



# **ADAMAWA STATE URBAN PLANNING & DEVELOPMENT BOARD (ASUPDB)**

**QUARTERLY COMPLAINT MANAGEMENT REPORT**

**Q4 2025 (October – December 2025)**

## 1. Overview of Complaints

In the fourth quarter of 2025, the Adamawa State Water Board Service recorded a low volume of complaints, reflecting the cumulative impact of improved maintenance planning, enhanced billing transparency, and faster response to service requests implemented throughout the year.

Complaints during the quarter were largely minor, routine, and informational, with no major service disruptions or integrity-related issues reported.

### Summary of Complaints (Q4 2025):

- **Total Complaints Received:** 9
- **Resolved:** 9
- **Unresolved:** 0
- **Pending / Under Verification:** 0

All complaints received during the quarter were resolved within the reporting period.

## 2. Nature of Complaints

Complaints in Q4 2025 were largely preventive and service-expectation related:

- **Routine Maintenance Notifications (2 cases):**  
Enquiries regarding planned maintenance schedules and temporary service interruptions.
- **Billing Confirmation Requests (2 cases):**  
Requests for confirmation of billing adjustments and payment status.
- **Minor Leak Reports (1 case):**  
Report of a small pipeline leak promptly attended to.
- **Service Reconnection Follow-ups (1 case):**  
Confirmation request following restoration of water supply.

No complaints relating to billing abuse, misconduct, or prolonged service outages were recorded.

### **3. Corrective and Preventive Actions Taken**

Given the low volume and minor nature of complaints, the Water Board focused on consolidation and preventive measures:

- **Proactive Communication:**  
Maintenance schedules and service notices were communicated in advance through customer service points and community channels.
- **Preventive Maintenance:**  
Regular inspections and minor repairs were carried out to prevent service disruptions.
- **Customer Engagement:**  
End-of-year engagement with customers helped clarify billing and service expectations.
- **Closure of Outstanding Cases:**  
The unresolved case carried over from Q3 2025 was resolved early in Q4, ensuring no year-end backlog.

### **4. Cumulative Performance Review (Q1–Q4 2025)**

Over the course of 2025, the Adamawa State Water Board Service demonstrated:

- Steady reduction in complaint volume
- Improved response times and resolution quality
- Shift from reactive to preventive maintenance
- Enhanced billing clarity and customer communication
- Full resolution of all complaints by year-end

## 5. Summary Table

Year / Quarter	Total Complaints	Resolved	Unresolved	Nature of Key Complaints	Major Corrective / Preventive Actions	Remarks
Q4 2025	9	9	0	Maintenance enquiries, billing confirmation, minor leaks	Proactive communication, preventive maintenance, customer engagement	High maturity achieved

## 6. Conclusion and Sustainability Outlook

The Adamawa State Water Board Service concluded 2025 with a stable and effective grievance redress mechanism. The low complaint volume, full resolution within Q4, and absence of systemic issues demonstrate institutional maturity and strong alignment with SABER objectives. The Board will sustain these gains through continued preventive maintenance, transparent billing practices, and proactive customer engagement in 2026.

### Prepared by:

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### Reporting Period:

July – September 2025