

YOBE STATE WATER CORPORATION

GRIEVANCE REDRESS MECHANISM (GRM) RESPONSE FOR SECOND QUARTER

FROM 1st APRIL – 15th JUNE 2026

S/N	Name/Contact Details	Date of Complaint	Description of complaint	Mode/Channel of Receiving Grievance	Detail of where the Report was made (MDA)	Date Resolved	Status of Complaint	Actions Taken	Final Resolution	Feedback Given	Mode/Channel of Feedback	Officer Completing the Form
1	Muktar Yahaya 07068931318	02-04-26	Electric Problem	Area Manager	Y.S.W.C	04-04-26	Resolved	Contactork replaced	Resolved	Muktari Yabaya	Area Manager	Bunu Mustapha
2	Adam Worodi 08032891384	05-04-26	Leakage	Area Manager	Y.S.W.C	05-04-26	Resolved	Tank Overhauled	Resolved	Adam Waradi	Area Manager	Bunu Mustapha
3	Yahaya Mainah 08133316311	07-04-26	Stop cork Damage	Area Manager	Y.S.W.C	08-04-26	Resolved	Stop cork replaced	Resolved	Yahaya Mainah	Area Manager	Bunu Mustapha
4	Mallam Ibrahim 09131210224	09-04-26	Engine oil exhausted	Area Manager	Y.S.W.C	09-04-26	Resolved	New Engine oil applied	Resolved	Mallam Ibrahim	Area Manager	Bunu Mustapha
5	Maina Bukar, 09015282190	12-04-26	Ball gate problem	Area Manager	Y.S.W.C	13-04-26	Resolved	Replaced	Resolved	Maria Bukar	Area Manager	Bunu Mustapha
6	Ibrahim Aliyu 08030641164	14-05-26	Electric Problem	Area Manager	Y.S.W.C	16-04-26	Resolved	Cable replaced	Resolved	Ibrahim Aliyu	Area Manager	Bunu Mustapha
7	Ibrahim Aliyu 08030641164	26-04-26	Electric Problem	Area Manager	Y.S.W.C	28-04-26	Resolved	Contactork replaced	Resolved	Ibrahim Aliyu	Area Manager	Bunu Mustapha
8	Mallam Mohd 08130562544	01-05-26	Electric Problem	Area Manager	Y.S.W.C	02-05-26	Resolved	Contactork replaced	Resolved	Mallami Mohd	Area Manager	Bunu Mustapha
9	Adam Worodi 08032891384	08-05-26	Electric Problem	Area Manager	Y.S.W.C	02-05-26	Resolved	Contactork replaced	Resolved	Adam Worodi	Area Manager	Bunu Mustapha
10	Adam Worodi 08032891384	20-05-26	Low Pump	Area Manager	Y.S.W.C	22-05-26	Resolved	Repaired	Resolved	Adam Worodi	Area Manager	Bunu Mustapha
11	Kasim Umar 07035902827	27-05-26	Electric Problem	Area Manager	Y.S.W.C	29-05-26	Resolved	Repaired	Resolved	Kasim Umar	Area Manager	Bunu Mustapha
12	Usman Hadi 08060846645	03-06-26	Burst line	Area Manager	Y.S.W.C	04-04-26	Resolved	Repaired	Resolved	Usman Hadi	Area Manager	Bunu Mustapha
13	Mohd Adamu 07063107749	05-06-26	Low Pump	Area Manager	Y.S.W.C	05-06-26	Resolved	Repaired	Resolved	Mohdi Adamu	Area Manager	Bunu Mustapha
14	Sule Mallam 09166462149	07-06-26	Low Pump	Area Manager	Y.S.W.C	08-06-26	Resolved	Repaired	Resolved	Sule Mallam	Area Manager	Bunu Mustapha

15	Mohd Bunu 08062409451	09-06-26	Electric Problem	Area Manager	Y.S.W.C	10-06-26	Resolved	Repaired	Resolved	Mohd Bunu	Area Manager	Bunu Mustapha
16	Adam Worodi 08032891384	11-06-26	Mechanic problem	Area Manager	Y.S.W.C	12-06-26	Resolved	Repaired	Resolved	Adam Worodi	Area Manager	Bunu Mustapha
17	kasim Umar 07035902827	15-06-26	Leakages	Area Manager	Y.S.W.C	15-06-26	Resolved	Tank Overhauled	Resolved	kasim Umar	Area Manager	Bunu Mustapha

NAME: BUNU MUSTAPHA
DESIGNATION: GRM DESK OFFICER
PHONE NO: 08147356526

Number of cases received 17
Number of resolved cases 100%

SIGNATURE:

STATE CORPORATION
OPERATIONS & MAINTENANCE

P.M.B. 10327 DAMATURU
SIGN.