

GRIEVANCE REDRESS MECHANISM (GRM) RESPONSE STATUS JANUARY 2025

S/N	DISTRICT	NAME OF COMPLAINANT	CONTACT DETAILS	DATE OF COMPLAINT	DESCRIPTION OF COMPLAINT	RESPONSIBLE MINISTRY, DEPARTMENT AND AGENCY (MDA)	MODE OF COMPLAINT	STATUS OF COMPLAINT RESOLVED (YES OR NO)	ACTIONS TAKEN	FINAL RESOLUTION	DATE RESOLVED	TURN AROUND TIME
1	FUNTUA	ALH. AMIRU MUH'D	LAYIN YAN YARA MAIRUM	2/1/2025	BURSTING OF FOUR INCH	KTSWB	IN PERSON	YES	REPLACEMENT	PIPE REPAIRED	5/1/2025	THREE DAYS
2	FUNTUA	YUSUF SAI	BAGERA	11/1/2025	LEAKAGE	KTSWB	PHONE CALL	YES	REPAIR	PIPE REPAIRED	13/1/2025	TWO DAYS
3	FUNTUA	LAYIN GARA SANI	LAYIN GARA VILLAGE	15/01/2025	LEAKAGE	KTSWB	IN PERSON	YES	REPAIR	PIPE REPAIRED	17/01/2025	TWO DAYS
4	KATSINA WEST	ALH. HARUNA KAITA	BEHIND ALLIANCE BREAD	3/1/2025	PIPE BURST	KTSWB	PHONE CALL ON	YES	REPAIRED BY DISTRIBUTION TEAM	PIPE REPAIRED	5/1/2025	TWO DAYS
5	KATSINA WEST	INDIVIDUAL	LAYOUT	5/1/2025	LEAKEGING PIPE	KTSWB	VERBAL REPORT	YES	REPAIRED BY DISTRIBUTION TEAM	PIPE REPAIRED	7/1/2025	TWO DAYS
6	KATSINA WEST	COMMUNITY	SABUWAR UNGUWA	15/1/2025	LEAKEGING PIPE	KTSWB	PHONE CALL ON	YES	REPAIRED BY DISTRIBUTION TEAM	PIPE REPAIRED	17/1/2025	TWO DAYS
7	KATSINA WEST	SULAIMAN SANI	SABUWAR UNGUWA	17/1/2025	LEAKEGING PIPE	KTSWB	PHONE CALL ON	YES	REPAIRED BY DISTRIBUTION TEAM	PIPE REPAIRED	18/1/2025	ONE ONE
8	KATSINA WEST	INDIVIDUAL	LAYOUT	19/1/2025	LEAKEGING PIPE	KTSWB	PHONE CALL ON	YES	REPAIRED BY DISTRIBUTION TEAM	PIPE REPAIRED	20/1/2025	ONE ONE
9	KATSINA WEST	INDIVIDUAL	LAYOUT	22/1/2025	PIPE BURST	KTSWB	VERBAL REPORT	YES	REPAIRED BY DISTRIBUTION TEAM	PIPE REPAIRED	23/1/2025	ONE ONE
10	KATSINA WEST	MUSA IRO	S/PIPE	24/1/2025	PIPE BURST	KTSWB	VERBAL REPORT	YES	REPAIRED BY DISTRIBUTION TEAM	PIPE REPAIRED	26/1/2025	TWO DAYS
11	KATSINA WEST	OUR STAFF	SABUWAR UNGUWA	27/1/2025	PIPE BURST	KTSWB	VERBAL REPORT	YES	REPAIRED BY DISTRIBUTION TEAM	PIPE REPAIRED	30/1/2025	THREE DAYS
12	KATSINA WEST	OUR STAFF	SABUWAR UNGUWA	29/1/2025	PIPE BURST	KTSWB	VERBAL REPORT	YES	REPAIRED BY DISTRIBUTION TEAM	PIPE REPAIRED	30/1/2025	ONE ONE
13	BATAGARAWA	WATER COMMUNITY SARC	SARDAUNA ESTATE	1/1/2025	WATER LEAKAGE	KTSWB	VERBAL REPORT	YES	4"INCH PVC PIPE CONNECTED	PIPE REPAIRED	2/1/2025	ONE ONE
14	KATSINA EAST	RABILU IDRIS	AIIWA	2/1/2025	NO SUPPLY	KTSWB	VERBAL	YES	REPLACEMENT	PIPE REPAIRED	7/1/2025	FIVE DAYS
15	KATSINA EAST	GORUBA H/E ROAD K	GORUBA	9/1/2025	NO SUPPLY	KTSWB	VERBAL	YES	REPORT	PIPE REPAIRED	10/1/2025	ONE ONE
16	KATSINA EAST	TAJUDDEN TUKUR	HOUSE NO.7 ROAD PGH	17/1/2025	NO SUPPLY	KTSWB	VERBAL	YES	REPLACEMENT	PIPE REPAIRED	24/1/2025	ONE WEEK
17	KATSINA EAST	ABUBAKAR SAMINU	BEHIND ESTATE	28/1/2025	NO SUPPLY	KTSWB	VERBAL	YES	REPLACEMENT	PIPE REPAIRED	31/1/2025	THREE DAYS
18	DUTSIN-MA	SANI ALIYU	BEHIND MOTEL	3/1/2025	PIPE BREAKAGE	KTSWB	VERBAL	YES	REPLACEMENT OF PIPE	PIPE REPAIRED	5/1/2025	TWO DAYS
19	DUTSIN-MA	MUHAMMAD ALIYU	OPP. AREA COMMAND OFFI	5/1/2025	PIPE BREAKAGE	KTSWB	VERBAL	YES	THE PIPE WAS REPAIRED	PIPE REPAIRED	7/1/2025	TWO DAYS
20	DUTSIN-MA	SULAIMAN SANI	OPP. AREA COMMAND OFFI	5/1/2025	PIPE BREAKAGE	KTSWB	VERBAL	YES	THE PIPE WAS REPAIRED	PIPE REPAIRED	6/1/2025	ONE DAY
21	DUTSIN-MA	MUHAMMAD SANI	BEHIND KADANGARU PRI.	5/1/2025	PIPE BREAKAGE	KTSWB	VERBAL	YES	THE PIPE WAS REPAIRED	PIPE REPAIRED	6/1/2025	ONE DAY
22	DUTSIN-MA	LAWAL SANI	GINDING DUTS	15/1/2025	PIPE BREAKAGE	KTSWB	VERBAL	YES	THE PIPE WAS REPAIRED	PIPE REPAIRED	17/1/2025	TWO DAYS
23	DAURA	SALISU SANDAMU	UNGUWAR TAWALALA	4/1/2025	LEAKAGE	KTSWB	VERBAL	YES	CONFIRMED FROM Z. OFFICER	PIPE REPAIRED	7/1/2025	THREE DAYS
24	DAURA	ABUBAKAR YAKUBU	BAKIN KASUWA	19/1/2025	LEAKAGE	KTSWB	VERBAL	YES	REPLACED	PIPE REPAIRED	22/1/2025	THREE DAYS
25	DAURA	ABDULLAHI LAWAL	NEAR MARKET	27/1/2025	LEAKAGE	KTSWB	VERBAL	YES	REPLACED	PIPE REPAIRED	29/1/2025	TWO DAYS
26	DAURA	ABUBAKAR YAKUBU	FEGI KANO ROAD	31/1/2025	30DAYS DISCONNECTED	KTSWB	VERBAL	YES	REPLACED	PIPE REPAIRED	1/2/2025	ONE DAY
27	KATSINA	ABDULRASID UMAR	SABUWAR UNGUWA	1/1/2025	LEAKAGE	KTSWB	PHONE CALL ON	YES	REPAIRED	PIPE REPAIRED	3/1/2025	TWO DAYS
28	KATSINA	MANSIR MAWASHI	KERAU	21/1/2025	BURSTING OF FOUR INCH PIPE	KTSWB	PHONE CALL ON	YES	REPAIRED	PIPE REPAIRED	25/1/2025	FOUR DAYS
29	KATSINA	IMRANA IDRIS	SARDAUNA ESTATE	24/1/2025	VALVE THEFT	KTSWB	VERBAL	YES	REPAIRED	PIPE REPAIRED	25/1/2025	ONE DAY
30	KATSINA	AMINU ISA	REVENUE OFFICE	30/1/2025	LEAKAGE	KTSWB	PHONE CALL	YES	INSTALLED SOCKET	PIPE REPAIRED	6/2/2025	7 DAYS

