



ADAMAWA STATE WATER BOARD

QUARTERLY COMPLAINT MANAGEMENT REPORT

Q1 2025 (January – March 2025)

1. Overview of Complaints

During the first quarter of 2025, the Adamawa State Water Board Service received a moderate number of complaints primarily related to water supply reliability, billing issues, new connections, and customer service responsiveness. As the baseline reporting quarter for the year, complaints reflected both service delivery challenges and increased public awareness of grievance redress channels.

Complaints were received through walk-in customer service desks, written submissions, and referrals from community representatives and local government offices.

Summary of Complaints (Q1 2025):

- **Total Complaints Received:** 18
- **Resolved:** 13
- **Unresolved:** 4
- **Pending / Under Verification:** 1

Most complaints were resolved within the quarter, while unresolved cases were linked to infrastructure-related constraints requiring extended intervention.

2. Nature of Complaints

Complaints received during the reporting period were categorised as follows:

- **Irregular Water Supply (6 cases):**
Complaints regarding intermittent water supply in certain residential areas, particularly during peak demand periods.
- **Billing and Metering Issues (4 cases):**
Concerns relating to disputed bills, estimated billing, and delays in meter readings.
- **New Connection and Reconnection Delays (5 cases):**
Complaints associated with delays in processing new water connections or restoring disconnected services.

- **Customer Service and Response Time (3 cases):**

Reports of delayed response to fault reports or inadequate feedback on service requests.

These complaints highlight the need for infrastructure optimisation and improved customer communication.

3. Corrective Actions Taken

In response to complaints received in Q1 2025, the Water Board implemented the following actions:

- **Operational Adjustments:**
Supply schedules were reviewed, and temporary distribution adjustments were made to improve water availability in affected areas.
- **Billing Review and Clarification:**
Disputed bills were reviewed, with corrections applied where errors were identified and explanations provided to customers.
- **Prioritisation of Pending Connections:**
Backlogged connection and reconnection requests were assessed and prioritised based on readiness and documentation completeness.
- **Strengthening Complaint Logging:**
Complaint intake and tracking procedures were reinforced to ensure proper documentation and follow-up.

These actions contributed to resolving the majority of complaints within the quarter.

4. Summary Table

Year / Quarter	Total Complaints	Resolved	Unresolved	Nature of Key Complaints	Major Corrective Actions	Remarks
Q1 2025	18	13	4	Water supply disruption,	Operational adjustments, billing	Baseline quarter

				billing disputes, connection delays	reviews, connection prioritisation	
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5. Conclusion

The Q1 2025 complaint management performance of the Adamawa State Water Board Service reflects typical baseline challenges associated with infrastructure-dependent service delivery. While most complaints were resolved, the Board recognises the need to strengthen supply reliability, billing transparency, and customer engagement. Lessons from this quarter will inform targeted improvements in subsequent quarters of 2025.

Prepared by:

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Reporting Period:

January – March 2025