



KATSINA STATE WATER BOARD GRIEVANCES REDRESS MECHANISM

Annual Report 2024

Katsina State Water Board , No.8 Olusegun Obasanjo Drive GRA Katsina, Katsina State.
December 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 within short possible time.

LEVELS OF COMPLAINTS

To address issues that arise due to service failure or disputes, the KTSWB 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 KTSWB, which will provide a final resolution within 14 working days.

GRM STRUCTURE

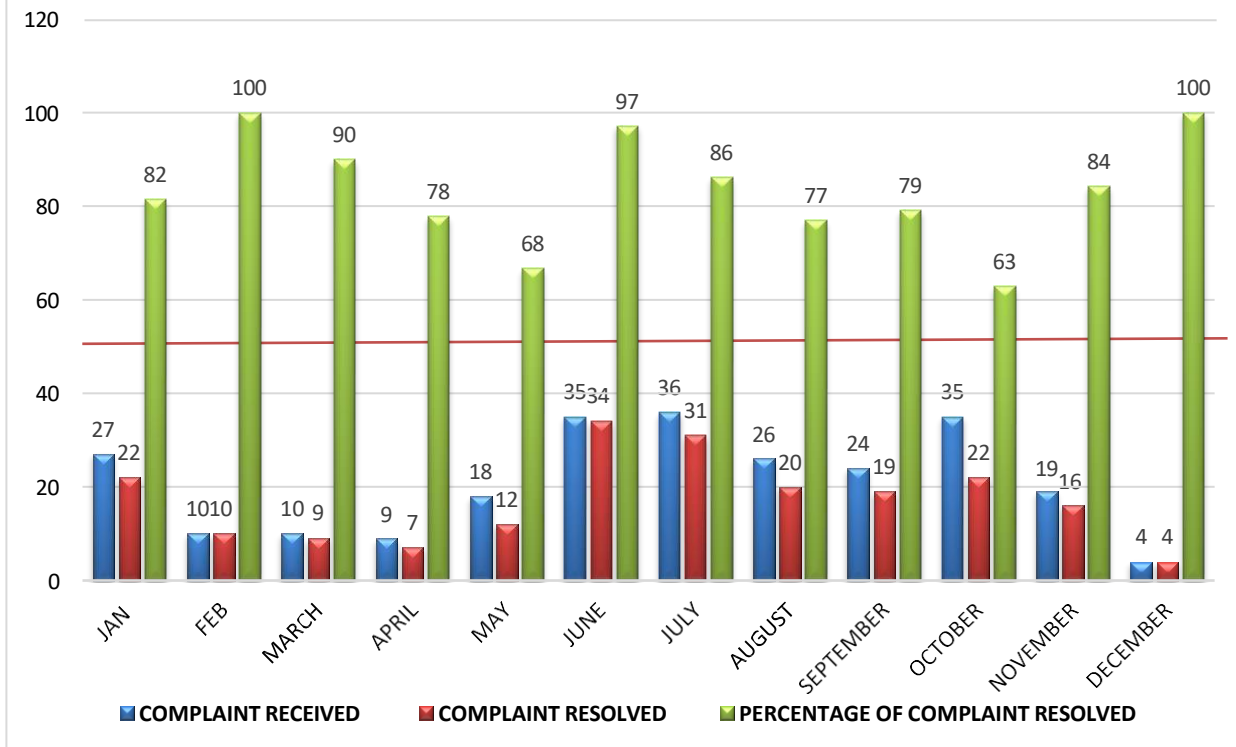
GRM boxes have been provided in the all the eight district offices of Katsina State Water Board as follows:

<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▪ Facebook: web.facebook.com/katsina-state-water-board
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DATA ANALYSIS JANUARY – DECEMBER 2024

MONTHS	COMPLAINT RECEIVED	COMPLAINTS RESOLVED WITHIN TURN AROUND PRIOD IN THE SLA	PERCENTAGE OF COMPLAINT RESOLVED	TURN AROUND TIME
JANUARY	27	22	82	14 working days
FEBRUARY	10	10	100	14 working days
MARCH	10	9	90	14 working days
APRIL	9	7	78	14 working days
MAY	18	12	67	14 working days
JUNE	35	34	97	14 working days
JULY	36	31	86	14 working days
AUGUST	26	20	77	14 working days
SEPTEMBER	24	19	79	14 working days
OCTOBER	35	22	63	14 working days
NOVEMBER	19	16	84	14 working days
DECEMBER	4	4	100	14 working days

KATSINA STATE WATE BOARD GRM PROGRESS REPORT JANUARY - DECEMBER 2024



From the data analysis above, it has shown that more than 50% of grievances received have been resolved from January to December during the year 2024.

Yahaya Abdullahi
Director Commercial
31st December, 2024