GRIEVANCE REDRESS MECHANISM (GRM) RESPONSE STATUS FEBRUARY 2025

S/N	DISTRICT	NAME OF COMPLAINANT	CONTACT DETAILS	DATE OF COMPLAINT	DESCRIPTION OF COMPLAINT	RESPONSIBLE MINISTRY, DEPARTMENT AND AGENCY (MDA)	MODE OF COMPLAINT	STATUS OF COMPLAINT (YES OR NO)	ACTIONS TAKEN	FINAL RESOLUTION	DATE RESOLVED	TURN AROUND TIME
1	FUNTUA	SANI AMINU	DUKKE LAYIN MAI UNGUWA	12/2/2025	LEAKAGE	KTSWB	PHONE CALL	YES	REPAIR	REPAIR	14/2/2025	TWO DAYS
2	FUNTUA	ALH. BISHIR IBRAHIM	SOKOTO BYPASSA	13/2/2025	LEAKAGE	KTSWB	PHONE CALL	YES	REPAIR	REPAIR	15/2/2025	TWO DAYS
3	FUNTUA	LAWAL SAMAILA	UNGUWAR MATA	20/2/2025	LEAKAGE	KTSWB	IN PERSON	YES	REPAIR	REPAIR	21/2/2025	ONE DAY
4	FUNTUA	YAHAYA SABO	BCIA	25/2/2025	LEAKAGE	KTSWB	PHONE CALL ON	YES	REPAIR	REPAIR	26/2/2025	ONE DAY
5	FUNTUA	USMAN GABBA	BCIA	28/2/2025	LEAKAGE	KTSWB	VERBAL REPORT	YES	REPAIR	REPAIR	3/3/2025	THREE DAYS
6	KATSINA WEST	INDIVIDUAL	KOFAR SAURI ZANGUNA	5/2/2025	LEAKAGE	KTSWB	PHONE CALL ON	YES	REPAIR	REPAIR	6/2/2025	ONE DAY
7	KATSINA WEST	INDIVIDUAL	KOFAR SAURI ZANGUNA	7/2/2025	PIPE BURST	KTSWB	PHONE CALL ON	YES	SENDING OUR PLUMBER	REPAIRED	9/2/2025	TWO DAYS
8	KATSINA WEST	ALH. MUSA LAWAL	KOFAR SAURI ZANGUNA	16/2/2025	PIPE BURST	KTSWB	PHONE CALL ON	YES	SENDING OUR PLUMBER	CHANGE PIPE	23/2/2025	ONE WEEK
9	KATSINA WEST	AMADU TANIMU	SABUWAR UNGUWA	25/2/2025	PIPE BURST	KTSWB	VERBAL REPORT	YES	SENDING OUR PLUMBER	REPAIRED	27/2/2025	TWO DAYS
10	BATAGARAWA	ABDUL'AZIZ ALIYU DANGIWA	NO.4 LAWAL MASHI ROAD FATIMA SHEMA ESTATE	20/2/2025	WATER LEAKAGE	KTSWB	VERBAL REPORT	YES	4"INCH PVC PIPE	REPAIRED	21/2/2025	ONE DAY
11	KATSINA EAST	HAJIA ADAMA SULE BAKO	HASSAN USMAN	6/2/2025	PIPE BURST	KTSWB	VERBAL REPORT	YES	REPAIR	REPAIR	7/2/2025	ONE DAY
12	KATSINA EAST	IBRAHIM UMAR SAID	KADARKO ESTATE	8/2/2025	NO SUPPLY	KTSWB	VERBAL REPORT	YES	REPAIR	RECONNECTING	13/2/2025	FIVE DAYS
13	KATSINA EAST	HAJIA LAMI ABBA	KADARKO ESTATE	12/2/2025	NO SUPPLY	KTSWB	VERBAL REPORT	NO	REPAIR	DETECTED	13/2/2025	ONE DAY
14	KATSINA EAST	KABIR UMAR	KATSIRA	18/2/2025	NO SUPPLY	KTSWB	VERBAL	NO	REPAIR	DETECTED	19/2/2025	ONE DAY
15	DUTSIN-MA	YAHUZA MUSA	BAKIN DUTSI	10/2/2025	PIPE LEAKAGE	KTSWB	VERBAL	YES	THE PIPE WAS REPAIRED	REPAIR	13/2/2025	THREE DAYS
16	DUTSIN-MA	SABU LAWAL	BAKIN DUTSI	13/2/2025	PIPE LEAKAGE	KTSWB	VERBAL	YES	THE PIPE WAS REPAIRED	REPAIR	15/2/2025	TWO DAYS
17	DUTSIN-MA	AMINU BALA	BAKIN DUTSI	20/2/2025	PIPE LEAKAGE	KTSWB	VERBAL	YES	THE PIPE WAS REPAIRED	REPAIR	21/2/2025	ONE DAY
18	DUTSIN-MA	YUSHA'U AMINU	BEHIND BOARDING	25/2/2025	PIPE LEAKAGE	KTSWB	VERBAL	YES	THE PIPE WAS REPAIRED	REPAIR	27/2/2025	TWO DAYS
19	MALUMFASHI	KABIR UMAR	M/FASHI DISTRICT OFFICE	13/8/2025	WATER POLLORTION	KTSWB	VERBAL	YES	RE-LOCATE PIPE	REPAIRED	20/8/2025	ONE WEEK
20	DAURA	MUSA DANJANKU	KURURUBAI	24/8/2025	PIPE BREAKING	KTSWB	VERBAL	YES	PIPE REPLACEMENT	REPAIRED	28/8/2025	FOUR DAYS
21	DAURA	MUSA ISA	BAKIN TANKI	26/8/2025	LEAKAGE	KTSWB	VERBAL	YES	REPAIR USING GUM	REPAIRED	29/8/2025	THREE DAYS
22	DAURA	SHEHU AMADU	MAYANKA	2/8/2025	LEAKAGE	KTSWB	VERBAL	NO	VISITED THE SITE	ATTENDED	4/8/2025	TWO DAY

