



KATSINA STATE WATER BOARD
GRIEVANCE REDRESS MECHANISM (GRM) RESPONSE STATUS REPORT 1ST QUARTER 2024

S/N	DISTRICT	NAME OF COMPLAINANT	CONTACT ADDRESS DETAILS	DATE OF COMPLAINT	DESCRIPTION OF COMPLAINT	RESPONSIBLE MINISTRY, DEPARTMENT AND	DPC NUMBER	STATUS OF COMPLAINT RESOLVED	ACTIONS TAKEN	FINAL RESOLUTION	DATE RESOLVED	TURNAROUND TIME	MODE/CHANNEL OF FEEDBACK
1	FUNTUA	AHMED AMADU	AMMANI ROAD	14/1/2024	SERVICE PIPE LEAKAGE	KTSWB		YES	PIPELINE REPLACED	REPAIRED	19/1/2024	FIVE DAYS	VERBAL
2	FUNTUA	ABUBAKAR UMMAR	MAKERA ROAD	25/1/2024	PIPE LEAKAGE	KTSWB		YES	CHANGE OF PIPELINE	REPAIRED	1/2/2024	SIX DAYS	VERBAL
3	FUNTUA	HAIYA RABI	DIKKE ROAD	31/1/2024	PIPELINE VANADALISED	KTSWB		YES	DAMAGE PORTION OF	REPAIRED	1/2/2024	ONE WEEK	VERBAL
4	DAURA	AIR FORCE HOSPITAL	DAURA	1/1/2024	PIPE LEAKAGE	KTSWB	03540202711	YES	REPLACEMENT OF PIPE	REPAIRED	8/1/2024	ONE WEEK	VERBAL
5	DUTSIN-MA	AMINU USMAN	OPP. GGASS HAYIN GADA DTM	17/1/2024	DISTRIBUTION PIPELINE	KTSWB		YES	REPAIRMENT OF BROKEN PIPE	REPAIRED	18/1/2024	ONE DAY	VERBAL
6	DUTSIN-MA	SANI ALIYU	HAYIN GADA DTM	20/1/2024	DISTRIBUTION PIPELINE	KTSWB		YES	END CAPPED	DISCONNECTION	21/1/2024	ONE DAY	VERBAL
7	DUTSIN-MA	ISYAKU MUHAMMAD	BEHIND BORDING SCHOOL	23/1/2024	DISTRIBUTION PIPELINE	KTSWB		YES	REPAIR OF VALVE	REPAIRED	24/1/2024	ONE DAY	VERBAL
8	DUTSIN-MA	BISHIR BALA	OPP. CENTRAL MOSQUE	27/1/2024	DISTRIBUTION PIPELINE	KTSWB		YES	PIPE REPLACE ALONG THE	REPAIRED	28/1/2024	ONE DAY	VERBAL
9	BATAGARAWA	YUSUF AHMAD BALA	STREET FATIMA SHEMA ESTATE	5/1/2024	WATER SUPPLY	KTSWB	99470001031	YES	DAMAGE PORTION OF PIPE	REPAIRED	19/1/2024	TWO DAYS	VERBAL
10	BATAGARAWA	GARBA MUHAMMAD	STREET FATIMA SHEMA ESTATE	14/1/2024	GOING INTO THE HOUSE	KTSWB	99470000741	YES	REPAIRMENT OF PIPE VALVE	REPAIRED	15/1/2024	ONE DAY	VERBAL
11	FUNTUA	ABBA UMMAR	SABUWAR ABUJA	8/2/2024	CONNECTION REPLACE	KTSWB		YES	RECTIFICATION	REPAIR	11/2/2024	TREE DAYS	VERBAL
12	FUNTUA	MUSA SHEHU	BAGARI	10/2/2024	SUPPLY	KTSWB		YES	CONNECTION	REPAIR	3/3/2024	21 DAY	VERBAL
13	FUNTUA	ACH. ISAH MUSA	BCGA BAKIN KASUWA	12/2/2024	SERIOUS LEAKAGE	KTSWB		YES	CHANGE OF D.JOINT	REPAIR	13/2/2024	ONE DAY	VERBAL
14	FUNTUA	SANI IBRAHIM	LAYIN MAGAJI	12/2/2024	BLOCKAGE OF SUPPLY	KTSWB		YES	REPLACEMENT OF PIPELINE SOCKET	REPAIR	14/2/2024	TWO DAYS	VERBAL
15	FUNTUA	MALAM HASSAN	LAYIN YAN RARIYA	13/2/2024	BLOCKAGE OF SUPPLY	KTSWB		YES	IN THE PIPELINE	REPAIR	14/2/2024	TWO DAYS	VERBAL
16	FUNTUA	MALAM KABIR MOH'D	LAYIN GIDAN SARKI	15/2/2024	LEAKAGE	KTSWB		YES	REPAIRS OF VALVE	REPAIRS	14/2/2024	ONE DAY	VERBAL
17	FUNTUA	AUWAL ISAH	DAN DAJI	15/2/2024	SERIOUS LEAKAGE	KTSWB		YES	REPLACE OF CONNECTION	REPAIRS	16/2/2024	ONE DAY	VERBAL
18	DUTSINMA	AMINU SANI	BAKIN DUTSI DTM	10/2/2024	LEAKAGE	KTSWB		YES	CHANGE OF SADDLE	REPAIRED	17/2/2024	TWO DAYS	VERBAL
19	DUTSINMA	SULAIMAN ABUBAKAR	BAKIN DUTSI DTM	14/2/2024	SERVICE PIPE MINOR	KTSWB		YES	REPLACEMENT	REPAIRED	11/2/2024	ONE DAY	VERBAL
