



IMO STATE WATER AND SEWERAGE CORPORATION

Ugwu Orji, Okigwe Road, Owerri

Service Level Agreement (SLA) on how complaints logged on the GRM will be handled

GENERAL PROVISION

All complaints will be resolved with great sense of transparency and professionalism. Confidentiality of information received from complainants will be protected.

ADMINISTRATION OF COMPLAINTS

- a. The service care unit will establish contact with the complainant.
- b. He will Schedule physical meeting where it is necessary to do that, especially where resolution will involve paper work or other related matters
- c. The complaints resolution will be in line with Ministry GRM Template.

COMPLAINANTS DUTIES

- Complaints are required to make available verifiable contact addresses, including phone numbers, emails etc
- Complainants should endeavor to attend physical meetings at the Corporation where the need arises

TIMEFRAME

All complaints will be resolved within 20 days of receipt

SIGNED

The CEO/MD Imo State Water and Sewerage Corporation