GRIEVANCE REDRESS MECHANISM (GRM) RESPONSE STATUS MARCH 2025

S/N	DISTRICT	NAME OF COMPLAINANT	CONTACT DETAILS	DATE OF COMPLAINT	DESCRIPTION OF COMPLAINT	RESPONSIBLE MINISTRY, DEPARTMENT AND AGENCY (MDA)	MODE OF COMPLAINT	STATUS OF COMPLAINT (YES OR NO)	ACTIONS TAKEN	FINAL RESOLUTION	DATE RESOLVED	TURN AROUND TIME
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1	FUNTUA	JOHN SUNDAY	SOKOTO ROAD	15/3/202	LEAKAGE	KTSWB	VERBAL	YES	REPAIR	REPAIR	17/3/202	TWO DAYS
2	FUNTUA	IBRAHIM SALIM	SOKOTO BYPASS	20/3/2025	LEAKAGE	KTSWB	VERBAL	YES	REPAIR	REPAIR	22/3/2025	TWO DAYS
3	FUNTUA	LAWAL NADADA	LAYIN GARA	22/3/2025	LEAKAGE	KTSWB	VERBAL	YES	REPAIR	REPAIR	23/3/2025	ONE DAY
4	KATSINA WEST	ALH. IBRAHIM SALISU	KOFAR KAURA	10/3/2025	PIPE BURST	KTSWB	VERBAL	YES	SENDING PLUMBER	REPAIRED	13/3/2025	THREE DAYS
5	KATSINA WEST	INDIVIDUAL	KOFAR KAURA	18/3/2025	PIPE LEAKAGE	KTSWB	VERBAL	YES	SENDING PLUMBER	REPAIRED	21/3/2025	THREE DAYS
6	BATAGARAWA	WATER COMMUNITY SCH	FATIMA SHEMA ESTATE	4/3/2025	PIPE BURSTING	KTSWB	PHONE CALL	YES	6"INCH REPLACED	REPAIRED	8/3/2025	FOUR DAYS
7	BATAGARAWA	SANI IBRAHIM WATER SCHEME OPERATOR	U.F AHMED ROAD FATIMA S	16/3/2025	LEAKAGE	KTSWB	VERBAL	YES	4"INCH PVC PIPE REPLACED	REPAIRED	2/4/2025	SIXTEEN DAYS
8	KATSINA EAST	MURTALA MASA'UD	AJIWA ROAD	6/3/2025	NO SUPPLY	KTSWB	VERBAL	YES	REPLACEMENT OF PIPE	RECONNECTING	11/3/2025	FIVE DAYS
9	KATSINA EAST	USMAN ABDULLAHI K	LEGISLATIVE QUARTERS	15/3/2025	NO SUPPLY	KTSWB	PHONE CALL	NO	NO ACTION TAKE	VALVE	16/3/2025	ONE DAY
10	KATSINA EAST	SABIU MASA'UD	MAKURDA	27/3/2025	NO SUPPLY	KTSWB	PHONE CALL	NO	NO ACTION TAKE	DUE TO RAIN	28/3/2025	ONE DAY
11	DUTSIN-MA	AMINU SANI	OPP. ALHERI BREAD BARIKI	4/3/2025	PIPE LEAKAGE	KTSWB	PHONE CALL	YES	REPLACEMENT OF PIPE	REPAIR	7/3/2025	THREE DAYS
12	DUTSIN-MA	SALISU ALIYU	OPP. TRANSFOMER BARIKI	10/3/2025	PIPE LEAKAGE	KTSWB	PHONE CALL	YES	REPLACEMENT OF PIPE	REPAIR	13/3/2025	THREE DAYS
13	DUTSIN-MA	ABUBAKAR HARUNA	BAKIN DUTSI DUTSIN-MA	12/3/2025	PIPE LEAKAGE	KTSWB	PHONE CALL	YES	REPLACEMENT OF PIPE	REPAIR	14/3/2025	TWO DAYS
14	MALUMFASHI	LAYIN MAKALE	ALONG BORIN DAWA ROAD	8/3/2025	LEAKAGE	KTSWB	PHONE CALL	YES	SMALL PEACE OF PIPE	REPAIRED	10/3/2025	TWO DAYS
15	MALUMFASHI	LAYIN Y/GORO	NEAR GALADINA ROAD	12/3/2025	BURST	KTSWB	PHONE CALL	YES	REPAIR	D/JOHN REPLACED	16/3/2025	FOUR DAYS
16	MALUMFASHI	A. MAIRIGA	B.C.G.A NEAR IRO OBIYA HO	20/3/2025	LEAKAGE	KTSWB	PHONE CALL	YES	REPAIRED	PIPE REPLACEMENT	23/3/2025	THREE DAYS
17	DAURA	SALISU SANDAMU	BAKIN KASUWA	9/3/2025	LEAGAKE	KTSWB	PHONE CALL	YES	CONFIRMED FROM Z. OFFICER	REPAIR	11/3/2025	TWO DAYS
18	DAURA	BALA AUDU	LAYIN DOGON BENE	23/3/2025	LEAGAKE	KTSWB	PHONE CALL	YES	REPAIR	REPAIR	24/3/2025	ONE DAY