20	DUTSINMA	SAGIR MUSA	BAKIN DUTSI DTM	18/2/2024	LEAKAGE	KTSWB		YES	REPLACEMENT	REPAIRED	15/2/2024	ONE DAY	VERBAL
21	DUTSINMA	SA'IDU ABUBAKAR	BAKIN DUTSI DTM	22/2/2024	RAPID LEAKAGE ALONG THE DISTRIBUTION PIPELINE JOINTS	KTSWB		YES	REPAIRMENT OF PIPELINE	REPAIRED	20/2/2024	TWO DAYS	VERBAL
22	BATAGARAWA	DR. SABIU BALA MUHAMMAD	NO.7 UMAR MUSA YARADUA STREET FATIMA SHEMA ESTATE	18/2/2024	DISTRIBUTION PIPE LEAKAGE	KTSWB	99470000431	YES	REPLACEMENT	REPAIRED	23/2/2024	ONE DAY	VERBAL
23	BATAGARAWA	HAMZA SALE KETARE	NO.8 RIMI ROAD SARDAUNA ESTATE	22/2/2024	BURST OF PIPELINE	KTSWB	99470000791	YES	8" RECONNECTION	REPAIRED	23/2/2024	FIVE DAYS	VERBAL
24	FUNTUA	AHMAD AMADU KORAI	BCGA	21/3/2024	LEAKAGE	KTSWB		YES	REPAIR OF 4" PIPE	REPAIRED	23/2/2024	ONE DAY	VERBAL
25	FUNTUA	MUNTARI	GANGAREN TASAULAWA	23/3/2024	LEAKAGE	KTSWB		YES	CHANGE OF PIPE	REPAIR	22/3/2024	ONE DAY	VERBAL
26	FUNTUA	MAI UNGUWA	DUKKA VILLAGE	25/3/2024	SERIOUS LEAKAGE	KTSWB		YES	SOCKET REPAIRS	REPAIR	24/3/2024	ONE DAY	VERBAL
27	FUNTUA	ALH. SANI BELLO	BAKORI BYPASS	28/3/2024	SERIOUS LEAKAGE	KTSWB		YES	CHANGE OF PIPE	REPAIR	27/3/2024	TWO DAYS	VERBAL
28	BATAGARAWA	USMAN LAWAL SANI	NO.2 DURBIN KATSINA STREET TUDUN MATAWALLE	2/3/2024	WATER NOT FOLLOWING ALONG THE STREET	KTSWB	99470000031	YES	CHANGE OF D.JOINT	REPAIRED	29/3/2024	ONE DAY	VERBAL
29	BATAGARAWA	SAMA'ILA LAWAL	NO.8. MARADIN KATSINA STREET	15/3/2024	LOW PRESSURE	KTSWB	99470001801	YES	OUTLET VALVE 4"	REPAIRED	27/3/2024	25 DAYS	VERBAL
30	MALUMFASHI	KABIR IBRAHIM DOKI	KOFAR FADA	19/3/2024	SERIOUS LEAKAGE	KTSWB		YES	4" GATE VALVE REPLACEMENT	REPAIRED	16/3/2024	ONE DAY	VERBAL
								YES	TEAM OF PLUMBERS	REPAIRED	21/3/2024	TWO DAYS	VERBAL



KATSINA STATE WATER BOARD
GRIEVANCE REDRESS MECHANISM (GRM) RESPONSE STATUS REPORT 2ND QUARTER 2024

S/N	DISTRICT	NAME OF COMPLAINANT	CONTACT ADDRESS DETAILS	DATE OF COMPLAINT	DESCRIPTION OF COMPLAINT	RESPONSIBLE MINISTRY, DEPARTMENT AND AGENCY (MDA)	DPC NUMBER	STATUS OF COMPLAINT (YES OR NO)	ACTIONS TAKEN	FINAL RESOLUTION RESOLVED (YES OR NO)	DATE RESOLVED	TURNAROUND TIME	MODE/CHANNEL OF FEEDBACK
1	FUNTUA	AHMED AMADU	BCGA ROAD	2/4/2024	LEAKAGE	KTSWB		YES	REPLACE OF PIPE	YES	3/4/2024	ONE DAY	VERBAL
2	FUNTUA	AUWAL ISAH	DANJA ROAD	3/4/2024	LEAKAGE	KTSWB		YES	SOUKET REPAIRS	YES	4/4/2024	ONE DAY	VERBAL
3	FUNTUA	SALISU GAMBO	BAKORI ROAD	30/4/2024	LACK OF WATER SUPPLY	KTSWB		YES	ATTENDED	NO	1/5/2024	ONE DAY	VERBAL
4	DAURA	AIR FORCE HOSPITAL	263 NIG. AIR FORCE HOSPITAL DAURA	25/4/2024	LACK OF WATER SUPPLY	KTSWB	03540202711	NO	REPORTED TO HOSPITAL	YES	28/4/2024	TREE DAYS	VERBAL
5	BATAGARAWA	MAI UNGUWA NURA	NO.4 DAURA ROAD SARDAUNA ESTATE	30/4/2024	LEAKAGE	KTSWB	99470002421	YES	REPAIR	YES	2/5/2024	TWO DAYS	VERBAL
6	MALUMFASHI	MUSA HALIDU	KOFAR FADA	2/4/2024	NO SUPPLY	KTSWB		NO	PIPE NEEDED TO REPLACE	YES	4/4/2024	TWO DAYS	VERBAL
