



KATSINA STATE GOVERNMENT

KATSINA STATE WATER BOARD

GRIEVANCE REDRESS MECHANISM PROGRESS REPORT FOR THE MONTH OF MARCH 2025

INTRODUCTION

This report is a Grievance Redress Mechanism (GRM) report for Katsina State Water Board, specifically for the five business-enabling Ministries, departments, and agencies (MDAs) in order to increase Transparency of official fees and procedures. It focuses on Grievances received and the redressal of the complaints received within the agency specified timeframe stated in the Service Level Agreement.

The Grievance Redress Mechanism (GRM) is an institutional arrangement that allows water consumers and stakeholders to address grievances related to the services provided by 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.

OBJECTIVE 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 as specified in the agency SLA.

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 Offices (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 at the Headquarters 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.

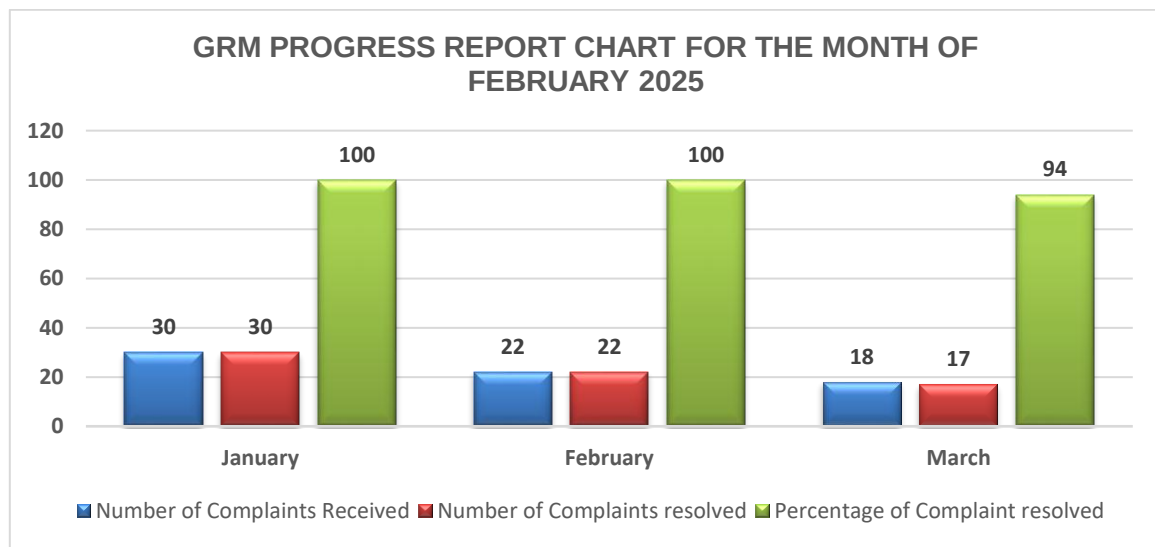
GRM STRUCTURE

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

▪ 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	Grievances can be forwarded via following channels: ▪ 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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PROGRESS REPORT DATA ANALYSIS FOR THE MONTH OF MARCH 2025

Months	Number of Complaints Received	Number of Complaints Resolved	Percentage of Complaints Resolved (%)
January	30	30	100
February	22	22	100
March	18	17	94



COMMENT:

From the Data analysis above, it has shown that 17 out of 18 complaints received were resolved within the Service Level Agreement response timebound, this indicates 94% grievances resolved for the month.

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Yahaya Abdullahi
Director Commercial
29th April, 2025