



# NIGER STATE WATER AND SEWAGE CORPORATION (NISWASEC)

## GRIEVANCE REDRESS MECHANISM (GRM)

This GRM outlines the steps and procedures for handling complaints, disputes, and grievances to ensure effective resolution and consumer satisfaction.

### 1. Objective

To provide a transparent, efficient, and accessible process for addressing grievances related to water supply and sewage services offered by NISWASEC.

### 2. Scope

This GRM applies to all stakeholders, including:

- Individual households, businesses, industries, and institutions receiving water and sewage services.
- Employees or contractors involved in service provision.
- Regulatory bodies overseeing service delivery.

### 3. Principles

The GRM operates on the following principles:

- **Transparency:** Clear communication and documentation throughout the process.
- **Accessibility:** Multiple channels for lodging complaints.
- **Efficiency:** Timely acknowledgment, investigation, and resolution.
- **Fairness:** Impartial handling of grievances without bias.

### 4. GRM Process

#### Step 1: Submission of Grievance

- **Channels for Submission:**
  - Visit Customer Care Units at any NISWASEC office.
  - Call customer care hotlines: +2348083531111, +2348052277877.

- Email: [info@ktswb.com.ng](mailto:info@ktswb.com.ng).
- Use the online portal: [www.ktswb.com.ng](http://www.ktswb.com.ng).
- **Required Information:**
  - Customer details (name, address, meter number, and account ID).
  - Description of the issue (e.g., service disruption, billing errors).
  - Supporting documents (e.g., payment receipts, photos).

### **Step 2: Acknowledgment**

- Acknowledgment of the complaint within **1 working day**.
- A unique grievance ID is issued for tracking purposes.

### **Step 3: Investigation and First-Level Resolution**

- The Customer Care Unit investigates and provides feedback within **5 working days**.
- Technical issues may require on-site visits, scheduled within **2 working days** of acknowledgment.

### **Step 4: Escalation (if unresolved)**

- If the grievance is unresolved, escalate to the **Commercial Department**.
- The Commercial Department reviews the case and provides resolution within **5 additional working days**.

### **Step 5: Final Appeal**

- For unresolved disputes, customers can submit a formal appeal to the **Executive Management Team** at NISWASEC Headquarters.
- The final resolution is provided within **14 working days** of receiving the appeal.

## **5. Remedies for Grievances**

- **Service Interruptions:**
  - Compensation via service credits or bill reductions for extended disruptions.

- **Billing Errors:**
  - Refunds or adjustments on subsequent bills after verification.
- **Quality Issues:**
  - Immediate corrective actions (e.g., flushing lines or alternate supply sources).

## 6. Monitoring and Reporting

- Monthly reports on grievance resolution are prepared for internal review and shared with regulatory bodies.
- Feedback from consumers is analyzed to improve service delivery.

## 7. Contact Information

For further inquiries or unresolved grievances:

- **Office Address:** Dr. Nnamdi Azikwe Road, Western Bypass, Minna, Niger State, PMB: 70.
- **Phone:** +2348083531111, +2348052277877.
- **Email:** [info@ktswb.com.ng](mailto:info@ktswb.com.ng).
- **Website:** [www.ktswb.com.ng](http://www.ktswb.com.ng).



**Engr. Gimba Yisa**  
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Niger State Water and Sewage Corporation (NISWASEC)

**For inquiries or complaints please contact**

**Office Address:**

**Dr. Nnamdi Azikwe Road, Western Bypass, Minna, Niger State.**

**PMB: 70**

(between 8:00 am and 4:00 pm, Monday - Friday, excluding public holidays)

**Phone Number:** +2348083531111, +2348052277877

**e-mail:** [info@ktswb.com.ng](mailto:info@ktswb.com.ng), [www.ktswb.com.ng/](http://www.ktswb.com.ng/)