7	MALUMFASHI	ILIIYA MAMMAN	FAYAMASA	22/4/2024	LEAKAGE	KTSWB		YES	CHANGING PEACE OF PIPE	YES	23/4/2024	ONE DAY	VERBAL
8	FUNTUA	ALH. SALE AYUBA	MAIRUWA	5/5/2024	LEAKAGE	KTSWB		YES	CHANGE OF PIPE	YES	6/5/2024	ONE DAY	VERBAL
9	FUNTUA	SALISU MUSA	MAIRUWA	6/5/2024	LEAKAGE	KTSWB		YES	REPLACEMENT OF PIPE	YES	9/5/2024	THREE DAY	VERBAL
10	FUNTUA	ALIYU BABANGIDA	MAIRUWA	10/5/2024	LEAKAGE	KTSWB		YES	REPAIRS OF PIPE	YES	11/5/2024	ONE DAY	VERBAL
11	FUNTUA	SANI MUSA	UNGUWAR DAHIRU	11/5/2024	LEAKAGE	KTSWB		YES	SOCKET REPAIR	YES	12/5/2024	ONE DAY	VERBAL
12	FUNTUA	HAIJIYA FATIMA	BAGARI	12/5/2024	LEAKAGE	KTSWB		YES	PIPELINE JOINT REPAIR	YES	13/5/2024	ONE DAY	VERBAL
13	FUNTUA	MALAMA AISHA	NASARAWA	14/5/2024	LEAKAGE	KTSWB		YES	CHANGE OF PIPE	YES	16/5/2024	TWO DAY	VERBAL
14	FUNTUA	ABUBAKAR SANI	NASARAWA	14/5/2024	LOW PRESSURE	KTSWB		YES	SERVICE VALVE	YES	15/05/2024	ONE DAY	VERBAL
15	FUNTUA	SALISU AMINU	BAGAREN TASAULAWA	16/5/2024	LOW PRESSURE	KTSWB		YES	SERVICE VALVE	YES	17/5/2024	ONE DAY	VERBAL
16	FUNTUA	ALH. MUSA SANI	NASARAWA	16/5/2024	LEAKAGE	KTSWB		YES	REPLACE OF PIPE	YES	17/5/2024	ONE DAY	VERBAL
17	FUNTUA	MARYAM ALIYU	MAKERA LAYIN SOKOTO	18/5/2024	LACK OF WATER SUPPLY	KTSWB		YES	WATER WORKS PUMP REPAIRED	YES	19/5/2024	ONE DAY	VERBAL
18	FUNTUA	ALH. BELLO	SOKOTO BYPASS LAYIN KUKA	19/5/2024	LACK OF WATER SUPPLY	KTSWB		YES	WATER WORKS PUMP REPAIRED	YES	20/5/2024	ONE DAY	VERBAL
19	FUNTUA	ALIYU SHEHU	MANGORORI MAIRUWA	30/5/2024	LACK OF WATER SUPPLY	KTSWB		YES	WATER WORKS PUMP REPAIRED	YES	2/6/2024	TREE DAYS	VERBAL
20	MALUMFASHI	MALAM IDI	GANGARAWA	17/5/2024	SERIOUS LEAKAGE	KTSWB		YES	PIPE REPLACE	YES	19/5/2024	TWO DAYS	VERBAL
21	FUNTUA	RABIATU LAWAL	LAYIN GARA	2/6/2024	LACK OF WATER SUPPLY	KTSWB		NO	REPLACEMENT OF PIPE LINE DISTRIBUTION VALVES	YES	25/6/2024	23 DAYS	VERBAL
22	FUNTUA	SANI AMINU	LAYIN GARA	3/6/2024	LACK OF WATER SUPPLY	KTSWB		NO	REPLACEMENT OF PIPE LINE DISTRIBUTION VALVES	YES	23/6/2024	23 DAYS	VERBAL
23	FUNTUA	LAWAL ABDULSALAM	GANGAREN TASANLAWA	6/6/2024	LACK OF WATER SUPPLY	KTSWB		NO	TREE ROOTS REMOVED ALONG THE PIPELINE	YES	27/6/2024	21 DAYS	VERBAL
24	FUNTUA	YAHAYA LAWAL	BAGARI	18/6/2024	LEAKAGE	KTSWB		YES	REPAIR	YES	19/6/2024	ONE DAY	VERBAL
25	FUNTUA	YUSUF AMINU	UNGUWAR DAHIRU	20/6/2024	LEAKAGE	KTSWB		YES	REPAIR	YES	21/6/2024	ONE DAY	VERBAL
26	FUNTUA	YAHAYA ABUBAKAR	MAKERA	20/6/2024	LEAKAGE	KTSWB		YES	REPAIR	YES	21/6/2024	ONE DAY	VERBAL
27	FUNTUA	SHEHU LAWAL	MAIRUWA	20/6/2024	LEAKAGE	KTSWB		YES	REPLACE OF PIPE	YES	24/6/2024	FOUR DAY	VERBAL
28	FUNTUA	AMINU LAWAL	DUKACE	20/6/2024	LEAKAGE	KTSWB		YES	REPAIR	YES	21/6/2024	ONE DAY	VERBAL
29	FUNTUA	CHAIRMAN	UNGUWAR DAHIRU LAYIN YAMMA	23/6/2024	LEAKAGE	KTSWB		YES	REPAIR	YES	24/6/2024	ONE DAY	VERBAL
30	FUNTUA	ALH. MUSA	AREA- POST OFFICE ROAD	24/6/2024	LEAKAGE	KTSWB		YES	REPAIR	YES	25/6/2024	ONE DAY	VERBAL