GRIEVANCE REDRESS MECHANISM (GRM) RESPONSE STATUS FORM APRIL 2025

S/N	DISTRICT	NAME OF COMPLAINANT	CONTACT DETAILS	DATE OF COMPLAINT	DESCRIPTION OF COMPLAINT	RESPONSIBLE MINISTRY, DEPARTMENT AND AGENCY (MDA)	MODE OF COMPLAIN	STATUS OF COMPLAINT RESOLVED (YES OR NO)	ACTIONS TAKEN	FINAL RESOLUTION	DATE RESOLVED	TURN AROUND TIME
1	FUNTUA	ALH. AMINU MU'AZU	OPPOSIT GENERAL HOSPITA	8/4/2025	LEAKAGE	KTSWB	PHONE CALL	YES	REPAIR	REPAIR	10/4/2025	TWO DAYS
2	FUNTUA	SALE YAHAYA	LAYIN YAN BOKOLO JABIRI	22/4/2025	BURSTING	KTSWB	PHONE CALL	YES	REPLACEMENT	REPAIR	25/4/2025	THREE DAYS
3	KATSINA WEST	MUSA AMMANI	LAYOUT	4/4/2025	PIPE LEAKAGE	KTSWB	PHONE CALL	YES	SENDING PLUMBERS	REPAIRED	7/4/2025	THREE DAYS
4	KATSINA WEST	DANLAMI TUKUR	BEHIND AHUTA HOTEL	16/4/2025	PIPE LEAKAGE	KTSWB	PHONE CALL	YES	SENDING PLUMBERS	REPAIRED	19/4/2025	THREE DAYS
5	KATSINA WEST	PHONE CALL	SABUWAR UNGUWA	21/4/2025	PIPE LEAKAGE	KTSWB	PHONE CALL	YES	SENDING PLUMBERS	REPAIRED	24/4/2025	THREE DAYS
6	BATAGARAWA	ABASHE ATIKU MAI DABIN	NO.17 ABDULMUMINU KAB	2/4/2025	LOW WATER PRESURE	KTSWB	PHONE CALL	YES	GATE VALVE REPLACED	REPAIRED	9/4/2025	ONE WEEK
7	BATAGARAWA	ABDUL AZIZ TUKUR	NO.6 DIKKO ROAD	14/4/2025	LOW WATER FLOW	KTSWB	PHONE CALL	YES	PIPE PLUSHED DUE TO BLOCKAGE	REPAIRED	29/4/2025	FIFTEEN DAYS
8	BATAGARAWA	WATER COMMUNITY	SARDALINA ESTATE	19/4/2025	WATER FLOW DUE TO PIPE BURST	KTSWB	PHONE CALL	YES	6"INCH PVC PIPE REPLACED	REPAIRED	24/4/2025	FIVE DAYS
9	BATAGARAWA	MU'HD GALLI	NO. 22 KOGUNA STREET	25/4/2025	PIPE BURST	KTSWB	VERBAL	YES	6"INCH PVC PIPE REPLACED	REPAIRED	30/4/2025	FIVE DAYS
10	KATSINA EAST	MU'AZU LEMAMU	TSAGERO	16/4/2025	PIPE BROKEN	KTSWB	VERBAL	YES	REPLACEMENT	RECONNECTING	19/4/2025	THREE DAYS
11	KATSINA EAST	LAWAL ABDULLAHI	SHINKAFI	17/4/2025	N SUPPLY	KTSWB	VERBAL	NO	NO DUE TO ROAD CONSTRUCTION	REPORT	18/4/2025	ONE DAY
12	KATSINA EAST	BISHIR LAWAL	HAMADA CARPET	26/4/2025	PIPE LEAKAGE	KTSWB	VERBAL	YES	REPLACEMENT	RECONNECTING	29/4/2025	THREE DAYS
13	KATSINA EAST	ISMA YAHUZA	SABON TITIN KWADO	30/4/2025	NO SUPPLY	KTSWB	VERBAL	YES	REPLACED	REPAIR	1/5/2025	ONE DAY
14	DUTSIN-MA	IDRIS ALIYU SA'IDU	NEAR WATER BOARD BARIKI	7/4/2025	PIPE LEAKAGE	KTSWB	VERBAL	YES	REPLACEMENT OF PIPE	REPAIR	9/4/2025	TWO DAYS
15	DUTSIN-MA	IBRAHIM MAIKAITA	NEAR WATER BOARD BARIKI	10/4/2025	PIPE LEAKAGE	KTSWB	VERBAL	YES	REPLACEMENT OF PIPE	REPAIR	12/4/2025	TWO DAYS
16	DUTSIN-MA	HARUNA RAWAYAU USMA	NEAR WATER BOARD BARIKI	18/4/2025	PIPE LEAKAGE	KTSWB	VERBAL	YES	REPLACEMENT OF PIPE	REPAIR	21/4/2025	THREE DAYS
17	DUTSIN-MA	YAHUZA SANI JINGAWA	UNGUWAR MAKERA	20/4/2025	PIPE LEAKAGE	KTSWB	IN PERSON	YES	REPLACEMENT OF PIPE	REPAIR	23/4/2025	THREE DAYS
18	DUTSIN-MA	AMADU ALIYU	UNGUWAR ALKALLI UNGUM	25/4/2025	PIPE LEAKAGE	KTSWB	VERBAL	YES	REPLACEMENT OF PIPE	REPAIR	27/4/2025	TWO DAYS
19	DUTSIN-MA	SHEHU UMAR	KARAMBANIN D/ABBA UNG	27/4/2025	PIPE LEAKAGE	KTSWB	VERBAL	YES	REPLACEMENT OF PIPE	REPAIR	29/4/2025	TWO DAYS
20	MALUMFASHI	MALAM BARKA	BAYAN MISHU	15/4/2025	NON SUPPLY	KTSWB	VERBAL	NO	4" PIPE REPAIRED	REQUSTEED	16/4/2025	ONE DAY
21	MALUMFASHI	ISA BALA	TASHAR ALI	19/4/2025	BURSTMENT ON PUMPING MAIN	KTSWB	IN PERSON	YES	WELDING	REPAIRED	22/4/2025	THREE DAYS
22	KATSINA	KABIR AHMAD	GORUBA H/E	10/9/2025	NO WATER SUPPLY	KTSWB	VERBAL	NO	REPORT	NO SUPPLY	11/9/2025	ONE DAY
23	KATSINA	ZUBAIRU HASHIM	GORUBA H/E	13/9/2025	NO WATER SUPPLY	KTSWB	VERBAL	NO	REPORT	NO SUPPLY	14/9/2025	ONE DAY
24	MALUMFASHI	ALIYU SANI	KATARDA QUARTERS	10/9/2025	LEAKAGE	KTSWB	VERBAL	YES	REPAIR WITH GUM	REPAIRED	12/9/2025	TWO DAYS
25	MALUMFASHI	RABI JATAU	BORIN DAWA	18/10/2025	BREAKING OF PIPE	KTSWB	VERBAL	YES	CHANGING OF PIPE	REPAIRED	21/10/2025	THREE DAYS
26	MALUMFASHI	SARKI ABBA	NEAR KASUWA	21/9/2025	LEAKAGE	KTSWB	VERBAL	YES	USE OF PIEACE OF PIPE	REPAIRED	22/9/2025	ONE DAY
27	DAURA	UMAR ISA	TAWALALA	3/9/2025	LEAKAGE	KTSWB	PHONE CALL	NO	INSTALLED A CONTROL VALVE	ATTENDED	4/9/2025	ONE DAY
28	DAURA	HABIBA UMAR	MATSIMA	16/9/2025	LEAKAGE	KTSWB	PHONE CALL	NO	NO SUPPLY DUE TO ROAD CONSTRUCT	ATTENDED	17/9/2025	ONE DAY
29	KATSINA EAST	YUSUF MUSA	GORUBA H/E	2/9/2025	NO WATER SUPPLY	KTSWB	PHONE CALL	NO	REPORT	DETECTED	3/9/2025	ONE DAY
30	KATSINA EAST	YAHAYA ISHE	GORUBA H/E	7/9/2025	NO WATER SUPPLY	KTSWB	PHONE CALL	NO	REPORT	REPAIRED	8/9/2025	ONE DAY
31	KATSINA EAST	KARIMA AHMED	GORUBA H/E	10/9/2025	NO WATER SUPPLY	KTSWB	PHONE CALL	NO	REPORT	REPAIRED	11/9/2025	ONE DAY
32	KATSINA EAST	TAJUDDEN ZUBAIRU	GORUBA H/E	13/9/2025	NO WATER SUPPLY	KTSWB	PHONE CALL	NO	REPORT	REPAIRED	14/9/2025	ONE DAY
33	MALUMFASHI	ALIYU SANI	KATARDA QUARTERS	10/9/2025	LEAKAGE	KTSWB	VERBAL	YES	REPAIR WITH GUM	REPAIRED	12/9/2025	TWO DAYS
34	MALUMFASHI	ISMAIL AUDU	BORIN DAWA	18/10/2025	BREAKING OF PIPE	KTSWB	VERBAL	YES	CHANGING OF PIPE	REPAIRED	21/10/2025	THREE DAYS
35	MALUMFASHI	MUSA BELLO	BEHIND CENEMA	21/9/2025	LEAKAGE	KTSWB	VERBAL	YES	USE OF PIEACE OF PIPE	REPAIRED	22/9/2025	ONE DAY
36	DAURA	UMAR ISA	TAWALALA	3/9/2025	LEAKAGE	KTSWB	VERBAL	NO	CONTROL VALVE REPAIRD	ATTENDED	4/9/2025	ONE DAY
37	DAURA	ABUBAKAR UMAR	FEGI	16/9/2025	LEAKAGE	KTSWB	VERBAL	NO	NO SUPPLY DUE TO ROAD CONSTRUCT	ATTENDED	17/9/2025	ONE DAY

