

Y.S.W. - GRM REPORT FOR JANUARY TO MARCH 2026

Percentages of Cases from January to March 2026 is 90% Resolved

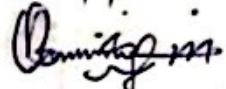
GRIEVANCE REDRESS MECHANISM (GRM) RESPONSE STATUS FORM

SN	Name/ Contact Details	Application No	Date of Complain t	Description of Complaint	Responsible Ministry, Department & Agency (MDA)	Mode / Channel of Receiving Grievance	Details of Where the Report Was Made	Date Resolved	Status of Complaint	Actions Taken	Final Resolution	Feedback Given	Mode / Channel of Feedback	Officer Completing the Form
1	Bello Moh'd 070328622		17th-01- 2026	Burst line of main pipe	Yobe State Water Corporation	Area Manager	Y.S.W	17th/01/ 2026	Resolved	Repair	Complaint Resolved	Bello Moh'd	Area Manager	Bunji Mustapha
2	Moh'd Mustapha 081334522		25th-01- 2026	Main pipe line blockage	Yobe State Water Corporation	Area Manager	Y.S.W	25th/01/ 2026	Resolved	Main pipe line free d from blockage	Complaint Resolved	Moh'd Mustapha	Area Manager	Bunji Mustapha
3	Mallam Saleh 071637722		14th-02- 2026	Step core problem	Yobe - State Water Corporation	Area Manager	Y.S.W	14th/02/ 2026	Resolved	Step Cork replaced	Complaint Resolved	Mallam Saleh	Area Manager	Bunji Mustapha
4	Mallam Ali 081364403		15th-02- 2026	Electric problem	Yobe State Water Corporation	Area Manager	Y.S.W	15th/02/ 2026	Resolved	Electric fault repaired	Complaint Resolved	Mallam Ali	Area Manager	Bunji Mustapha
5	Goni Idam 0907121872		16th-02- 2026	Electric problem	Yobe state Water Corporation	pump operator	Y.S.W		Pending				Area manager	Bunji Mustapha

**YOBE STATE
WATER CORPORATION
OPERATIONS & MAINTENANCE
DIVISION**

12th - MARCH 2026
**OPERATIONS & MAINTENANCE
DIVISION
YOBE STATE**

NAME :
DESIGNATION
PHONE NO
SIGN :

BUNJI MUSTAPHA
GRM DESK OFFICER
08147356526


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1	Mallam Ibrahim 08127600299		16th-02- 2026	Low pumping	Yobe State Water Corporation	Area Manager	Y.S.W	16th/02/ 2026	Resolved	normal pumping restored	Complaint Resolved	Mallam Ibrahim	Area Manager	Buny Mustapha
2	Mkii Sadori Community 08142061504		17th-03- 2026	Burst line	Yobe State Water Corp oration	Area Manager	Y.S.W	17th/03/ 2026	Resolved	Burst line Repaired	Complain Resolved	Maisan dani Community	Area Manager	Buny Mustapha
3	Mallam Ibrahim 08127600299		18th-02- 2026	Electric problem	Yobe State Water Corp.	Area Manager	Y.S.W	18th/02/ 2026	Resolved	old starter box replaced	Complaint Resolved	Mallam Ibrahim	Area Manager	Buny Mustapha
4	Habu Samaila 0707097760		18th-03- 2026	Electric problem	Yobe State Water Corporation	Area manager	Y.S.W	18th/03/ 2026	Resolved	Electric fault Repaired	Complaint Resolved	Habu Samaila	Area Manager	Buny Mustapha
5	Bakomi Bukar 0806285548		19th-03- 2026	Well Service	Yobe State Water Corporation	Area Manager	Y.S.W	19th/03/ 2026	Resolved Pending	fully Restored	Complaint Resolved	Bakomi Bukar	Area manager	Buny Mustapha

YOBE STATE

WATER CORPORATION

OPERATIONS & MAINTENANCE

27th-MARCH-2026

NAME: BUNY MUSTAPHA

DESIGNATION: GRM DESK OFFICER

NAME..

BUNY MUSTAPHA

DESIGNATION..

GRM DESK OFFICER

PHONE NO.:

08147356526

SIGN ..

(Signature)