31	FUNTUA	LAWAL YUSUF	SOKOTO ROAD NEAR MUTALLAB	24/6/2024	LEAKAGE	KTSWB		YES	REPAIR OF GATE VALVE	YES	26/6/2024	2DAYS	VERBAL
32	FUNTUA	BISHIR AMINU	SOKOTO ROAD NEAR SARKIN MADA	24/6/2024	LACK OF WATER SUPPLY	KTSWB		NO	REHABILITATION OF PIPELINE	NO	24/7/2024	30 DAYS	VERBAL
33	FUNTUA	SHAMSIYA LAWAL	UNGUWAR IBRAHIM	27/6/2024	LEAKAGE	KTSWB		YES	REPAIR	YES	28/6/2024	ONE DAY	VERBAL
34	FUNTUA	HABIBU BATURE	UNGUWAR IBRAHIM	28/6/2024	LEAKAGE	KTSWB		YES	REPAIR	YES	29/6/2024	ONE DAY	VERBAL
35	FUNTUA	LAWAL ALIYU	KASUWAR MATA	30/6/2024	LEAKAGE	KTSWB		YES	REPAIR	YES	1/7/2024	ONE DAY	VERBAL
36	FUNTUA	BALA AMINU	JABIRI	30/6/2024	LACK OF WATER SUPPLY	KTSWB		NO	REPORT TO MANAGER	NO	21/7/2024	21 DAYS	VERBAL



KATSINA STATE WATER BOARD
GRIEVANCE REDRESS MECHANISM (GRM) RESPONSE STATUS REPORT 3RD QUARTER 2024

S/N	DISTRICT	NAME OF COMPLAINANT	CONTACT ADDRESS DETAILS	DATE OF COMPLAINT	DESCRIPTION OF COMPLAINT	RESPONSIBLE MINISTRY, DEPARTMENT AND AGENCY (MDA)	DPC NUMBER	STATUS OF COMPLAINT RESOLVED (YES OR NO)	ACTIONS TAKEN	FINAL RESOLUTION	DATE RESOLVED	TURNAROUND TIME	MODE/CHANNEL OF FEEDBACK
1	FUNTUA	ALIYU SAMA'ILA	MAIRUWA VILLAGE	1/7/2024	LACK OF WATER SUPPLY	KTSWB		NO	REPORT TO MANAGER	REPORT	2/7/2024	ONE DAY	VERBAL
2	FUNTUA	SANI LAWAL	MAIRUWA VILLAGE	1/7/2024	LACK OF WATER SUPPLY	KTSWB		NO	REPORT TO MANAGER	REPORT	2/7/2024	ONE DAY	VERBAL
3	FUNTUA	YAHUZA BISHIR	KARAMI	1/7/2024	LACK OF WATER SUPPLY	KTSWB		NO	REPORT TO MANAGER	REPORT	2/7/2024	ONE DAY	VERBAL
4	FUNTUA	FATIMA MUSA	MAIRUWA BAYAN GIDAN MAI S/AREWA	1/7/2024	LEAKAGE	KTSWB		YES	REPAIR	REPAIRED	2/7/2024	ONE DAY	VERBAL
5	FUNTUA	AMINU KABIR	MAIRUWA LAYIN GIDAN S/AREWA	2/7/2024	LACK OF WATER SUPPLY	KTSWB		NO	REPORT TO MANAGER	REPORT	3/7/2024	ONE DAY	VERBAL
6	FUNTUA	BUHARI SANI	TUDUN WADA	5/7/2024	LACK OF WATER SUPPLY	KTSWB		NO	REPORT TO MANAGER	REPORT	6/7/2024	ONE DAY	VERBAL
7	FUNTUA	HALIMA MUSA	HAWA DAUDAMAN	10/7/2024	LEAKAGE	KTSWB		YES	REPAIR	REPAIRED	11/7/2024	ONE DAY	VERBAL
8	FUNTUA	NURA AMINU	MASHANYA BAKORI	20/7/2024	IN ADEQUATE WATER SUPPLY	KTSWB		YES	CHANGE OF PIPE	REPAIRED	24/7/2024	FOUR DAYS	VERBAL
9	FUNTUA	ALH. SANUSI ISAH	LOW COST	20/7/2024	LACK OF WATER SUPPLY	KTSWB		NO	REPORT TO MANAGER	REPORT	24/7/2024	FOUR DAYS	VERBAL
10	FUNTUA	BINTA ALIYU	DUTSIN RIMI	28/7/2024	LOW PRESURE	KTSWB		YES	REPAIRED LEAKAGE	REPAIRED	29/7/2024	ONE DAY	VERBAL
11	FUNTUA	ALIYU SANI	DUTSIN RIMI	28/7/2024	LOW PRESURE	KTSWB		YES	REPAIRED LEAKAGE	REPAIRED	29/7/2024	ONE DAY	VERBAL
12	MALUMFASHI	MALAM TUKUR TAILOR	BEHIND CENEMA	3/7/2024	SERIOUS LEAKAGE	KTSWB		YES	VIKIN JOHNSON REPLACED	REPAIRED	4/7/2024	ONE DAY	VERBAL
13	FUNTUA	ABDULLAHI GAMBO	OVER HEAD TANK DUTSIN TASHA	1/8/2024	VANDALIZATION OF VALVE	KTSWB		YES	RECONSTRUCTION OF CHAN	REPAIRED	3/8/2024	TWO DAYS	VERBAL
14	FUNTUA	BISHIR SABO	OVER HEAD TANK DUTSIN TASHA	1/8/2024	VANDALIZATION OF VALVE	KTSWB		YES	RECONSTRUCTION OF CHAN	REPAIRED	3/8/2024	TWO DAYS	VERBAL
