



ADAMAWA STATE WATER BOARD SERVICE

QUARTERLY COMPLAINT MANAGEMENT REPORT

Q2 2026 (April – June 2026)

July 2026

1. Overview of Complaints

During the second quarter of 2026, the Adamawa State Water Board Service continued to strengthen its Grievance Redress Mechanism (GRM) through proactive customer engagement, enhanced preventive maintenance, and effective utilization of the State's centralized **Grievance Redress and Management Information System (GRV-MIS)**. Building upon the excellent performance recorded in Q1 2026, the Board maintained a responsive and transparent complaint management system while improving service reliability across its operational areas.

The slight increase in complaint submissions during the quarter reflects growing customer awareness of the available grievance channels and greater confidence in the Board's complaint resolution process. The complaints received were largely operational and customer service-related, with no significant service failures or integrity issues recorded.

Summary of Complaints (Q2 2026)

- **Total Complaints Received:** 14
- **Resolved:** 14
- **Unresolved:** 0
- **Pending / Under Verification:** 0

Resolution Rate: 100%

All complaints received during the reporting period were resolved within the prescribed Service Level Agreements (SLAs).

2. Nature of Complaints

Complaints received during the quarter were categorized as follows:

✓ **Water Supply Service Interruptions (4 Cases)**

Reports of temporary water supply interruptions resulting from scheduled maintenance, power supply disruptions affecting pumping stations, and localized distribution challenges. Service was restored promptly following corrective interventions.

✓ **Billing and Account Reconciliation (3 Cases)**

Requests for clarification on water bills, payment verification, account adjustments, and billing reconciliation following customer payments.

✓ **Pipeline Leak Reports (3 Cases)**

Reports of minor leakages within the distribution network requiring immediate maintenance and repairs to minimize water losses.

✓ **New Service Connections (2 Cases)**

Applications and enquiries relating to new water connections, connection procedures, and estimated installation timelines.

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

General enquiries regarding service availability, complaint procedures, and recommendations for improving customer communication.

No complaints relating to water contamination, illegal billing practices, staff misconduct, corruption, or prolonged service outages were recorded during the quarter.

3. Corrective and Preventive Actions Taken

The Board implemented several proactive measures to sustain service improvements and reduce the recurrence of customer complaints.

✓ **Strengthened GRV-MIS Operations**

All complaints were successfully registered, monitored, escalated where necessary, and resolved through the State's centralized **GRV-MIS**, ensuring transparency, accountability, and real-time monitoring of complaint resolution.

✓ **Preventive Infrastructure Maintenance**

Routine inspections of treatment plants, boreholes, reservoirs, transmission mains, and distribution pipelines were intensified to identify and address potential faults before they affected customers.

✓ **Improved Customer Communication**

Customers were provided with timely notifications regarding planned maintenance activities, emergency repairs, and expected restoration timelines through SMS alerts, community engagement, and customer service centres.

✓ **Billing Verification and Customer Support**

Dedicated customer service officers provided prompt assistance on billing enquiries, payment reconciliation, and account management to improve customer confidence and transparency.

✓ **Capacity Building**

Customer service personnel, technical officers, and GRM focal persons received additional training on digital complaint management, customer relations, SLA compliance, and effective communication.

4. Performance Review

The Adamawa State Water Board Service sustained excellent institutional performance in grievance management throughout Q2 2026 through:

- Full implementation of standardized GRM procedures.
- Effective utilization of the State's centralized GRV-MIS platform.
- 100% resolution of complaints within prescribed SLAs.
- Improved preventive maintenance resulting in reduced unplanned service interruptions.
- Enhanced customer communication and responsiveness.
- Increased public confidence in water service delivery and complaint management.

The Board also continued integrating customer complaint management with broader digital service improvement initiatives to enhance operational efficiency and decision-making.

5. Summary Table

Year / Quarter	Total Complaints	Resolved	Unresolved	Nature of Key Complaints	Major Corrective / Preventive Actions	Remarks
Q2 2026	14	14	0	Water supply interruptions, billing enquiries, pipeline leaks, new connections, customer service	GRV-MIS utilization, preventive maintenance, improved customer communication, billing support, staff capacity building	Excellent performance maintained with 100% complaint resolution

6. Key Performance Indicators (KPIs)

Indicator	Q2 2026 Performance
<i>Complaints Received</i>	14
<i>Resolution Rate</i>	100%
<i>Average Resolution Time</i>	2.4 Working Days
<i>Complaints Resolved Within SLA</i>	100%
<i>Escalated Cases</i>	1 (Resolved within SLA)
<i>Repeat Complaints</i>	0
<i>Public Satisfaction Rating</i>	95%

7. Challenges

Although overall performance remained excellent, the following areas require continued attention:

- Expansion of digital complaint channels to underserved communities.
- Continued investment in aging water distribution infrastructure to reduce localized leakages.
- Strengthening integration between GRV-MIS and customer billing and asset management systems.
- Improving customer awareness regarding scheduled maintenance activities and expected service restoration timelines.

8. Recommendations

To sustain continuous improvement, the Board will:

- Expand awareness campaigns promoting GRV-MIS and customer complaint channels across all service areas.
- Continue preventive maintenance programmes to reduce service disruptions and water losses.
- Enhance digital customer engagement through automated SMS, email notifications, and online self-service platforms.
- Strengthen staff capacity in customer service, digital complaint resolution, and operational efficiency.
- Conduct quarterly customer satisfaction surveys to identify emerging service improvement opportunities.
- Continue collaboration with relevant government agencies to improve water infrastructure resilience and service reliability.

9. Conclusion and Outlook

The Adamawa State Water Board Service maintained a highly effective, transparent, and customer-centred Grievance Redress Mechanism throughout the second quarter of 2026. The achievement of a **100% complaint resolution**

rate, improved response times, and enhanced utilization of the State's centralized **GRV-MIS** demonstrates the Board's continued commitment to accountability, operational excellence, and quality public service delivery.

Moving into the next quarter, the Board will continue to strengthen preventive maintenance, modernize customer service delivery, expand digital complaint management, and contribute to Adamawa State's Ease of Doing Business reforms by providing efficient, responsive, and transparent grievance resolution services.

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