



GOVERNMENT OF ZAMFARA STATE

ZAMFARA STATE WATER CORPORATION

GRIEVANCE REDRESS MECHANISM SERVICE LEVEL AGREEMENT

1. Goal and Objectives

This Grievance Redress Mechanism Service Level Agreement (GRM-SLA) establishes the service standards and committed turnaround times applicable to the handling and resolution of operational water-service complaints and grievances received by the Zamfara State Water Corporation.

- provide a clear and accessible mechanism for lodging water-service and operational grievances;
- ensure timely acknowledgement, investigation and resolution of complaints;
- provide customers with predictable service and complaint-resolution timelines;
- promote transparency and accountability in water connection and operational services; and
- establish a clear escalation mechanism where a grievance is not resolved within the committed timeframe.

2. Stakeholders

- Zamfara State Water Corporation: responsible for receiving, registering, investigating and resolving water-service grievances;
- Customers and applicants: persons and entities applying for water connection or receiving water services;
- Relevant State MDAs: institutions involved in water infrastructure, public utilities and related approvals;
- Other affected stakeholders/general public: persons or entities with legitimate water-service complaints.

S/N	Service Stage	Committed Turnaround Time
1	Site Inspection	Physical supervision of the property within 7 working days of form submission.
2	Payment Confirmation	Processing and confirmation of payment of connection fees within 2 working days.
3	Final Approval & Connection	Official approval and initiation of physical water connection within 5 working days of payment confirmation.
4	Overall Service Window	Maximum of 14 working days from start to finish once required land documents are submitted.

4. Grievance Redress Mechanism (GRM) Service Standards

S/N	GRM Category / Stage	Committed Turnaround Time
1	Minor Operational Issues	Resolved within 3 working days, including service interruptions, discolored water and similar minor operational issues.
2	Initial GRM Response	Within 2 working days for structural grievances or complex billing disputes under the state-level SLA.
3	Final Resolution / Escalation	Absolute closure or higher escalation within 30 working days for structural grievances or complex billing disputes.

5. Grievance Handling Procedure

Step 1 – Receipt and Registration: Complaints shall be received through the Corporation's designated channels and registered for action.

Step 2 – Initial Response: Structural grievances and complex billing disputes shall receive an initial response within 2 working days.

Step 3 – Investigation and Resolution: The responsible officers shall investigate the issue and take appropriate corrective action. Minor operational issues shall be resolved within 3 working days where applicable.

Step 4 – Escalation: Where a structural grievance or complex billing dispute remains unresolved within 30 working days, it shall proceed to the applicable higher escalation channel under the state-level GRM framework.

Step 5 – Closure: A grievance shall be closed following resolution and communication of the outcome to the complainant.

6. Communication and Complaint Channels

Complaints may be logged directly using the official hotline 08030541045 or by visiting the commercial office at the headquarters on Magami Dansadau Road, Gusau.

Complainants shall be informed of material developments in the handling of their grievances, including where additional information or documentation is required.

7. Records and Monitoring

The Corporation shall maintain appropriate records of grievances received, including the date received, complainant/contact details, description of the issue, actions taken, resolution and closure/escalation status.

8. Review and Validity

This GRM-SLA shall be reviewed periodically to ensure that the service standards remain appropriate and consistent with applicable Zamfara State laws, regulations, guidelines and operational requirements.

9. Contact / Submission of Grievances

Zamfara State Water Corporation
Zamfara State Government
Gusau, Zamfara State, Nigeria

Official Complaint Hotline: 08030541045
Commercial Office: Headquarters, Magami Dansadau Road, Gusau

Signed

Engineer Yahya Garba

Managing Director

Zamfara State Water Corporation