15	FUNTUA	KABIR YAHAYA	OVER HEAD TANK DUTSIN TASHA	1/8/2024	VANDALIZATION OF VALVE	KTSWB		YES	RECONSTRUCTION OF CHAN	REPAIRED	5/8/2024	FOUR DAYS	VERBAL
16	FUNTUA	NURA USMAN	OVER HEAD TANK DUTSIN TASHA	1/8/2024	VANDALIZATION OF VALVE	KTSWB		YES	RECONSTRUCTION OF CHAN	REPAIRED	5/8/2024	FOUR DAYS	VERBAL
17	FUNTUA	HAIYARABI SANI	OVER HEAD TANK DUTSIN TASHA	1/8/2024	VANDALIZATION OF VALVE	KTSWB		YES	RECONSTRUCTION OF CHAN	REPAIRED	5/8/2024	FOUR DAYS	VERBAL
18	FUNTUA	BINTA KABIR	UNGUWAR IBRAHIM	10/8/2024	LACK OF WATER SUPPLY	KTSWB		NO	REPORT TO MANAGER DAMAGED PIPELINE	NOT RESOLVED	NOT RESOLVED	ONGOING PIPELINE REPLACEMENT	VERBAL
19	FUNTUA	KABIR IBRAHIM	DUKKO	13/8/2024	LOW PRESURE	KTSWB		YES	CHANGE OF PIPE	REPAIRED	14/8/2024	ONE DAY	VERBAL
20	FUNTUA	SANI ALIYU	UNGUWAR DAHIRU LAYIN YAMMA	15/8/2024	LACK OF WATER SUPPLY	KTSWB		NO	REPORT TO MANAGER	REPORT	NOT RESOLVED	ONGOING PIPELINE REPLACEMENT	VERBAL
21	FUNTUA	LAWAL GARBA	MAIRUWA	22/8/2024	LACK OF WATER SUPPLY	KTSWB		NO	REPORT TO MANAGER	REPORT	NOT RESOLVED	ONGOING PIPELINE REPLACEMENT	VERBAL
22	FUNTUA	ASMAU USMAN	SABUWAR ABUJA	22/8/2024	PIPELINE LEAKAGE	KTSWB		YES	REPLACEMENT	REPAIRED	23/8/2024	ONE DAY	VERBAL
23	FUNTUA	MAIRUWA BISHIR	MAIRUWA	28/8/2024	PIPELINE LEAKAGE	KTSWB		YES	SOUKET REPAIR	REPAIRED	29/8/2024	ONE DAY	VERBAL
24	FUNTUA	BINTA SANI	SABUWAR ABUJA	30/8/2024	PIPELINE LEAKAGE	KTSWB		YES	PIPE REPAIR	REPAIRED	31/8/2024	ONE DAY	VERBAL
25	DUTSINMA	BALA SANI	BEHIND NAGACHI'S RESIDENCE	7/8/2024	PIPELINE LEAKAGE	KTSWB		YES	END CAPPED	REPAIRED	8/8/2024	ONE DAY	VERBAL
26	DUTSINMA	BUHARI MANSIR	HAYIN BANKI	7/8/2024	PIPELINE LEAKAGE	KTSWB		YES	REPAIR OF PIPE	REPAIRED	8/8/2024	ONE DAY	VERBAL
27	BATAGARAWA	DR. SABIU BALA MUHAMMAD	NO.5 MAMMAN RAMAWA STREET FATIMA SHEMA ESTATE	2/8/2024	PIPELINE LEAKAGE	KTSWB	99470001131	YES	4" PVC PIPE REPLACE	REPAIRED	4/8/2024	TWO DAYS	VERBAL
28	BATAGARAWA	ALH. GARBA MUHAMMAD	NO.6 MAMMAN RAMAWA STREET FATIMA SHEMA ESTATE	15/8/2024	PIPELINE LEAKAGE	KTSWB	99470000741	YES	4" PVC PIPE REPLACE	REPAIRED	17/8/2024	TWO DAYS	VERBAL
29	BATAGARAWA	ISAH MUSA SAFANA	NO. 8 DAURA ROAD SARDAUNA ESTATE	19/8/2024	PIPELINE LEAKAGE	KTSWB	99470002371	YES	4" PVC PIPE REPLACE	REPAIRED	21/8/2024	TWO DAYS	VERBAL
30	KATSINA WEST	ALH. BATURE KANADA	KOFAR KAURA	2/8/2024	PIPE BURST	KTSWB	99225602701	YES	WE SENT OUR STAFF	REPAIRED	3/8/2024	ONE DAY	VERBAL
31	KATSINA WEST	AMINU TUKUR	BEHIND ATC	7/8/2024	PIPE BURST	KTSWB	99220429021	YES	SENDING OUR PLUMBER	REPAIRED	8/8/2024	ONE DAY	VERBAL
32	KATSINA WEST	ALH. ALI MADUGU	KOFAR KAURA	20/8/2024	PIPE BURST	KTSWB	99229910001	YES	SENDING OUR PLUMBER	REPAIRED	21/8/2024	ONE DAY	VERBAL
33	MALUMFASHI	ALHAJI WAKASHATU	DANRIMI	16/8/2024	PIPE BREAK	KTSWB		YES	CHANGE OF SADDLE	REPAIRED	17/8/2024	ONE DAY	VERBAL
34	MALUMFASHI	OBSERVATION OF PLUMBER	GANGARAWA	28/8/2024	PIPE BREAK	KTSWB		YES	REPAIR USING CEMENT	REPAIRED	29/8/2024	ONE DAY	VERBAL

