
Manual for Creating a Complaint Ticket on Taraba GRM Portal

◆ Purpose

This manual guides citizens, businesses, and stakeholders on how to submit complaints or grievances related to government services, agencies, or regulatory issues in Taraba State.

Step-by-Step Instructions

Step 1: Access the GRM Portal

- Open your browser and go to the [Taraba GRM Ticketing Portal](#).
- You can proceed as a **Guest User** or **Sign In** if you have an account.

Step 2: Open a New Ticket

- Click on “**Open a New Ticket**” from the homepage.
- A form will appear requesting your contact and complaint details.

Step 3: Fill in Contact Information

Provide the following:

- **Email Address** – where updates will be sent
- **Full Name** – your legal or business name
- **Phone Number** – for follow-up communication
- **Extension** – optional, if applicable

Step 4: Select the Relevant MDA

- Use the dropdown menu to choose the **Ministry, Department, or Agency (MDA)** your complaint relates to.
 - Example: *Ministry of Lands and Survey, TSIRS, TAGIS*, etc.

Step 5: Describe Your Complaint

Fill in the following fields:

- **Issue Summary** – a short title for your complaint (e.g., “Delay in C of O Issuance”)
 - **Detailed Description** – explain the issue clearly, including:
 - Dates of interaction
 - Names of officials (if known)
 - Documents submitted
 - Impact of the issue
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Step 6: Attach Supporting Documents

- Upload relevant files such as:
 - Payment receipts
 - Application forms
 - Correspondence
 - Photos or scanned documents
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Step 7: Submit the Ticket

- Review all entries for accuracy.
 - Click “**Submit**” to send your complaint.
 - You will receive a **Ticket ID**—save this for tracking.
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Step 8: Track Your Complaint

- Return to the portal and click “**Check Ticket Status**”.
 - Enter your **Ticket ID** to view:
 - Status updates
 - Responses from GRM officers
 - Any required follow-up actions
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Support Channels

If you need help:

- **Email:** complaints@tarabastate.online
 - **Phone:** 0812 766 7894 OR 08122288828
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