GRIEVANCE REDRESS MECHANISM (GRM) RESPONSE STATUS MAY 2025									
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S/N	DISTRICT	NAME OF COMPLAINANT	CONTACT DETAILS	DATE OF COMPLAINT	DESCRIPTION OF COMPLAINT	RESPONSIBLE MINISTRY, DEPARTMENT AND AGENCY	MODE OF COMPLAIN	STATUS OF COMPLAINT (YES OR NO)	ACTIONS TAKEN	FINAL RESOLUTION	DATE RESOLVED	TURN AROUND TIME
1	FUNTUA	SANI BARABANGIDA	MASHANYA	4/5/2025	LEAKAGE	KTSWB	PHONE CALL	YES	REPAIR	REPAIR	6/5/2025	TWO DAYS
2	FUNTUA	ALH. BSHIR LAWAL	LOW-COST	26/5/2025	LEAKAGE	KTSWB	PHONE CALL	YES	REPAIR	REPAIR	27/5/2025	ONE DAY
3	KATSINA WEST	AHMED LAWAL	S/PIPE	5/5/2025	PIPE BURST	KTSWB	PHONE CALL	YES	SENDING PLUMBER	REPAIRED	8/5/2025	THREE DAYS
4	KATSINA WEST	ZAHARADDEEN	LAYOUT	15/5/2025	PIPE BURST	KTSWB	PHONE CALL	YES	SENDING PLUMBER	REPAIRED	18/5/2025	THREE DAYS
5	KATSINA WEST	MOHD	LAYOUT	21/5/2025	PIPE BURST	KTSWB	PHONE CALL	YES	SENDING PLUMBER	REPAIRED	23/5/2025	TWO DAYS
6	BATAGARAWA	WATER COMMUNITY SARI	SARDALINA ESTATE	21/5/2025	WATER LEAKAGE	KTSWB	IN PERSON	YES	4"INCH PVC PIPE REPLACED	REPAIRED	25/5/2025	FOUR DAYS
7	KATSINA EAST	YAKUBU LAWAL	KAMBARAWA	9/5/2025	PIPE BLOCKAGE	KTSWB	PHONE CALL ON	YES	REPLACEMENT OF PIPE	RECONNECTING	13/5/2025	THREE DAYS
8	DUTSIN-MA	AHMAD DAN MAIGORO	NEAR UMAR FARUQI B/KASU	5/5/2025	PIPE BREAKAGE	KTSWB	VERBAL REPORT	YES	REPLACEMENT OF PIPE	REPAIR	8/5/2025	THREE DAYS
9	DUTSIN-MA	AHMAD UMAR	NEAR SANUSI IBRAHIM U/YA	10/6/2025	PIPE BREAKAGE	KTSWB	PHONE CALL ON	YES	REPLACEMENT OF PIPE	REPAIR	13/6/2025	THREE DAYS
10	DUTSIN-MA	ALH. ALKALI	UNGUWAR ALKALI	14/5/2025	PIPE BREAKAGE	KTSWB	PHONE CALL ON	YES	REPLACEMENT OF PIPE	REPAIR	17/5/2025	THREE DAYS
11	KANO FASHI	ALIYU SANI	KATFARDA QUARTERS	1/5/2025	BURSTMENT	KTSWB	PHONE CALL ON	YES	PIPE REPLACEMENT	REPAIRED	3/5/2025	TWO DAYS
12	DAURA	MUSA LAWAL MUSA	KANO ROAD DUNU	13/5/2025	NIL	KTSWB	VERBAL REPORT	YES	REPAIR	REPAIR	16/5/2025	TWO DAYS
13	DAURA	SANI LAWAL	UNGUWAR MADINA	21/5/2025	NIL	KTSWB	VERBAL REPORT	YES	REPLACEMENT OF PIPE	REPAIR	23/5/2025	TWO DAYS
14	DAURA	MASA'UD LAWAL	KOFAR AREWA/TONE/DUNU	28/5/2025	20 DISCONNECTED	KTSWB	VERBAL REPORT	YES	FROM ZONAL OFFICER	REPAIR	29/5/2025	ONE DAY
15	DAURA	ABUBAKAR YAKUBU	UNGUWAR DOLE/DOGBON B	21/6/2025	23 DISCONNECTED	KTSWB	VERBAL REPORT	YES	COMMERCIAL OFFICER	NO	22/6/2025	ONE DAY
16	FUNTUA	RUFAY KABIR	JABIRI	20/5/2025	LEAKAGE	KTSWB	VERBAL REPORT	YES	REPAIRED	REPAIRED	21/10/2024	ONE DAY
17	FUNTUA	KABIR YELLO	UNGUWAR MATA	24/5/2025	LOW PRESURE	KTSWB	VERBAL	YES	REPAIRED	REPAIRED	26/10/2024	TWO DAYS
18	FUNTUA	MALAM SANI	SABUWAR UNGUWAR	28/05/2025	LACK OF WATER SUPPLY	KTSWB	VERBAL	YES	REPORT TO MANAGER	REPORT	29/05/2025	ONE DAY
19	FUNTUA	ALIYU MOHD	LOW COST	29/05/2025	LACK OF WATER SUPPLY	KTSWB	VERBAL	YES	REPORT TO MANAGER	REPORT	30/05/2025	ONE DAY
20	FUNTUA	ALIYU SAMA'ILA	LOW COST	30/05/2025	LACK OF WATER SUPPLY	KTSWB	VERBAL	YES	REPORT TO MANAGER	REPORT	31/05/2025	ONE DAY
21	DAURA	RABI'ATU SULAIMAN	TITIN MARAFA	24/05/2025	WATER CONNECTION FAULT	KTSWB	VERBAL	YES	INVESTIGATION	REPAIRED	27/05/2025	THREE DAYS
22	DAURA	MUSTAPHA DUNU	BEHIND WATER BOARD	29/10/2025	WATER LEAKAGE	KTSWB	VERBAL	YES	PIPELINE REPLACEMENT	PIPELINE REPAIRED	30/05/2025	ONE DAY
23	DUTSINMA	SANUSI ILIYA	DANRIMI	2/5/2025	LEAKAGE	KTSWB	VERBAL	YES	END CAPPED	REPAIRED	3/5/2025	ONE DAY
24	DUTSINMA	USMAN BELLO	UNGU'WAR YARIMA	2/5/2025	LEAKAGE	KTSWB	VERBAL	YES	END CAPPED	REPAIRED	3/5/2025	ONE DAY
25	DUTSINMA	MUSTAPHA ABDULLAHI	NEAR KADANGARU	3/5/2025	LEAKAGE	KTSWB	VERBAL	YES	REPAIR OF PIPE	REPAIRED	4/5/2025	ONE DAY

GRIEVANCE REDRESS MECHANISM (GRM) RESPONSE STATUS JUNE 2024

S/N	DISTRICT	NAME OF COMPLAINANT	CONTACT DETAILS	DATE OF COMPLAINT	DESCRIPTION OF COMPLAINT	RESPONSIBLE MINISTRY, DEPARTMENT AND AGENCY (MDA)	DETAILS OF WHERE THE REPORT WAS MADE	STATUS OF COMPLAINT (YES OR NO)	ACTIONS TAKEN	FINAL RESOLUTION	DATE RESOLVED	TURN AROUND TIME
1	FUNTUA	YUSUF BALARABE	ZARIA ROAD	14/6/2025+FF5.F18	BURSTMENT	KTSWB	PHONE CALL	YES	REPLACEMENT	REPAIR	16/6/2025	TWO DAYS
2	KATSINA WEST	YAHAYA ABDULLAHI	KOFAR SAURI NEAR MAI MA	2/6/2025	DISCONNECTION OF WATER SUPPLY	KTSWB	PHONE CALL	YES	DISCONNECTED	STOP BILLING	3/6/2025	ONE DAY
3	KATSINA WEST	CUSTOMER	LAYOUT	7/6/2025	PIPE BURST	KTSWB	PHONE CALL	YES	SENDING PLUMBER	REPAIRED	10/6/2025	THREE DAYS
4	KATSINA WEST	INDIVIDUAL	SABUWAR UNGUWA	11/6/2025	PIPE BURST	KTSWB	PHONE CALL	YES	SENDING PLUMBER	REPAIRED	14/6/2025	THREE DAYS
5	KATSINA WEST	CUSTOMER	YAHAYA MADAKI WAY	20/6/2025	PIPE LEAKAGE	KTSWB	PHONE CALL	YES	SENDING PLUMBER	REPAIRED	23/6/2025	THREE DAYS
6	KATSINA WEST	INDIVIDUAL	IBB WAY	26/6/2025	PIPE LEAKAGE	KTSWB	PHONE CALL	YES	SENDING PLUMBER	REPAIRED	28/6/2025	TWO DAYS
7	BATAGARAWA	ALH. ABDULLAHI AHMED	NO.9 YANDAKA STREET TUD	15/6/2025	PIPE BURST	KTSWB	PHONE CALL	YES	4-INCH PIPE REPLACED	REPAIRED	2/7/2025	SIXTEEN DAYS
8	BATAGARAWA	ABDULWASIU ABDULHAKI	NO.42 ABI CHARANCHI STR	20/6/2025	PIPE LEAKAGE	KTSWB	IN PERSON	YES	PVC GUM WAS USED TO RE-TIGHT THE	REPAIRED	23/6/2025	THREE DAYS
9	KATSINA EAST	NASIRU IBRAHIM	KWADO	3/6/2025	NO SUPPLY	KTSWB	PHONE CALL ON	YES	REPLACEMENT	RECONNECTING	6/6/2025	THREE DAYS
10	KATSINA EAST	HAJIA ADE HAMISU GOGA	DAURA ROAD	10/6/2025	BILL STOPING	KTSWB	VERBAL REPORT	YES	RE-OPEN	REPAIRED	11/6/2025	ONE DAY
11	KATSINA EAST	G/H/E HOUSE NO.9	GORUBA H/E NO.9 ROAD K	18/6/2025	NO WATER SUPPLY	KTSWB	PHONE CALL	YES	REPLACEMENT	RECONNECTING	21/6/2025	THREE DAYS
12	DAURA	LAWAL YARO KWARI	UNGUWAR DOLE	5/6/2025	LEAKAGE	KTSWB	PHONE CALL	YES	REPLACEMENT	REPAIR	7/6/2025	TWO DAYS
13	DAURA	LAWAL HABU	UNGUWAR MAYANKA	14/6/2025	LEAKAGE	KTSWB	PHONE CALL	YES	REPLACEMENT	REPAIR	16/6/2025	TWO DAYS

