

ABIA STATE WATER AND SEWAGE CORPORATION (AbSWSC)

GRIEVANCE REDRESS MECHANISM (GRM) RESPONSE STATUS FORM

S/N	APPLICATION NO	NAME OF COMPLAINANT	CONTACT DETAILS	DATE OF COMPLAINT	DESCRIPTION OF COMPLAINT	RESPONSIBLE MINISTRY, DEPARTMENT AND AGENCY (MDA)	MODE/CHANNEL OF RECEIVING GRIEVANCE	DETAILS OF WHERE THE REPORT WAS MADE	STATUS OF COMPLAINT	ACTIONS TAKEN	FINAL RESOLUTION	FEEDBACK GIVEN	MODE/CHANNEL OF FEEDBACK	OFFICER COMPLETING THE FORM
1	0001/2024	Ugochi ikemefule	09049065622	10/8/2024	Burst Pipe	Abia State Water and Sewage Corporation	Phone call	Umuhia Main Market	Concluded	Inspection & Repair	Repair of the burst pipe	Restoration of water supply	Through the leadership of the market/Phone calls	MRS NDUBUISI JANE, C. (HOD Commercial AbSWSC)
2	0002/2024	Nkwachukwu Ekeor	08102790659	28/8/2024	Blocked Pipe	Abia state Water and Sewage Corporation	Radio Phone -in program	PortHarcourt Road Aba	Concluded	Inspection & Repair	Repair of the burst pipe	Restoration of water supply	Phone/ Text message	MRS NDUBUISI JANE, C. (HOD Commercial AbSWSC)
3	000/3/24	Nwosu Jeremaih	08060482984	30/11/24	Extension of reticulation to Lagos street extention	Abia state Water and Sewage Corporation	Walk-in	Lagos street Extension	On-going	Technical evaluation	Work to commence in the 2025 budget year	Work to commence after new year celebrations	Letter	MRS NDUBUISI JANE, C. (HOD Commercial AbSWSC)
4	000/4/2024	Patrick Okechukwu	08167314181	22/12/24	Burst Pipe	Abia state Water and Sewage Corporation	Phone call	Warri street	Concluded	Inspection & Repair	Repair of the burst pipe	Restoration of water supply	Phone/ Text message	MRS NDUBUISI JANE, C. (HOD Commercial AbSWSC)



Signed: **Engr. Okonkwo Felix Nduka**
General Manager, Abia State Water and Sewage Corporation
(AbSWSC)