycle to highlight long-term trends.

- **Comparative Summary:** Contrast corrective actions taken in Year 1, Year 2, and Year 3.
- **Follow-up Measures:** Are previous actions effective? [YES] Do they need adjustment? [NO]

- **Outstanding Issues:** Nil.
- **Sustainability Plan:** Institutional measures proposed to prevent recurrence.
 1. automation of tax assessments to taxpayer
 2. Composition of internal taskforce on monitoring activities of staff in relating to taxpayers
 3. Training of staff on taxpayer service management



5. Summary Table

Use this table to provide a high-level snapshot of the multi-year reporting cycle.

Year	Total Complaints	Resolved	Unresolved	Nature of Key Complaints	Major Corrective Actions	Remarks
Year 1 (2023)	1095	1095	NIL	Enquiries on tax payments	Sensitization and enlightenment of taxpayers	
Year 2 (2024)	684	684	NIL	Complaint on Tax assessment	Review of assessment notices and identification of errors	
Year 3(2025)	753	753	NIL	Registration and payment on the payment platform	sensitization and enlightenment of taxpayers	

VI. Further Information & Support

For guidance on data definitions or reporting protocols, please contact:

- **Reporting Liaison:** [Eso Oludolapo/ Head Contact Centre]
- **Phone/Email:** [09035284448, 08104864804, contactus@odirs.ng or info@odirs.ng]
- **Internal Portal:** <http://odirs.ng/contact.php>

VII. Authorization & Attestation

I certify that the information contained in this report is accurate, verified, and reflects the current status of complaint management within this jurisdiction.

Authorized Signature: _____



Printed Name: Mr. Bayo Rojumbokan

Title/Position: Executive Chairman

Date: [12/31/2025]