



GRIEVANCE REDRESS MECHANISM (GRM)

Executive Summary & Statistical Analysis

Reporting Period: January – December 2025

Zamfara State Government
Zamfara State Water Corporation (ZSWC)

December 2025

EXECUTIVE SUMMARY

The Zamfara State Water Corporation (ZSWC) Grievance Redress Mechanism (GRM) achieved full compliance with its GRM Service Level Agreement (GRM-SLA) during the 2025 reporting period. All three (3) grievances received were resolved within their committed turnaround times, and each case was closed within three days of filing.

The GRM addressed billing accuracy, service interruption and water quality concerns. In each case the Corporation took direct corrective action, through a bill adjustment, a pump repair and a pipeline flush.

Key Achievements

- **100% Resolution Rate:** All 3 grievances recorded during the reporting period were resolved within the year.
- **100% SLA Compliance:** Each grievance was resolved within its committed turnaround time under Categories A, B and C of the GRM-SLA, consistent with the monthly SLA Compliance Statistics Reports for January to December 2025.
- **Zero Unresolved Cases:** No complaints were carried forward beyond the reporting period and none required escalation.
- **Rapid Resolution:** All grievances were resolved within three days of filing.
- **Direct Corrective Action:** Every complaint led to a fix on the ground: a bill adjustment, a pump repair with supply restored, and a pipeline flush with water quality restored.

Areas for Enhancement

- **Ageing Infrastructure:** Pump failure and pipe rust caused two of the three grievances received.
- **Billing Accuracy:** A bill issued despite low supply shows the need to align billing with actual service levels.
- **Low Complaint Volume:** Only three grievances were logged in the year, which may reflect limited public awareness of the GRM channels.
- **Record Keeping:** The GRM register records filing and resolution dates but not the date of initial response for billing and structural grievances.

Strategic Recommendations

- **Preventive Maintenance:** Schedule routine pump servicing and pipeline flushing, prioritizing areas with recurring rust or supply interruptions.
- **Supply-Linked Billing Review:** Review bills where supply has fallen below normal levels before they are issued.
- **Expand GRM Awareness:** Publicize the official complaint hotline (08030541045) and the commercial office channel to encourage early reporting.
- **Strengthen the GRM Register:** Record the initial response date for each grievance so that Category B compliance is evidenced directly.

STATISTICAL ANALYSIS

1. Overall GRM Performance Metrics

Metric	2025 Performance
Total Complaints Received	3
Complaints Resolved	3
Complaints Unresolved	0
Resolution Rate	100%
Complaints Resolved within SLA	3
SLA Compliance Rate	100%
Average Resolution Time	3 days
Cases Escalated	0
Cases Carried Forward	0

Key Insight:

The Corporation resolved every grievance received in 2025 within the year and within its committed SLA timelines.

2. Nature of Complaints – Distribution by Category (2025)

Complaint Category	Number of Cases	Share of Total
Billing Issue	1	33.3%
Service Interruption	1	33.3%
Poor Water Quality	1	33.3%
Total	3	100%

Analysis:

Grievances were spread evenly across billing, supply and water quality. Two of the three arose from the condition of the distribution network.

3. SLA & Resolution Timeline Performance

3.1 SLA Compliance by Grievance Category

Grievance Category	Committed Turnaround Time	Requests Received	Completed on Time	SLA Compliance (%)
Category A – Minor Operational Issues	3 working days	2	2	100%
Category B – Initial GRM Response	2 working days	1	1	100%
Category C – Final Resolution / Escalation	30 working days	1	1	100%
Overall (All Grievances)	–	3	3	100%

3.2 Resolution Timeline

Resolution Timeline	Number of Cases	Percentage
Resolved within 3 days	3	100%
Exceeded SLA	0	0%
Total	3	100%

Key Insight:

All grievances were resolved within their committed turnaround times. The billing dispute is counted under both Category B and Category C because those categories are successive stages of the same complaint; the overall row counts each grievance once.

4. Monthly Complaint Trends (2025)

Month	Complaints Recorded	Resolved within SLA	SLA Compliance (%)
January	0	0	N/A
February	0	0	N/A
March	1	1	100%
April	0	0	N/A
May	0	0	N/A
June	0	0	N/A
July	1	1	100%
August	0	0	N/A
September	0	0	N/A
October	1	1	100%
November	0	0	N/A
December	0	0	N/A
Total	3	3	100%

Analysis:

Grievances were recorded in March, July and October, with no complaints in the other nine months. These figures correspond with the SLA Compliance Statistics Reports issued for each month of 2025.

5. Resolution Responsibility by Unit

Responsible Officer / Unit	Number of Cases	Share
Billing Supervisor	1	33.3%
Area Operations Manager	1	33.3%
Distribution Unit Head	1	33.3%
Total	3	100%

Key Insight:

Each grievance was assigned to the unit responsible for the service concerned, allowing resolution without escalation.

6. Types of Corrective Actions Implemented

Corrective Action Type	Number of Cases	Percentage
Billing Correction (bill adjusted)	1	33.3%
Equipment Repair (pump repaired; supply restored)	1	33.3%
Network Maintenance (pipeline flushed; quality restored)	1	33.3%
Total	3	100%

Analysis:

Corrective actions addressed the root cause of each complaint rather than only the complainant's immediate concern.

7. Register of Grievances Resolved (2025)

Complaint ID	Category	Date Filed	Date Resolved	Days	Action Taken
ZSWC/GRM/001/2025	Billing Issue	14-Mar-2025	17-Mar-2025	3	Bill adjusted
ZSWC/GRM/002/2025	Service Interruption	02-Jul-2025	05-Jul-2025	3	Pump repaired; supply restored
ZSWC/GRM/003/2025	Poor Water Quality	20-Oct-2025	23-Oct-2025	3	Pipeline flushed; quality restored

Note:

Complainant names and contact details are held in the Corporation's internal GRM records and have been excluded from this published report to protect personal data.

CONCLUSION

Performance Assessment

During the 2025 reporting period, the ZSWC achieved:

- 100% grievance resolution
- 100% compliance with the committed GRM-SLA timelines
- Zero unresolved, escalated or carried-forward cases
- Resolution of every grievance within three days of filing

Strategic Outlook

To further strengthen service delivery, the ZSWC should prioritize:

- Preventive maintenance of pumps and distribution pipelines
- Aligning billing with actual supply levels
- Wider public awareness of GRM channels
- Fuller GRM record keeping, including initial response dates

Final Assessment

The Zamfara State Water Corporation has a functioning and responsive GRM that resolves complaints quickly and within its committed timelines. Using GRM data to plan preventive maintenance and billing reviews will reduce recurring grievances and improve the reliability of water services across the State.

For further information, contact

Zamfara State Water Corporation (ZSWC),
Headquarters, Magami Dansadau Road, Gusau, Zamfara State.
Official Complaint Hotline: 08030541045

Signed:

Engineer Yahya Garba

Managing Director
Zamfara State Water Corporation (ZSWC)
December, 2025