GRIEVANCE REDRESS MECHANISM (GRM) RESPONSE STATUS JULY 2025									
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S/N	DISTRICT	NAME OF COMPLAINANT	CONTACT DETAILS	DATE OF COMPLAINT	DESCRIPTION OF COMPLAINT	RESPONSIBLE MINISTRY, DEPARTMENT AND AGENCY (MDA)	MODE OF COMPLAIN	STATUS OF COMPLAINT (YES OR NO)	ACTIONS TAKEN	FINAL RESOLUTION	DATE RESOLVED	TURN AROUND TIME
1	FUNTUA	FAHAT ALIYU	SABUNWAR UNGUWA	6/7/2025	LEAKAGE OF WATER SUPPLY	KTSWB	VERBAL REPORT	YES	REPLACEMENT	REPAIR	8/7/2025	TWO DAYS
2		SANI MUSA	MAKERA SOKOTO ROAD	19/7/2025	LEAKAGE OF WATER SUPPLY	KTSWB	VERBAL REPORT	YES	CHANGE OF D. JOINT	REPAIR	23/7/2025	THREE DAYS
3	KATSINA WEST	IBRAHIM LAWAL	LAYOUT	17/7/2025	PIPE LEAKAGE	KTSWB	VERBAL REPORT	YES	PLUMBER	REPAIRED	9/7/2025	TWO DAYS
4		INDIVIDUAL	SABUNWAR UNGUWA	17/7/2025	PIPE BURST	KTSWB	PHONE CALL	YES	PLUMBER	REPAIRED	9/7/2025	TWO DAYS
5		AMADI KURFI HOUSE	DUTSIN-MA ROAD	18/7/2025	PIPE LEAKAGE	KTSWB	PHONE CALL	YES	PLUMBER	REPAIRED	20/7/2025	TWO DAYS
6		DAN INDO MAI RUWA	YAHAYA MADAKI WAY	22/7/2025	PIPE BURST	KTSWB	PHONE CALL	YES	SENDING PLUMBER	REPAIRED	25/7/2025	THREE DAYS
7		INDIVIDUAL	IBB WAY	25/7/2025	PIPE BURST	KTSWB	PHONE CALL	YES	SENDING PLUMBER	REPAIRED	27/7/2025	THREE DAYS
8	KATSINA EAST	ROAD K H/NO.2	GORUBA H/E	9/7/2025	PIPE BURST	KTSWB	IN PERSON	YES	REPLACEMENT	RECONNECTING	13/7/2025	FOUR DAYS
9		HAJIA SAFIYA UMAR	KATSIRA	16/7/2025	NO WATER SUPPLY	KTSWB	PHONE CALL ON	YES	REPORT	BLOCKED	17/7/2025	ONE DAY
10		ALH. HAMISU	MAKURDA	24/7/2025	NO WATER SUPPLY	KTSWB	VERBAL REPORT	NO	REPORT	PIPE REMOVE	25/7/2025	ONE DAY
11	MALUMFASHI	SHAMUS SHAMO	FAYAMASA	10/7/2025	SERIOUS LEAKAGE	KTSWB	PHONE CALL	YES	PIPE REPLACEMENT	REPAIRED	12/7/2025	TWO DAYS
12		BABA RABE	BORIN DAWA	28/7/2025	AIR VALVE REPAIR	KTSWB	PHONE CALL	YES	REPAIR OF AIR VALVE	REPAIRED	15/7/2025	SEVENTEN DAYS
13	DAURA	MURALA SA'AD	OLD YARD DAURA	5/7/2025	LEAKAGE OF WATER SUPPLY	KTSWB	PHONE CALL	YES	REPLACEMENT	REPAIR	7/7/2025	TWO DAYS

GRIEVANCE REDRESS MECHANISM (GRM) RESPONSE STATUS AUGUST 2025

S/N	DISTRICT	NAME OF COMPLAINANT	CONTACT DETAILS	DATE OF COMPLAINT	DESCRIPTION OF COMPLAINT	RESPONSIBLE MINISTRY, DEPARTMENT AND AGENCY (MDA)	MODE OF COMPLAIN	STATUS OF COMPLAINT (YES OR NO)	ACTIONS TAKEN	FINAL RESOLUTION	DATE RESOLVED	TURN AROUND TIME
1	FUNTUA	ALH. BALA SANI	BAGARI	2/8/2025	LEAKAGE	KTSWB	PHONE CALL	YES	REPAIR	REPAIR	4/8/2025	TWO DAYS
2	KATSINA WEST	CSDP	DUTSIN-MA ROAD	7/8/2025	NO SUPPLY	KTSWB	PHONE CALL	YES	PLUMBER	DISCONNECTED	8/8/2025	ONE DAY
3	KATSINA WEST	KATSINA KMB	DUTSIN-MA ROAD	12/8/2025	PIPE BURST	KTSWB	PHONE CALL	YES	PLUMBER	DISCONNECTED	13/8/2025	ONE DAY
4	KATSINA EAST	DR. ADD ABDO	U/MAMMAN DEE	8/8/2025	SHORTAGE OF WATER	KTSWB	PHONE CALL	YES	YES	RECTIFIED	10/8/2025	TWO DAYS
5	KATSINA EAST	HAI. ADAMA SULE BAKORI	HASSAN USMAN ROAD	9/8/2025	NO WATER SUPPLY	KTSWB	PHONE CALL	YES	YES	RECTIFIED	11/8/2025	TWO DAYS
6	KATSINA EAST	IBRAHIM UMAR	KADARKO ESTATE	15/8/2025	NO WATER SUPPLY	KTSWB	PHONE CALL	NO	YES	DETECTED	30/8/2025	FIFTEEN DAY
7	DUTSIN-MA	ABDULLAH SANI KP	BAKIN DUTSE	10/8/2025	NON-POSTING OF PAYMENT	KTSWB	PHONE CALL	YES	THE ISSUE TAKEN TO THE COMMERCIAL DEPARTMENT	REPAIR	13/8/2025	THREE DAYS
8	DUTSIN-MA	ANA ABUBAKAR	BARIKI	17/8/2025	NON-POSTING OF PAYMENT	KTSWB	PHONE CALL	YES	THE ISSUE TAKEN TO THE COMMERCIAL DEPARTMENT	REPAIR	20/8/2025	THREE DAYS
9	DUTSIN-MA	AHMED WURMA	BAKIN KASUWA	20/8/2025	PIPE LEAKAGE	KTSWB	PHONE CALL	YES	REPAIR OF PIPE	REPAIR	22/8/2025	TWO DAYS
10	MALUMFASHI	KABIR UMAR	M/FASHI DISTRICT OFFICE	13/8/2025	WATER POLLUTION	KTSWB	PHONE CALL	YES	RE-LOCATE PIPE	REPAIRED	20/8/2025	ONE WEEK
11	MALUMFASHI	MUSA DANJANKU	B.C.G.A M/FASHI	24/8/2025	PIPE BREAKING	KTSWB	PHONE CALL	YES	PIPE REPLACEMENT	REPAIRED	28/8/2025	FOUR DAYS
12	MALUMFASHI	SALISU KAP	M/FASHI DISTRICT OFFICE	26/8/2025	LEAKAGE	KTSWB	PHONE CALL	YES	REPAIR USING GUM	REPAIRED	29/8/2025	THREE DAYS
13	DAURA	AMADU BALA UBAN DAWA	LUNGUN MAJEMA	1/8/2025	NO WATER SUPPLY	KTSWB	PHONE CALL	NO	VISITED THE SITE	ATTENDED	19/8/2025	EIGHTEEN DAYS
189												
207												

