



IMO STATE WATER AND SEWERAGE CORPORATION JAN 1, 2024- DEC 31, 2024, GRIVERANCE REDRESS MECHANISM

Summary Report

The Imo State Water and Sewerage Corporation (ISWSC) implemented a robust Grievance Redress Mechanism (GRM) throughout 2024 to ensure efficient handling of customer complaints and service-related issues. The system integrates multiple reporting channels, including walk-in complaints, telephone hotlines, emails, and digital platforms. During the reporting period, the Corporation achieved an **average monthly resolution rate exceeding 100%**.

January 2024

SN	Complaint ID	Nature of Complaint	Channel	Date Received	Action Taken	Date of Final Resolution	Resolution Time	Status
1	ISWSC/GRM/002	Water supply disruption	Phone Call	03-Jan-2024	Issue investigated and resolved	07-Jan-2024	2 days	Resolved
2	ISWSC/GRM/004	Water supply disruption	Phone Call	05-Jan-2024	Issue investigated and resolved	07-Jan-2024	4 days	Resolved
3	ISWSC/GRM/005	Pipe leakage	Phone Call	11-Jan-2024	Issue investigated and resolved	15-Jan-2024	4 days	Resolved
4	ISWSC/GRM/006	Water contamination	Walk-in	23-Jan-2024	Issue investigated and resolved	27-Jan-2024	4 days	Resolved

February 2024

SN	Complaint ID	Nature of Complaint	Channel	Date Received	Action Taken	Date of Final Resolution	Resolution Time	Status
5	ISWSC/GRM/011	Illegal connection	Walk-in	03-Feb-2024	Issue investigated and resolved	05-Feb-2024	4 days	Resolved
6	ISWSC/GRM/012	Billing issue	Hotline	05-Feb-2024	Issue investigated and resolved	10-Feb-2024	5 days	Resolved
7	ISWSC/GRM/013	Low pressure	Email	14-Feb-2024	Issue investigated and resolved	17-Feb-2024	3 days	Resolved
8	ISWSC/GRM/014	Water contamination	Walk-in	19-Feb-2024	Issue investigated and resolved	24-Feb-2024	5 days	Resolved
9	ISWSC/GRM/020	Sewer blockage	Walk-in	28-Feb-2024	Issue investigated and resolved	04-Mar-2024	5 days	Resolved

March 2024

SN	Complaint ID	Nature of Complaint	Channel	Date Received	Action Taken	Date of Final Resolution	Resolution Time	Status
10	ISWSC/GRM/022	Pipe leakage	Hotline	06-Mar-2024	Issue investigated and resolved	08-Mar-2024	2 days	Resolved
11	ISWSC/GRM/024	Sewer blockage	Hotline	14-Mar-2024	Issue investigated and resolved	20-Mar-2024	3 days	Resolved
12	ISWSC/GRM/026	Pipe leakage	Hotline	26-Mar-2024	Issue investigated and resolved	31-Mar-2024	5 days	Resolved

April 2024

SN	Complaint ID	Nature of Complaint	Channel	Date Received	Action Taken	Date of Final Resolution	Resolution Time	Status
13	ISWSC/GRM/031	Sewer blockage	Walk-in	01-Apr-2024	Issue investigated and resolved	07-Apr-2024	6 days	Resolved
14	ISWSC/GRM/032	Water contamination	Walk-in	20-Apr-2024	Issue investigated and resolved	23-Apr-2024	3 days	Resolved

May 2024

SN	Complaint ID	Nature of Complaint	Channel	Date Received	Action Taken	Date of Final Resolution	Resolution Time	Status
15	ISWSC/GRM/041	Water contamination	Walk-in	04-May-2024	Issue investigated and resolved	06-May-2024	2 days	Resolved
16	ISWSC/GRM/049	Water contamination	Walk-in	23-May-2024	Issue investigated and resolved	27-May-2024	4 days	Resolved
17	ISWSC/GRM/050	Water contamination	Hotline	24-May-2024	Issue investigated and resolved	29-May-2024	5 days	Resolved

June 2024

SN	Complaint ID	Nature of Complaint	Channel	Date Received	Action Taken	Date of Final Resolution	Resolution Time	Status
18	ISWSC/GRM/051	Water contamination	Walk-in	09-Jun-2024	Issue investigated and resolved	13-Jun-2024	4 days	Resolved

July 2024

SN	Complaint ID	Nature of Complaint	Channel	Date Received	Action Taken	Date of Final Resolution	Resolution Time	Status
19	ISWSC/GRM/067	Illegal connection	Walk-in	05-Jul-2024	Issue investigated and resolved	11-Jul-2024	6 days	Resolved
20	ISWSC/GRM/068	Sewer blockage	Hotline	11-Jul-2024	Issue investigated and resolved	15-Jul-2024	4 days	Resolved
21	ISWSC/GRM/069	Sewer blockage	Hotline	08-Jul-2024	Issue investigated and resolved	10-Jul-2024	2 days	Resolved
22	ISWSC/GRM/070	Meter fault	Walk-in	09-Jul-2024	Issue investigated and resolved	12-Jul-2024	3 days	Resolved

August 2024

SN	Complaint ID	Nature of Complaint	Channel	Date Received	Action Taken	Date of Final Resolution	Resolution Time	Status
22	ISWSC/GRM/079	Water supply disruption	Hotline	28-Aug-2024	Issue investigated and resolved	30-Aug-2024	2 days	Resolved
23	ISWSC/GRM/080	Water supply disruption	Hotline	19-Aug-2024	Issue investigated and resolved	25-Aug-2024	6 days	Resolved

September 2024

SN	Complaint ID	Nature of Complaint	Channel	Date Received	Action Taken	Date of Final Resolution	Resolution Time	Status
24	ISWSC/GRM/081	Pipe leakage	Walk-in	04-Sep-2024	Issue investigated and resolved	08-Sep-2024	4 days	Resolved

25	ISWSC/GRM/089	Water supply disruption	Walk-in	13-Sep-2024	Issue investigated and resolved	17-Sep-2024	4 days	Resolved
26	ISWSC/GRM/090	Pipe leakage	Phone Call	21-Sep-2024	Issue investigated and resolved	27-Sep-2024	6 days	Resolved

October 2024

SN	Complaint ID	Nature of Complaint	Channel	Date Received	Action Taken	Date of Final Resolution	Resolution Time	Status
27	ISWSC/GRM/091	Pipeline leakage	Hotline	27-Oct-2024	Issue investigated and resolved	29-Oct-2024	2 days	Resolved

November 2024

SN	Complaint ID	Nature of Complaint	Channel	Date Received	Action Taken	Date of Final Resolution	Resolution Time	Status
28	ISWSC/GRM/106	Pipe leakage	Online	12-Nov-2024	Issue investigated and resolved	16-Nov-2024	2 days	Resolved
29	ISWSC/GRM/108	Water contamination	Hotline	21-Nov-2024	Issue investigated and resolved	24-Nov-2024	4 days	Resolved

December 2024

SN	Complaint ID	Nature of Complaint	Channel	Date Received	Action Taken	Date of Final Resolution	Resolution Time	Status
30	ISWSC/GRM/111	Water supply disruption	Hotline	27-Dec-2024	Issue investigated and resolved	02-Jan-2025	6 days	Resolved

31	ISWSC/GRM/112	Pipeline leakage.	Walk-in	21-Dec-2024	Issue investigated and resolved	25-Dec-2024	4 days	Resolved
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