



# **ADAMAWA STATE WATER BOARD**

## **QUARTERLY COMPLAINT MANAGEMENT REPORT**

**Q2 2025 (April – June 2025)**

## 1. Overview of Complaints

In the second quarter of 2025, the Adamawa State Water Board Service recorded a reduction in the number of complaints received compared to Q1 2025. This improvement reflects operational adjustments implemented to address water supply reliability, billing accuracy, and responsiveness to customer service requests.

Complaints were received through customer service centres, online reporting channels, and referrals from community representatives.

### Summary of Complaints (Q2 2025):

- **Total Complaints Received:** 14
- **Resolved:** 11
- **Unresolved:** 2
- **Pending / Under Verification:** 1

Most complaints were resolved within the quarter, with unresolved cases primarily linked to infrastructure constraints requiring longer-term interventions.

## 2. Nature of Complaints

The profile of complaints in Q2 2025 indicates gradual improvement in service delivery, with fewer repeat issues.

- **Water Supply Interruptions (4 cases):**  
Complaints related to temporary disruptions caused by maintenance activities and power supply fluctuations.
- **Billing and Meter Reading Issues (3 cases):**  
Requests for bill adjustments, delayed meter readings, and clarification of billing cycles.
- **Connection and Reconnection Delays (4 cases):**  
Complaints concerning processing time for new connections and restoration of disconnected services.
- **Fault Reporting and Response Time (3 cases):**  
Concerns about delayed response to reported leaks or pipeline faults.

### **3. Corrective Actions Taken**

In response to complaints received during Q2 2025, the Water Board implemented the following actions:

- **Operational Enhancements:**  
Maintenance schedules were better coordinated to minimise service disruptions and ensure timely restoration.
- **Billing Process Improvements:**  
Billing reviews were conducted, with corrections made where discrepancies were identified and clearer explanations provided to customers.
- **Prioritisation of Service Requests:**  
Connection, reconnection, and fault repair requests were prioritised based on severity and customer impact.
- **Improved Complaint Tracking:**  
Complaint monitoring and follow-up procedures were strengthened to reduce resolution time.

These actions resulted in improved resolution rates and reduced complaint recurrence.

### **4. Progress Since Q1 2025**

Compared to Q1 2025, Q2 2025 shows:

- Reduced complaint volume
- Improved response to billing-related issues
- Faster handling of fault reports
- Fewer unresolved cases

This reflects steady operational improvement.

## 5. Summary Table

Year / Quarter	Total Complaints	Resolved	Unresolved	Nature of Key Complaints	Major Corrective Actions	Remarks
Q2 2025	14	11	2	Water supply interruptions, billing issues, connection delays	Maintenance coordination, billing review, prioritisation of requests	Improvement over Q1

## 6. Conclusion

The Adamawa State Water Board Service demonstrated measurable progress in complaint management during Q2 2025. While infrastructure-related challenges persist, the improved operational coordination and customer engagement have strengthened service delivery. Lessons from this quarter will guide further improvements in subsequent quarters of 2025.

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### Reporting Period:

April – June 2025