GRIEVANCE REDRESS MECHANISM (GRM) RESPONSE STATUS SEPTEMBER 2025

S/N	DISTRICT	NAME OF COMPLAINANT	CONTACT DETAILS	DATE OF COMPLAINT	DESCRIPTION OF COMPLAINT	RESPONSIBLE MINISTRY, DEPARTMENT AND AGENCY (MDA)	MODE OF COMPLAIN	STATUS OF COMPLAINT (YES OR NO)	ACTIONS TAKEN	FINAL RESOLUTION	DATE RESOLVED	TURN AROUND TIME
1	FUNTUA	MALAMA HASSANA	SOKOTO BYPASS	1/9/2025	LEAKAGE	KTSWB		YES	REPLACEMENT	REPLACE	4/9/2025	THREE DAYS
2	FUNTUA	MALAM SANI YAHAYA	ZARIA ROAD	4/9/2025	BROKEN PIPE	KTSWB		YES	REPLACEMENT	REPLACE	19/9/2025	FIFTEEN DAYS
3	FUNTUA	POLICA OTHICA	ZARIA ROAD	10/9/2025	LEAKAGE	KTSWB		YES	REPLACEMENT	REPLACE	12/9/2025	TWO DAYS
4	FUNTUA	ALH. BISHIR SANI	ZARIA ROAD, BISHIR NADAB	28/9/2025	LEAKAGE	KTSWB		YES	REPLACEMENT	REPLACE	30/9/2025	TWO DAYS
5	KATSINA WEST	ALH. IBRAHIM MAIKANO	SABUWAR UNGUWA NO.3	3/9/2025	PIPE LEAKAGE	KTSWB		YES	PLUMBER	DISCONNECTED	4/9/2025	ONE DAY
6	KATSINA WEST	IBRAHIM SIRAJU	DAKI TARA	5/9/2025	PIPE BURST	KTSWB		YES	PLUMBER	REPAIRED	13/9/2025	FOURTEEN DAYS
7	KATSINA WEST	NIL	LAUDUT	19/9/2025	PIPE BURST	KTSWB		YES	PLUMBER	REPAIRED	21/9/2025	TWO DAYS
8	KATSINA EAST	ALH. LAWLAL INUSA	GORUBA H/E	2/9/2025	NO WATER SUPPLY	KTSWB		YES	REPORT	DETECTED	23/9/2025	ONE DAY
9	KATSINA EAST	YAHAYA DORO	GORUBA H/E	7/9/2025	NO WATER SUPPLY	KTSWB		YES	REPORT	NO SUPPLY	8/9/2025	ONE DAY
10	KATSINA EAST	HOUSE NO.4 ROAD P	GORUBA H/E	10/9/2025	NO WATER SUPPLY	KTSWB		YES	REPORT	NO SUPPLY	24/9/2025	TWENTY ONE DAY
11	KATSINA EAST	TAJUDDEEN ZUBAIRU	GORUBA H/E	13/9/2025	NO WATER SUPPLY	KTSWB		YES	REPORT	NO SUPPLY	14/9/2025	ONE DAY
12	MALUMFASHI	ALIYU SANI	KATARDIA QUARTERS	10/9/2025	LEAKAGE	KTSWB		YES	REPAIR WITH GUM	REPAIRED	12/9/2025	TWO DAYS
13	MALUMFASHI	M. YAKUBU BORIN DAWA	BORIN DAWA	18/10/2025	BREAKING OF PIPE	KTSWB		YES	CHANGING OF PIPE	REPAIRED	29/10/2025	13 DAYS
14	MALUMFASHI	M. TUKUR TAILOR	BEHIND CENEMA	21/9/2025	LEAKAGE	KTSWB		YES	USE OF PEEACE OF PIPE	REPAIRED	22/9/2025	ONE DAY
15	DAURA	SANI KANE	TAWALALA	3/9/2025	LEAKAGE	KTSWB		YES	INSTALLED A CONTROL VALVE	ATTENDED	24/9/2025	TWENTY ONE DAY
16	DAURA	HABIBU IBRAHIM	MATSIMA	16/9/2025	LEAKAGE	KTSWB		YES	NO SUPPLY DUE TO ROAD CONSTRUCTION	ATTENDED	17/9/2025	ONE DAY

