

G.R.M. REPORT FOR JULY TO SEPTEMBER

YOBE STATE WATER CORPORATION

S/N	Name of complainant	Contact information	Date Received	Description of issue	Category of Complaint	Receiving Officer	MDA	Status of Complaint	Date of Response by MDA	Action Taken	Remarks
1.	Dahiru Gamau	07063397264	8/9/2025	Faulty Gen	Mech. fault	Bunu Mustapha	T.S.W.C	Resolved	9/9/2025	Mech fault repaired	Complaint Resolved
2.	Jatay Saleh	07081415248	16/9/2025	Solar panels	Shattered	Bunu Mustapha	T.S.W.C				
3.	Musa Kwanda	08036219411	16/9/2025	Burst Line	main pipe	Bunu Mustapha	T.S.W.C	Resolved	20/9/2025	Burst line repaired	Complaint Resolved
4.	Moh'd M. Bui	08033358476	23/9/2025	Faulty Gen	Mech. fault	Bunu Mustapha	T.S.W.C	Resolved	29/9/2025	Mechanical fault repaired	Complaint Resolved

Percentage of cases from July to September 2025 is 75% Resolved

NAME: BUNU MUSTAPHA

DESIGNATION: DESK OFFICER (G.R.M)

PHONE NO: 08147356526

SIGN: 

YOBE STATE
WATER CORPORATION
OPERATIONS & MAINTENANCE

P.M.B. 1038, DANBURU
SIGN.

GRM REPORT FOR OCTOBER TO DECEMBER

YOBE STATE WATER CORPORATION

S/N	Name of complainant	Contact information	Date Received	Description of issue	Category of Complaint	Receiving Officer	MDA	Status of Complaint	Date of Response by MDA	Action Taken	Remarks
1.	Kulsum Williams	07082901200	11/10/2025	Burst line	main pipe	Bunu Mustapha	Y.S.W.C	Resolved	3/11/2025	Burst line repaired	Complaint Resolved
2.	MUSA Ibrahim	08035973512	04/10/2025	Low Pumping	Leakages	Bunu Mustapha	Y.S.W.C	Resolved	7/11/2025	Leakages repaired	Complaint Resolved
3.	Suleman Gamba	08035106031	10/10/2025	Low Pumping	Pump problem	Bunu Mustapha	Y.S.W.C	Resolved	11/10/2025	Low Pumping repaired	Complaint Resolved
A	Melid Huri	08036135314	12/10/2025	Electric problem	Starter box	Bunu Mustapha	Y.S.W.C	Resolved	13/10/2025	Starter box replaced	Complaint Resolved

Percentage of Cases from October to December 2025 is 100% Resolved

NAME : BUNU MUSTAPHA

DESIGNATION: GRM DESK OFFICER

PHONE NO: 0814735652

SIGN : 

YOBE STATE
WATER CORPORATION
OPERATIONS & MAINTENANCE

P.M.B. 1032 YERU

SIGN

GRM REPORT FOR NOVEMBER 2025

YOBE STATE WATER CORPORATION

S/N	Name of complainant	Contact information	Date Received	Description of issue	Category of Complaint	Receiving Officer	MDA	Status of Complaint	Date of Response by MDA	Action Taken	Remarks
	NIIL					Bunu Mustapha					

NAME: BUNU MUSTAPHA

DESIGNATION: G.R.M. DESK OFFICER

PHONE: 08147356526

SIGN: 

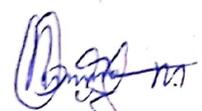
YOBE STATE
WATER CORPORATION
OPERATIONS & MAINTENANCE

P.M.B. 10287 DAKARU
SIGN:

GRM-REPORT FOR JULY, 2025

YOBE STATE WATER CORPORATION

S/N	Name of complainant	Contact information	Date Received	Description of issue	Category of Complaint	Receiving Officer	MDA	Status of Complaint	Date of Response by MDA	Action Taken	Remarks
	NIL					Bunu Mustapha					

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

**YOBE STATE
 WATER CORPORATION
 OPERATIONS & MAINTENANCE**

P.M.B. 1033 ENMATURU
 SIGN. _____

