

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)