



ZAMFARA STATE WATER BOARD GRM PERFORMANCE REPORT (JAN-DEC 2024)										
Complaint ID	Complainant Name	Contact	Complaint Category	Complaint Description	Date Filed	Date Resolved	Resolution Timeline (Days)	Responsible Officer	Status	Action Taken
ZSWB/GRM/001/2024	Tanko Yusuf	0807 558 2903	Billing Issue	Water bill incorrect despite low supply	14-Mar-24	17-Mar-24	3	Billing Supervisor	Resolved	Bill adjusted
ZSWB/GRM/002/2024	Mansur Dogo	0902 447 6110	Service Interruption	Long period without water supply	02-Jul-24	05-Jul-24	3	Area Operations Manager	Resolved	Pump repaired; supply restored
ZSWB/GRM/003/2024	Shamsu Abdullahi	0816 330 9981	Poor Water Quality	Water discolored due to pipe rust	20-Oct-24	23-Oct-24	3	Distribution Unit Head	Resolved	Pipeline flushed; quality restored