



YOBE STATE GOVERNMENT OF NIGERIA
YOBE STATE WATER CORPORATION

No. 5, Sir Kashim Ibrahim Way, P.M.B. 1032, Damaturu, Yobe State
Tel: 07038138381, 08026291618
e-mail: yswc.gov@gmail.com

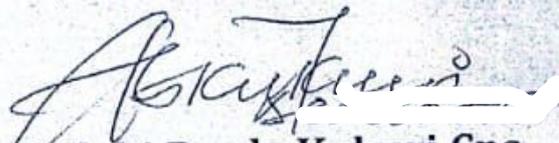


Our Ref: _____ Your Ref: _____ Date: _____

11/12/2024

First Quarter										
Date Created	Complaint	Name of Complaint	Email	Current Status	Resolved Date	Where did this happen	Amount lost (₦)	Complaint Category	Corrective Action taken	SLA Timeline for resolution (day)
2/12/2024 3:13:07 PM	Inspection	Alhaji Umar Amasko	Alhajiumar@gmail.com	Closed	2/17/2024 10:13:33 AM	Damaturu	0	Delayed Approval	The ministry sent an SMS with a date for the inspection.	5

Second Quarter										
Date Created	Complaint	Name of Complaint	Email	Current Status	Resolved Date	Where did this happen	Amount lost (₦)	Complaint Category	Corrective Action taken	SLA Timeline for resolution (day)


Abdullahi Barde Kukuri Cna
GSM: 08064860770
Director Commercial Services
For General Manager

All Correspondence to be addressed to the General Manager



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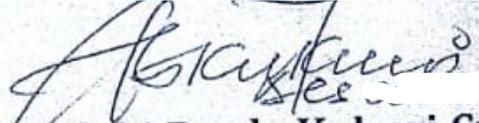
Our Ref: _____

Your Ref: _____

Date: _____

11/12/2024

Third Quarter										
Date Created	Complaint	Name of Complaint	Email	Current Status	Resolved Date	Where did this happened	Amount lost (₦)	Complaint Category	Corrective Action taken	SLA Timeline for resolution (day)
8/12/2024 1:12:35 PM	Enquiry	Yahaya Abba Baffa	Yahayaabaffa@gmail.com	Closed	8/22/2024 10:11:48 AM	Damaturu	0	Others	The required information was sent via SMS	10
Fourth Quarter										
Date Created	Complaint	Name of Complaint	Email	Current Status	Resolved Date	Where did this happened	Amount lost (₦)	Complaint Category	Corrective Action taken	SLA Timeline for resolution (day)
11/19/2024 2:13:29 PM	Inspection	Lukman Dan Duste	Lukmandanduste@gmail.com	Closed	11/27/2024 10:53:19 AM	Damaturu	0	Solicitation of a bribe	The ministry sent an SMS with a date for the inspection.	6


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For General Manager

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