GRIEVANCE REDRESS MECHANISM (GRM) RESPONSE STATUS OCTOBER 2025

S/N	DISTRICT	NAME OF COMPLAINANT	CONTACT DETAILS	DATE OF COMPLAINT	DESCRIPTION OF COMPLAINT	RESPONSIBLE MINISTRY, DEPARTMENT AND AGENCY (MDA)	MODE OF COMPLAIN	STATUS OF COMPLAINT (YES OR NO)	ACTIONS TAKEN	FINAL RESOLUTION	DATE RESOLVED	TURN AROUND TIME
1	FUNTUA	HAIJA INDO	MAKERA	3/10/2025	LEAKAGE	KTSWB	VERBAL	YES	REPAIR	MAINTAINING	3/10/2025	TWO DAYS
2	FUNTUA	MU/AZZAM	SOKOTO ROAD	5/10/2025	MISSIONG SUPPLY	KTSWB	VERBAL	YES	FIRE OUT	MAINTAINING	5/10/2025	TWO DAYS
3	FUNTUA	ALH. AMINU MUSA	WAIZAMAI ROAD	10/10/2025	LEAKAGE	KTSWB	VERBAL	YES	REPAIR	REPAIR	10/10/2025	ONE DAY
4	FUNTUA	MAI UNGUWA LEKO	DUKKO VILLAGE	10/10/2025	LEAKAGE	KTSWB	VERBAL	YES	REPAIR	REPLACEMENT	10/10/2025	THREE DAYS
5	KATSINA WEST	SIRAJU IBRAHIM	KOFAR KAURA NEAR PRIMAI	2/10/2025	PIPE BURST	KTSWB	VERBAL	YES	PLUMBER	REPAIRED	2/10/2025	TWO DAYS
6	KATSINA WEST	INDIVIDUAL	LAYOUT	9/10/2025	PIPE BURST	KTSWB	VERBAL	YES	SENDING PLUMBER	REPAIRED	9/10/2025	TWO DAYS
7	KATSINA WEST	AMINU MAIWADA	YAHAYA MADAKI WAY	13/10/2025	PIPE BURST	KTSWB	VERBAL	YES	SENDING PLUMBER	REPAIRED	13/10/2025	TWO DAYS
8	KATSINA WEST	INDIVIDUAL	KOFAR SAURI	17/10/2025	PIPE BURST	KTSWB	VERBAL	YES	SENDING PLUMBER	REPAIRED	17/10/2025	TWO DAYS
9	KATSINA WEST	CUSTOMER	IBB WAY	21/10/2025	PIPE BURST	KTSWB	VERBAL	YES	SENDING PLUMBER	REPAIRED	21/10/2025	TWO DAYS
10	KATSINA WEST	ABDULLAH AUDI	KTTY ROAD LAYOUT	26/10/2025	NO SUPPLY OF WATER	KTSWB	VERBAL	YES	PLUMBER	REPAIRED	26/10/2025	ONE DAY
11	KATSINA WEST	ABDULLAH HIGGA	YAHAYA MADAKI WAY	30/10/2025	NO SUPPLY OF WATER	KTSWB	PHONE CALL	YES	PLUMBER	NOT REPAIR	30/10/2025	ONE DAY
12	KATSINA EAST	KABIR RABE	YAR RAKUMMA	3/10/2025	SHORTAGE OF WATER	KTSWB	PHONE CALL	YES	YES	RECTIFIED	3/10/2025	TWO DAYS
13	KATSINA EAST	YAKUBU MUH'D	GORUBA H/E	10/10/2025	NO WATER SUPPLY	KTSWB	PHONE CALL	YES	YES	DETECTED	10/10/2025	ONE DAY
14	KATSINA EAST	AMINU NABABA	KAMBARAWA	18/10/2025	NO WATER SUPPLY	KTSWB	PHONE CALL	YES	YES	RECONNECTION	18/10/2025	THREE DAYS
15	KATSINA EAST	NURA DALHA	KADARKO ESTATE	22/10/2025	SHORTAGE OF WATER	KTSWB	VERBAL	YES	YES	RECONNECTION	22/10/2025	THREE DAYS
16	KATSINA EAST	M.O IN HOUSE NO.10 GHE	GORUBA H/E	27/10/2025	NO WATER SUPPLY	KTSWB	VERBAL	YES	YES	NO WATER DUE TO ROADCONSTRUCTION	27/10/2025	ONE DAY
17	KATSINA EAST	LAWAL MASHI	GORUBA H/E	30/10/2025	NO WATER SUPPLY	KTSWB	VERBAL	YES	YES	NO WATER DUE TO ROADCONSTRUCTION TO IMPROVE	30/10/2025	ONE DAY
18	DUTSIN-MA	AHMED DAN MAIGORO	BAKIN KASUWA	5/10/2025	UN-EQUAL DISTRIBUTION OF WATER SUPPLY	KTSWB	VERBAL	YES	CORRECTIVE MEASURE HAS BEEN TAKEN	OPERATIONAL SUPERVISION	5/10/2025	THREE DAYS
19	DUTSIN-MA	SHAMSU SA'ADU	BAKIN DAM	8/10/2025	NON-POSTING OF PAYMENT	KTSWB	VERBAL	YES	THE ISSUE WAS TAKEN TO THE COMMERCIAL DEPARTMENT	REPAIR	18/10/2025	FOURTEEN DAYS
20	DUTSIN-MA	SA'IDU SA'ADU	BAKIN DAM	15/10/2025	NON-POSTING OF PAYMENT	KTSWB	VERBAL	YES	THE ISSUE WAS TAKEN TO THE COMMERCIAL DEPARTMENT	REPAIR	15/10/2025	FOUR DAYS
21	DUTSIN-MA	GARBA JIBIRIN	INJIN KUKA	29/10/2025	PIPE BREAKAGE	KTSWB	VERBAL	YES	REPAIR OF PIPE	REPAIR	29/10/2025	THREE DAYS
22	MALUMFASHI	SANI GOLA	FAYAMASA	22/10/2025	LEAKAGE	KTSWB	VERBAL	YES	ADJUST PIPE JOINT	REPAIRED	22/10/2025	THREE DAYS
23	MALUMFASHI	ALHASSAN DALHAT	M/FASHI DISTRICT OFFICE	24/10/2025	SERIOUS LEAKAGE (VALVE)	KTSWB	VERBAL	YES	VALVE REPAIR	REPAIRED	24/10/2025	THREE DAYS
24	MALUMFASHI	USANI DANJANKU	B.C.G.A. M/FASHI	28/10/2025	LEAKAGE	KTSWB	VERBAL	YES	UNDER REPAIR	NOT REPAIR	28/10/2025	ONE DAY
25	DAURA	CHAIMMAN MAI DAURA	BAKIN KASUWA	28/10/2025	LEAKAGE	KTSWB	VERBAL	YES	NEW PIPELINE CHECKTAP TO CHECK	ATTENDED	28/10/2025	THREE DAYS
26	DAURA	ALH. KABIR HASSAN	BAKIN KASUWA	29/10/2025	LEAKAGE	KTSWB	VERBAL	YES	NEW PIPELINE CHECKTAP TO CHECK	ATTENDED	29/10/2025	THREE DAYS
27	DAURA	TAJUDEEN TELA ADA	UNGUWAR MADINA	29/10/2025	LEAKAGE	KTSWB	VERBAL	YES	NEW PIPELINE CHECKTAP TO CHECK	ATTENDED	29/10/2025	THREE DAYS

GRIEVANCE REDRESS MECHANISM (GRM) RESPONSE STATUS NOVEMBER 2025

S/N	DISTRICT	NAME OF COMPLAINANT	CONTACT DETAILS	DATE OF COMPLAINT	DESCRIPTION OF COMPLAINT	RESPONSIBLE MINISTRY, DEPARTMENT AND AGENCY (MDA)	MODE OF COMPLAIN	STATUS OF COMPLAINT (YES OR NO)	ACTIONS TAKEN	FINAL RESOLUTION	DATE RESOLVED	TURN AROUND TIME
1	FUNTUA	MALAM SA'ADU	BAGARI	2/11/2025	LEAKAGE	KTSWB	VERBAL	YES	REPAIR	REPAIR	4/11/2025	TWO DAYS
2	KATSINA WEST	GADDAFI AHMED	SABUWAR UNGUWA	2/11/2025	PIPE BURST	KTSWB	VERBAL	YES	SENDING PLUMBER	REPAIRED	5/11/2025	THREE DAYS
3	KATSINA WEST	UMMARU TELA	SABUWAR UNGUWA	4/11/2025	PIPE LEAKAGE	KTSWB	VERBAL	YES	SENDING PLUMBER	REPAIRED	7/11/2025	THREE DAYS

GRIEVANCE REDRESS MECHANISM (GRM) RESPONSE STATUS DECEMBER 2025

S/N	DISTRICT	NAME OF COMPLAINANT	CONTACT DETAILS	DATE OF COMPLAINT	DESCRIPTION OF COMPLAINT	RESPONSIBLE MINISTRY, DEPARTMENT AND AGENCY (MDA)	MODE OF COMPLAIN	STATUS OF COMPLAINT (YES OR NO)	ACTIONS TAKEN	FINAL RESOLUTION	DATE RESOLVED	TURN AROUND TIME
1	KATSINA WEST	MAWASHI	KERAU	8/12/2025	LEAKAGE	KTSWB	PHONE CALL	YES	REPLACEMENT OF PIPE	REPAIR	10/12/2025	TWO DAYS
2	KATSINA WEST	ABDURRASHID	MASALLACIN KERAU	10/12/2025	PIPE BURST	KTSWB	VERBAL	YES	INSTALLATION OF COUPLINGS	REPAIRED	13/12/2025	THREE DAYS
3	KATSINA WEST	RABIATU MUSA	WTC KATSINA	14/12/2025	PIPE LEAKAGE	KTSWB	VERBAL	YES	SENDING PLUMBER	REPAIRED	17/12/2025	THREE DAYS