



ADAMAWA STATE WATER BOARD SERVICE

QUARTERLY COMPLAINT MANAGEMENT REPORT

Q1 2026 (January – March 2026)

April 2026

1. Overview of Complaints

During the first quarter of 2026, the Adamawa State Water Board Service continued to strengthen its Grievance Redress Mechanism (GRM) through improved customer engagement, enhanced preventive maintenance, and increased utilization of the State's centralized **Grievance Redress and Management Information System (GRV-MIS)**. Building on the strong performance achieved in Q4 2025, the Board maintained an efficient and transparent complaint resolution process while improving communication with customers across its service areas.

The modest increase in complaint submissions during the quarter reflects growing public awareness and confidence in the State's complaint management system rather than a decline in service quality. Most complaints were operational and informational in nature and were resolved promptly within established Service Level Agreements (SLAs).

Summary of Complaints (Q1 2026)

- **Total Complaints Received:** 12
- **Resolved:** 12
- **Unresolved:** 0
- **Pending / Under Verification:** 0

Resolution Rate: 100%

All complaints received during the reporting period were successfully resolved within the prescribed timelines.

2. Nature of Complaints

Complaints received during the quarter were categorized as follows:

✓ **Water Supply Interruptions (3 Cases)**

Reports of temporary interruptions in water supply resulting from routine maintenance activities and localized distribution issues. All affected areas were promptly restored following maintenance works.

✓ **Billing and Payment Enquiries (3 Cases)**

Requests for clarification on monthly water bills, payment reconciliation, and account balances following customer payments.

✓ **Minor Pipeline Leak Reports (2 Cases)**

Reports of minor leakages on distribution pipelines requiring routine maintenance and repair.

✓ **New Water Connection Requests (2 Cases)**

Enquiries regarding application procedures, connection timelines, and service requirements for new customers.

✓ **Customer Service Enquiries (2 Cases)**

General enquiries and suggestions relating to service availability, office procedures, and complaint submission channels.

No complaints involving billing fraud, staff misconduct, illegal charges, water quality concerns, or prolonged service outages were recorded during the reporting period.

3. Corrective and Preventive Actions Taken

To sustain service improvements and minimize recurring complaints, the Board implemented the following measures:

✓ **Enhanced GRV-MIS Utilization**

All complaints were registered, monitored, and resolved through the State's centralized **GRV-MIS**, providing improved transparency, accountability, and case tracking throughout the complaint lifecycle.

✓ **Preventive Maintenance Programme**

Routine inspections of water treatment facilities, pumping stations, and distribution networks were intensified to detect and address faults before they affected service delivery.

✓ **Improved Customer Communication**

Customers received timely notifications regarding planned maintenance activities, temporary service interruptions, and restoration schedules

through community representatives, SMS notifications, and customer service centres.

✓ **Billing Transparency**

Customer service personnel provided additional support to customers requiring clarification on billing calculations, payment confirmations, and account reconciliation.

✓ **Staff Capacity Development**

Customer service officers and designated GRM focal persons received refresher training on customer relations, complaint handling procedures, digital case management, and SLA compliance.

4. Performance Review

The Adamawa State Water Board Service maintained excellent grievance management performance throughout Q1 2026 through:

- Full compliance with GRM Standard Operating Procedures.
- Effective utilization of the centralized GRV-MIS platform.
- Timely resolution of all complaints within prescribed SLAs.
- Improved preventive maintenance planning across water supply infrastructure.
- Enhanced customer communication and billing transparency.
- Increased public confidence in the Board's service delivery and complaint resolution process.

The Board also initiated efforts to strengthen digital integration between customer service operations and the State's broader e-Government initiatives to improve operational efficiency.

5. Summary Table

Year / Quarter	Total Complaints	Resolved	Unresolved	Nature of Key Complaints	Major Corrective / Preventive Actions	Remarks
Q1 2026	12	12	0	Water supply interruptions, billing enquiries, pipeline leaks, new connections, customer service	GRV-MIS utilization, preventive maintenance, improved customer communication, billing transparency, staff training	Excellent performance sustained with 100% complaint resolution

6. Key Performance Indicators (KPIs)

Indicator	Q1 2026 Performance
Complaints Received	12
Resolution Rate	100%
Average Resolution Time	2.7 Working Days
Complaints Resolved Within SLA	100%
Repeat Complaints	0
Public Satisfaction Rating	94%

7. Challenges

While complaint management performance remained strong, the following areas were identified for continuous improvement:

- Expanding customer awareness of digital complaint submission channels, particularly in semi-urban and rural communities.
- Further improving notification systems for planned maintenance and temporary service interruptions.
- Accelerating integration of GRV-MIS with customer billing and service management systems.
- Strengthening preventive maintenance to further reduce localized service interruptions.

8. Recommendations

To sustain and improve service delivery, the Board will:

- Expand public awareness campaigns on GRV-MIS and available customer service channels.
- Increase preventive maintenance activities across critical water infrastructure.
- Enhance digital communication through SMS, email, and online service notifications.
- Continue staff capacity building on customer service excellence and digital complaint management.
- Conduct periodic customer satisfaction surveys to identify opportunities for service improvement.

9. Conclusion and Outlook

The Adamawa State Water Board Service maintained a responsive, transparent, and customer-focused Grievance Redress Mechanism throughout the first quarter of 2026. The achievement of a 100% complaint resolution rate, improved customer engagement, and effective utilization of the State's centralized GRV-MIS demonstrates the Board's commitment to accountability, quality service delivery, and continuous improvement.

Going forward, the Board will continue to strengthen preventive maintenance, enhance digital customer engagement, improve operational efficiency, and

support Adamawa State's Ease of Doing Business and public sector reform agenda through effective grievance management.

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