



ADAMAWA STATE WATER BOARD

QUARTERLY COMPLAINT MANAGEMENT REPORT

Q3 2025 (April – June 2025)

1. Overview of Complaints

In the third quarter of 2025, the Adamawa State Water Board Service recorded a further reduction in the number of complaints received, reflecting the impact of improved maintenance planning, better billing communication, and faster response to fault reports implemented earlier in the year.

Complaints were received primarily through online reporting channels and community referrals, with fewer walk-in submissions compared to previous quarters.

Summary of Complaints (Q3 2025):

- **Total Complaints Received:** 10
 - **Resolved:** 9
 - **Unresolved:** 1
 - **Pending / Under Verification:** 0
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2. Nature of Complaints

Complaints during Q3 2025 were largely operational and preventive in nature:

- **Temporary Supply Interruptions (3 cases):**
Complaints related to short-term disruptions caused by routine maintenance or power supply issues.
- **Billing Follow-ups (2 cases):**
Requests for confirmation or explanation of recent billing adjustments.
- **Connection and Reconnection Processing (3 cases):**
Follow-up complaints regarding processing timelines for new or restored connections.
- **Pipeline Maintenance and Minor Leaks (2 cases):**
Reports of minor leaks requiring prompt intervention.

No complaints relating to misconduct, harassment, or billing abuse were recorded during the quarter.

3. Corrective and Preventive Actions Taken

To address the issues raised during Q3 2025, the Water Board implemented targeted preventive measures:

- **Preventive Maintenance Scheduling:**
Maintenance activities were planned in advance to minimise service disruptions and allow timely public notification.
- **Billing Communication Improvements:**
Customers were provided with clearer explanations of billing adjustments and meter readings.
- **Service Request Prioritisation:**
Connection and fault repair requests were prioritised based on severity and customer impact.
- **Sustained Monitoring:**
Supervisory oversight was maintained to ensure consistency in service delivery.

These actions contributed to faster resolution and reduced recurrence of complaints.

4. Progress Since Q2 2025

Compared to Q2 2025, Q3 2025 shows:

- Continued reduction in complaint volume
- Improved fault response times
- Fewer unresolved cases
- Increased emphasis on preventive maintenance

This indicates growing operational stability.

5. Summary Table

Year / Quarter	Total Complaints	Resolved	Unresolved	Nature of Key Complaints	Major Corrective Actions	Remarks
Q3 2025	10	9	1	Supply interruptions, billing follow-ups, minor leaks	Preventive maintenance, billing clarification, request prioritisation	Stability improving

6. Conclusion

The Adamawa State Water Board Service demonstrated steady improvement in complaint management during Q3 2025. With fewer complaints and faster resolution, the Board is transitioning from reactive response to preventive service delivery. These gains provide a strong foundation for further consolidation in Q4 2025.

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Reporting Period:

July – September 2025