



KATSINA STATE WATER BOARD GRIEVANCES REDRESS MECHANISM

Katsina State Water Board , No.8 Olusegun Obasanjo Drive GRA Katsina, Katsina State.
October 2024

INTRODUCTION

The Grievance Redress Mechanism (GRM) is an institutional arrangement that allows water consumers and stakeholders to address grievances related to the services provided in the agency through a timely, transparent and predictable process. A grievance is defined as any formal communication that expresses dissatisfaction about an action or lack of action, about the standard of services, project, deficiency of service or project management. During project execution issues or concern may arise. In this situation if stakeholder have inadequate means to voice and resolve grievances, it may turn to conflict or delay the project execution.

OBJECTIVE AND COMPOSITION OF GRM

The principal objective of the GRM is to implement and maintain a procedure for handling all type of Grievances/concerns that may arise. The procedure includes a redressal mechanism so as to follow up and ensure grievances are resolved within a possible short period of time.

SPECIFIC OBJECTIVES

- i. To establish a functional systematically process complaints received from customers and other stakeholders and provide a prompt, transparent and timely response.
- ii. To build capacity of Staff to receive, document, take action and follow up and ensure complaints received are resolved in a transparent manner.
- iii. To redress all grievances received.

LEVELS OF COMPLAINTS

To address issues that arise due to service failure or disputes, the KSWB has established a comprehensive Grievance Redress Mechanism (GRM). This system provides remedies for defaults and ensures consumer satisfaction through the following steps:

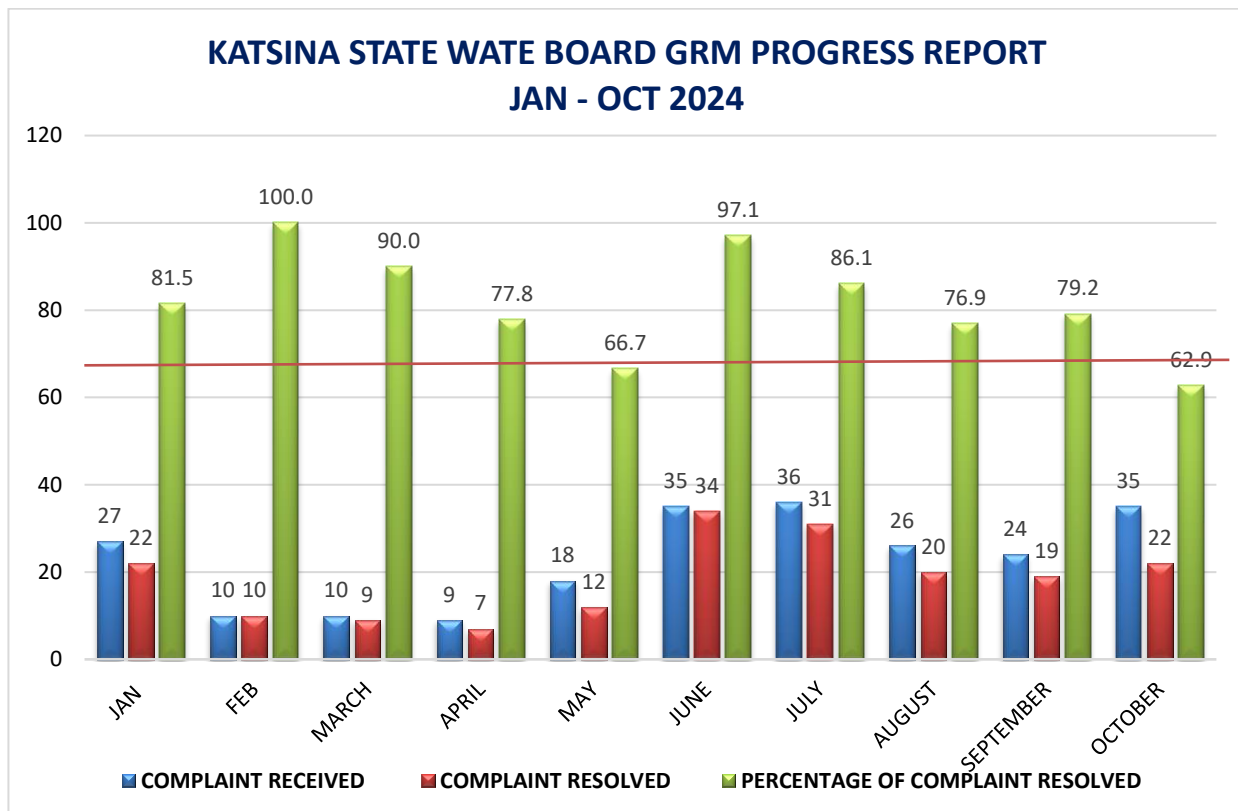
First-Level Resolution:	Complaints are first handled by the Customer Care Department (District Level) , with feedback provided within 5 days.
Escalation:	If a complaint is unresolved at the first level, it can be escalated to the Commercial Department for further review and resolution.
Final Appeal:	In cases where disputes remain unresolved, customers can appeal to the Executive Management Team of KSWB, which will provide a final resolution within 14 working days.

GRM STRUCTURE

GRM boxes have been provided in the all the eight district offices of Katsina State Water Board as follows:

<ul style="list-style-type: none">▪ Katsina District Office▪ Funtua District Office▪ Daura District Office▪ Malumfashi District Office▪ Dutsinma District Office▪ Jibia District Office▪ Dutsi District Office▪ Mashi District Office▪ and Headquarters	<p>Grievances can be forwarded via following channels:</p> <ul style="list-style-type: none">▪ GRM Box at District Offices▪ Phone no: 08037040310▪ Email: info@ktswb.com.ng▪ WhatsApp: 08163225075▪
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DATA ANALYSIS JANUARY – OCTOBER 2024



From the Data analysis above, it has shown that more than 60% of grievances received have been resolved.