35	FUNTUA	YUSUF SAMA'ILA	MASHANYA	4/9/2024	LACK OF WATER SUPPLY	KTSWB		NO	PIPELINE REPLACEMENT UNDER PROJECT	MAJOR ONGOING REPLACEMENT OF PIPELINE	NOT RESOLVED	ONGOING PIPELINE REPLACEMENT	VERBAL
36	FUNTUA	MURTALA AMINU	MASHANYA	6/9/2024	LACK OF WATER SUPPLY	KTSWB		NO	PIPELINE REPLACEMENT UNDER PROJECT	MAJOR ONGOING REPLACEMENT OF PIPELINE	NOT RESOLVED	ONGOING PIPELINE REPLACEMENT	VERBAL
37	FUNTUA	JOHN	BCGA	12/9/2024	LEAKAGE	KTSWB		YES	PIPE SOCKET REPAIR	REPAIR	13/9/2024	ONE DAY	VERBAL
38	FUNTUA	BADIYA AMINU	LAYIN GARA	15/9/2024	LEAKAGE	KTSWB		YES	REPAIR	REPAIR	16/9/2024	ONE DAY	VERBAL
39	FUNTUA	SANI ALIYU	LAYIN GARA	18/9/2024	LEAKAGE	KTSWB		YES	REPAIR	REPAIR	19/9/2024	ONE DAY	VERBAL
40	FUNTUA	SAMA'ILA KABIR	GARDAWA	20/8/2024	LEAKAGE	KTSWB		YES	AIR VALVE REPLACEMENT	REPAIR	21/8/2024	ONE DAY	VERBAL
41	FUNTUA	KABIR SHEHU	SOKOTO BYPASS	25/9/2024	LEAKAGE	KTSWB		YES	PUMPING MAIN	REPAIR	27/9/2024	TWO DAYS	VERBAL
42	FUNTUA	BABANGIDA ALIYU	SOKOTO BYPASS	30/9/2024	LEAKAGE	KTSWB		YES	PUMPING MAIN	REPAIR	2/10/2024	TWO DAYS	VERBAL
43	FUNTUA	HAIYA ZAINAB	UNGUWAR MATA	30/9/2024	LACK OF WATER SUPPLY	KTSWB		NO	PIPE REPLACEMENT	REPORT	30/10/2024	30 DAYS	VERBAL
44	BATAGARAWA	IBRAHIM SALISU	NO.8 MAIWADA ROAD SARDANA ESTATE	9/9/2024	LEAKAGE	KTSWB		YES	4" PVC PIPE REPLACE	REPAIRED	11/9/2024	TWO DAYS	VERBAL
45	KATSINA WEST	ALBARKA MEDICINE	LAYOUT	6/9/2024	PIPE BUSRT	KTSWB		YES	DISTRIBUTION OFFICER	REPAIRED	9/9/2024	THREE DAYS	VERBAL
46	KATSINA WEST	BEHIND FIDELITY	LAYOUT	17/9/2024	PIPE BUSRT	KTSWB		YES	TAKEN PLUMBER TO PLACE	REPAIRED	18/9/2024	ONE DAY	VERBAL
47	KATSINA WEST	SABUWAR UNGUWA	SABUWAR UNGUWA	20/9/2024	PIPE BUSRT	KTSWB		YES	TAKEN PLUMBER TO PLACE	REPAIRED	21/9/2024	ONE DAY	VERBAL
48	KATSINA WEST	SABUWAR UNGUWA	BEHIND AMADI KURFI HOUSE	21/9/2024	PIPE BUSRT	KTSWB		YES	REPORT TO MANAGER	REPAIRED	24/9/2024	TREE DAYS	VERBAL
49	KATSINA WEST	SABUWAR UNGUWA	OPPOSITE BOOSTER STATION	22/9/2024	PIPE BUSRT	KTSWB		YES	REPORT TO MANAGER	REPAIRED	25/9/2024	TREE DAYS	VERBAL
50	KATSINA WEST	SABUWAR UNGUWA	LAYOUT NEAR DAN HAUSA	30/9/2024	PIPE BUSRT	KTSWB		YES	WE SEND OUR STAFF	REPAIRED	1/10/2024	ONE DAY	VERBAL
51	MALUMFASHI	MALAM YAKUBU	BORINDAWA	15/9/2024	SERIOUS LEAKAGE	KTSWB		YES	REPLACE OF PLUG & SOULET	REPAIRED	16/9/2024	ONE DAY	VERBAL



KATSINA STATE WATER BOARD
GRIEVANCE REDRESS MECHANISM (GRM) RESPONSE STATUS REPORT 4TH QUARTER 2024

S/N	DISTRICT	NAME OF COMPLAINANT	CONTACT ADDRESS DETAILS	DATE OF COMPLAINT	DESCRIPTION OF COMPLAINT	RESPONSIBLE MINISTRY, DEPARTMENT AND AGENCY (MDA)	DPC NUMBER	STATUS OF COMPLAINT (YES OR NO)	ACTIONS TAKEN	FINAL RESOLUTION	DATE RESOLVED	TURNAROUND TIME	MODE/CHANNEL OF FEEDBACK
1	FUNTUA	JOHN	BCGA	1/10/2024	MAJOR LEAKAGE	KTSWB		YES	SOCKET REPAIR	REPAIRED	2/10/2024	ONE DAY	VERBAL
2	FUNTUA	GALI MUSA	BCGA	1/10/2024	MAJOR LEAKAGE	KTSWB		YES	SOCKET REPAIR	REPAIRED	2/10/2024	ONE DAY	VERBAL
