



ADAMAWA STATE WATER BOARD SERVICE

GRIEVANCE REDRESS MECHANISM (GRM)

2025 ANNUAL PERFORMANCE REPORT

Reporting Period: January 1, 2025 – December 31, 2025

Date of Report: December 31, 2025

Adamawa State Water Board Service | 2025 GRM Annual Performance Report

1. Executive Summary

During the 2025 reporting period, the Adamawa State Water Board Service recorded 90 new water connection service requests. Of these, 77 (85.6%) were completed within the stipulated service timeframe, while 13 (14.4%) were outside the within-SLA completion count.

The annual performance remained above the 75% service-compliance benchmark used in the monthly reporting framework. Performance varied by quarter, with the strongest results recorded in Q3, when all recorded requests were completed within the applicable timeframe. Q1 recorded the largest volume and also the greatest number of cases outside the SLA.

The source records primarily measure service requests for new water connections. They do not provide a separate complaint register containing complaint categories, complainant profiles, channels, escalation or appeal outcomes. Accordingly, this report does not present all service requests as formal grievances.

2. GRM Overview

Component	2025 Water Board Position
Institution	Adamawa State Water Board Service
Reporting Period	January 1, 2025 – December 31, 2025
Primary Service Covered	New Water Connection Requests
Stipulated Service Timeframe	5 Working Days
GRM / Complaint Portal	grv-mis.adamawastate.gov.ng
Reference Compliance Benchmark	75% within applicable SLA
Total Requests Received	90
Completed Within SLA	77 (85.6%)
Outside Within-SLA Count	13 (14.4%)

3. Summary of Grievances Received & Resolved

Quarter	Requests Received	Completed Within SLA	Outside Within-SLA Count	Compliance Rate
Q1 (Jan–Mar)	52	41	11	78.8%
Q2 (Apr–Jun)	18	17	1	94.4%
Q3 (Jul–Sep)	5	5	0	100.0%
Q4 (Oct–Dec)	15	14	1	93.3%
TOTAL	90	77	13	85.6%

The quarterly figures show a concentration of requests in Q1, followed by lower volumes in Q2–Q4. The June and July monthly records show no new water connection requests, consistent with the seasonal conditions noted in the monthly reporting.

4. Nature of Complaints / Service Requests

Service / Issue Category	Number Recorded	Share of Annual Volume
New Water Connection Requests	90	100%
TOTAL	90	100%

The supplied 2025 Water Board monthly reports identify new water connection requests as the service category being monitored. They do not provide sufficient evidence to break the cases into separate complaint categories such as billing, leakage, quality, staff conduct or service interruption. Such categories should be added to the GRM register for future reporting.

5. Detailed GRM Log – 2025

S/N	Reporting Month	Service / Complaint Type	Received	Within SLA	Outside SLA	Status	Remarks
1	January 2025	New Water Connection	17	15	2	Within SLA	15 completed within 5 working days; 2 outside the within-SLA count.
2	February 2025	New Water Connection	19	16	3	Within SLA	16 completed within 5 working days; 3 outside the within-SLA count.
3	March 2025	New Water Connection	16	10	6	Below 75%	10 completed within 5 working days; 6 outside the within-SLA count.
4	April 2025	New Water Connection	12	11	1	Within SLA	11 completed within 5 working

							days; 1 outside the within-SLA count.
5	May 2025	New Water Connection	6	6	0	Within SLA	6 completed within 5 working days; 0 outside the within-SLA count.
6	June 2025	New Water Connection	0	0	0	No request	No new water connection request recorded.
7	July 2025	New Water Connection	0	0	0	No request	No new water connection request recorded.
8	August 2025	New Water Connection	2	2	0	Within SLA	2 completed within 5 working days; 0 outside the within-SLA count.
9	September 2025	New Water Connection	3	3	0	Within SLA	3 completed within 5 working days; 0 outside the within-SLA count.
10	October 2025	New Water Connection	4	4	0	Within SLA	4 completed within 5 working days; 0 outside the within-SLA count.

11	November 2025	New Water Connection	7	6	1	Within SLA	6 completed within 5 working days; 1 outside the within-SLA count.
12	December 2025	New Water Connection	4	4	0	Within SLA	4 completed within 5 working days; 0 outside the within-SLA count.

6. Performance Analysis & Lessons Learned

Compliance Achieved: The Water Board completed 77 of 90 recorded requests within the stipulated timeframe, producing an annual compliance rate of 85.6%.

Service Volume: Q1 accounted for 52 of the 90 annual requests, making it the busiest quarter in the supplied dataset. Q3 recorded only five requests.

Timeliness: Q1 recorded 41 of 52 requests within SLA (78.8%), while Q2 recorded 17 of 18 (94.4%), Q3 recorded all five requests within SLA (100%), and Q4 recorded 14 of 15 (93.3%).

Operational Learning: Cases outside the SLA should be reviewed individually to identify whether the cause was documentation, technical assessment, site verification, materials, field logistics or another operational factor.

Transparency: The published five-working-day service standard should continue to be communicated to applicants, along with the available GRM channel for raising concerns where service expectations are not met.

7. Recommendations

1. Maintain a complete Water Board GRM/service-request register with unique case references.
2. Record the date received, applicant/request type, service location, responsible unit, SLA due date, resolution date and closure status.
3. Introduce standard complaint categories so formal grievances can be distinguished from routine new-connection applications.

4. Flag requests approaching the five-working-day deadline through a simple monitoring dashboard or weekly exception report.
5. Record the specific reason for every case that exceeds the applicable SLA and the corrective action taken.
6. Continue public communication of the Water Board service timeframe and GRM submission channel.
7. Conduct quarterly management reviews of delayed cases and recurring service issues.

8. Conclusion

The 2025 Adamawa State Water Board Service GRM/service-request record shows 90 new water connection requests, of which 77 (85.6%) were completed within the applicable five-working-day service timeframe. The annual performance exceeded the 75% reference benchmark. Strengthening complaint-level data classification, case tracking and documentation of delay reasons will further improve the completeness and transparency of future annual GRM reporting.