



IMO STATE WATER AND SEWERAGE CORPORATION

OUR COMMITMENT TO SERVICE EXCELLENCE

GRIEVANCE REDRESS MECHANISM (GRM)

STATEMENT OF COMMITMENT

We are fully committed to upholding the highest ethical and professional standards, and providing excellent services to all our critical stakeholders, including you: Truck drivers, Business owners, Investors and general public.

This GRM is intended to give you a platform to raise questions concerning the services Imo State Water and Sewerage Corporation provides, and generate feedbacks necessary to serve our customers better. Your complaints will be treated promptly, and with due care.

THE GRM IS FULLY OPERATIONAL:

The Grievance Redress Mechanism is active for all business Processes provided by the Imo State Water and Sewerage Corporation:

- Water Connection
- Quality Assurance
- Sanitation Assurance

There is a dedicated GRM Unit that oversees the end-to-end management of complaints from submission to resolution ensuring accountability and continuous improvement in service delivery

How to Submit a Grievance

You can call :08062328177 ,

Email henkunny@yahoo.com, OR

Visit the Customer Care Unit, Imo State Water and Sewerage Corporation and drop your complaint

Commitment to Timely Resolution:

Type of Grievance	Resolution Timeline
General Inquiries	Within 2 working days
Routine Complaints	Within 7 working days
Complex or Escalated Cases	Within 30 working days

Performance Update: Over the past year, 100% of grievances were resolved within the specified SLA timelines. We will continue to improve our internal processes to increase efficiency and stakeholder confidence.

Transparency & Accountability

We believe in open governance. As part of this commitment:

- Monthly GRM Performance Reports are published online
- Data includes: number of complaints received, resolution rates and average response time.
- Identified challenges are shared alongside corrective actions
- These reports help us track progress, strengthen systems, and build public trust.

Your Feedback Matters

Where ever you are; whether you're an individual or a business entity resident in Owerri, or within our area of coverage, your input will help us serve you better.

We welcome your

- Complaints about delays or poor service
- Suggestions for improving policies and procedures
- Acknowledgement for excellent staff performance

Together, we are building a more responsive, inclusive, and business-friendly environment in Imo State

For more information:

Please, call us on 08062328177,

Or

Email henkunny@yahoo.com, Or

Visit us at:

Imo State Water & Sewerage Corporation
Okigwe Road, Owerri.

Signed
GM
2024