3	FUNTUA	SALMANU	BCGA	1/10/2024	SERIOUS LEAKAGE	KTSWB		YES	SOCKET REPAIR	REPAIRED	2/10/2024	ONE DAY	VERBAL
4	FUNTUA	SOROU L SUNDAY	BCGA	1/10/2024	MINOR LEAKAGE	KTSWB		YES	SOCKET REPAIR	REPAIRED	2/10/2024	ONE DAY	VERBAL
5	FUNTUA	ABDULLAHI LABARAN	GARDAWA	8/10/2024	SERIOUS LEAKAGE	KTSWB		YES	AIR VALVE REPAIR	REPAIRED	9/10/2024	ONE DAY	VERBAL
6	FUNTUA	SHEHU MUSA	GARDAWA	8/10/2024	SERIOUS LEAKAGE	KTSWB		YES	AIR VALVE REPAIR	REPAIRED	9/10/2024	ONE DAY	VERBAL
7	FUNTUA	ALIYU HARUNA	GARDAWA	8/10/2024	SERIOUS LEAKAGE	KTSWB		YES	AIR VALVE REPAIR	REPAIRED	9/10/2024	ONE DAY	VERBAL
8	FUNTUA	RUFA'I KABIR	JABIRI	20/10/2024	LEAKAGE	KTSWB		YES	REPAIR	REPAIRED	21/10/2024	ONE DAY	VERBAL
9	FUNTUA	KABIR YELLO	UNGUWAR MATA	24/10/2024	LOW PRESURE	KTSWB		NO	NOT REPAIR	NOT REPAIR	26/10/2024	TWO DAYS	VERBAL
10	FUNTUA	MALAM SANI	SABUWAR UNGUWAR TUDUN WADA	28/10/2024	LACK OF WATER SUPPLY	KTSWB		NO	REPORT TO MANAGER	REPORT	29/10/2024	ONE DAY	VERBAL
11	FUNTUA	ALIYU MOHD	LOW COST	29/10/2024	LACK OF WATER SUPPLY	KTSWB		NO	REPORT TO MANAGER	REPORT	30/10/2024	ONE DAY	VERBAL
12	FUNTUA	ALIYU SAMA'ILA	LOW COST	30/10/2024	LACK OF WATER SUPPLY	KTSWB		NO	REPORT TO MANAGER	REPORT	31/10/2024	ONE DAY	VERBAL
13	DAURA	RABI'ATU SULAIMAN	TITIN MARAFA	24/10/2024	WATER CONNECTION FAILURE	KTSWB	03540202711	YES	INVESTIGATION	REPAIRED	27/10/2024	TREE DAYS	VERBAL
14	DAURA	MUSTAPHA DUNU	BEHIND WATER BOARD DUNU	29/10/2024	WATER LEAKAGE	KTSWB	03540100521	YES	PIPELINE REPLACEMENT	PIPELINE REPAIRED	30/10/2024	ONE DAY	VERBAL
15	DUTSINMA	SANUSI ILIYA	DANRIMI	2/10/2024	LEAKAGE	KTSWB		YES	END CAPPED	REPAIRED	3/10/2024	ONE DAY	VERBAL
16	DUTSINMA	BISHIR BELLO	UNGUWAR YARIMA	2/10/2024	LEAKAGE	KTSWB		YES	END CAPPED	REPAIRED	3/10/2024	ONE DAY	VERBAL
17	DUTSINMA	MUHAMMAD ABDULLA	KADANGARO OPP. SHEMA'S RESIDANCE	3/10/2024	LEAKAGE	KTSWB		YES	REPAIR OF PIPE	REPAIRED	4/10/2024	ONE DAY	VERBAL
18	BATAGARAWA	ISAH MUSA SAFANA	NO.8 DAURA ROAD SARDAUNA ESTATE	23/10/2024	LEAKAGE	KTSWB	99470002571	YES	4" PVC PIPE REPLACE	4INCH PIPE DAMAGE PORTION REPLACED	25/10/2024	TWO DAYS	VERBAL
19	KATSINA WEST	SABUWAR UNGUWA	BEHIND FCMB BANK	2/10/2024	PIPE BURST	KTSWB		YES	REPLACE WITH NEW PIPE	REPAIRED	5/10/2024	THREE DAYS	VERBAL
20	KATSINA WEST	OUR PLUMBER IBRAHIM	KOFAR SAURI	13/10/2024	PIPE BURST	KTSWB		YES	REPORT TO MANAGER	REPAIRED	14/10/2024	ONE DAY	VERBAL
21	KATSINA WEST	ZUBAIRU GARBA	KOFAR SAURI MAKERA	24/10/2024	PIPE BURST	KTSWB		YES	WE SEND OUR STAFF	REPAIRED	25/10/2024	ONE DAY	VERBAL
22	MALUMFASHI	OBSERVATION	MANGORORIN MAGAJI	6/10/2024	P.S.P CONNECTION	KTSWB		YES	P.S.P. CONNECTION	PSP TAP REPLACED	7/10/2024	ONE DAY	VERBAL
23	MALUMFASHI	OBSERVATION	KOFAR FADA BEHIND PRESON	27/10/2024	P.S.P CONNECTION	KTSWB		YES	P.S.P. CONNECTION	PSP TAP REPLACED	28/10/2024	ONE DAY	VERBAL
