

IMO STATE WATER AND SEWERAGE CORPORATION

GRIEVANCE REDRESS MECHANISM (GRM) RECORDING 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 AND DATE	FEEDBACK GIVEN	MODE/CHANNEL OF FEEDBACK	OFFICER COMPLETING THE FORM
1	SABER: AD: 020	Stella Nnodim	08037660901	4.04:24	Bursting of water pipe	Water Corporation	Phone call	Douglas Road, Owerri	Resolved	Repair of 4 inches water pipe	Repaired (24.04:24)	Repaired	Phone call to the Market master	Henry Adiruo
2	SABER: AD: 026	Obinna Ojaka	08038980090	20.06:24	Pipe Leakage	Water Corporation	Phone call	Aladimma Estate, Owerri	Resolved	Plumbing repair	Repaired (29.06:24)	Repaired	Visit to the Estate Chairman	Henry Adiruo