24	FUNTUA	ALH. AMINU SABO	MAKERA LAYIN MAI GARI	2/11/2024	LACK OF WATER SUPPLY	KTSWB		NO	REPORT TO MANAGER	REPORT	30/11/2024	28 DAYS	VERBAL
25	FUNTUA	LAWAL KABIR	MAKERA LAYIN MAI GARI	2/11/2024	LACK OF WATER SUPPLY	KTSWB		NO	REPORT TO MANAGER	REPORT	30/11/2024	28 DAYS	VERBAL
26	FUNTUA	UKASHATU ALHA	GARDAWA	10/11/2024	LEAKAGE	KTSWB		YES	PUMPING MAIN REPAIR	REPAIRED	11/11/2024	ONE DAY	VERBAL
27	FUNTUA	BASIRA ISMA'IL	DUTSIN RIMI	22/11/2024	LEAKAGE	KTSWB		YES	PIPE REPAIR	REPAIRED	23/11/2024	ONE DAY	VERBAL
28	FUNTUA	YAHAYA ALIYU	BAGARI	26/11/2024	LEAKAGE	KTSWB		YES	PIPE REPAIR	REPAIRED	27/11/2024	ONE DAY	VERBAL
29	FUNTUA	UMAR SAMA'ILA	NASARAWA	30/11/2024	LEAKAGE	KTSWB		YES	PIPE REPLACEMENT	REPAIRED	31/11/2024	ONE DAY	VERBAL
30	DAURA	A. DAUDA CHAIRMAN	KOFAR BARU	16/11/2023		KTSWB	03239901901	YES	INVESTIGATION	ADVISED FOR PATIENT	17/11/2024	ONE DAY	VERBAL
31	DAURA	SABIU YUSUF	UNGUWAR GARAKE	20/11/2024		KTSWB	03220105301	YES	INVESTIGATION	ADVISED FOR PATIENT	21/11/2024	ONE DAY	VERBAL
32	DUTSINMA	MUHAMMAD BELLO	BEHIND MOTEL	18/11/2024	LEAKAGE	KTSWB		YES	REPAIR OF PIPE	REPAIRED	20/11/2024	TWO DAYS	VERBAL
33	DUTSINMA	MUSA LAWAL	GINDIN DUTSE	20/11/2024	LEAKAGE	KTSWB		YES	REPAIR OF PIPE	REPAIRED	22/11/2024	TWO DAYS	VERBAL
34	KATSINA WEST	SABUWAR UNGUWA	SABUWAR UNGUWA	7/11/2024	PIPE BURST	KTSWB		YES	WE SEND OUR STAFF	REPAIRED	9/11/2024	TWO DAYS	VERBAL
35	KATSINA WEST	ALH. SURAJO K/SAURI	LAYIN MAI ASHARALLE	11/11/2024	PIPE BURST	KTSWB		YES	WE SEND OUR STAFF	REPAIRED	13/11/2024	TWO DAYS	VERBAL
36	MALUMFASHI	OBSERVATION	LAYIN MAKALE	10/11/2024	P.S.P. CONNECTION	KTSWB		YES	P.S.P. CONNECTION	NEW CONNECTION	11/11/2024	ONE DAY	VERBAL
37	MALUMFASHI	M. BARKA	BEHIND MISHITU	17/11/2024	BURSTMENT	KTSWB		YES	PIPE REPLACEMENT	REPAIRED	19/11/2024	TWO DAYS	VERBAL
38	FUNTUA	MALAM HARUNA	DAMDAJI	3/12/2024	SERIOUS LEAKAGE	KTSWB		YES	PIPE REPLACEMENT	REPAIRED	4/12/2024	ONE DAY	VERBAL
39	FUNTUA	KABIR MAMMAN	JABIRI, LAYIN YANBOKOLO	10/12/2024	LEAKAGE	KTSWB		YES	PIPE REPAIR	REPAIRED	11/12/2024	ONE DAY	VERBAL
40	FUNTUA	(DUKKO) MAI UNGUWA	DUKKO VILLAGE	11/12/2024	LEAKAGE	KTSWB		YES	PIPE REPAIR	REPAIRED	14/12/2024	THREE DAYS	VERBAL
41	DAURA	ABUBAKAR ADO	B/DALA	2/12/2024		KTSWB	03310401601	YES	CONFIRMED FROM Z.OFFICE	REPAIRED	3/12/2024	ONE DAY	VERBAL
42	DAURA	MA'AZU ISIYAKU	U/MAKERA GARAKE	8/12/2024		KTSWB	03220105101	YES	CONFIRMED FROM Z.OFFICE	REPAIRED	9/12/2024	ONE DAY	VERBAL
43	DUTSINMA	ALIYU DIKKO	BAKIN DUTSE	7/12/2024	LEAKAGE	KTSWB		YES	REPLACEMENT OF PIPE	REPAIRED	8/12/2024	ONE DAY	VERBAL
44	BATAGARAWA	HAIJIYA MARYAM	NO.7 DAURA ROAD SARDAUNA ESTATE	11/12/2024	LEAKAGE	KTSWB		YES	4" PVC PIPE REPLACE	REPAIRED	13/12/2024	TWO DAYS	VERBAL
45	KATSINA WEST	LAYOUT	LAYOUT	10/12/2024	PIPE BURST	KTSWB		YES	WE SEND OUR STAFF	REPAIRED	13/12/2024	TWO DAYS	VERBAL
46	MALUMFASHI	FAYAMASA ALONG BCGA	ALONG BCGGA	13/12/2024	LEAKAGE	KTSWB		YES	FROM PLUMBERS	PIPE REPLACE	14/12/2024	ONE DAY	VERBAL