



Niger State Water and Sewage Corporation (NISWASEC)

Nnamdi Azikwe Way, Western By-pass, Minna, Niger State

www.nswb.nigerstate.gov.ng

hmchado2k1@yahoo.com

08035884727, 08052277877

GRIEVANCE REDRESS RESPONSE

DATE:

COMPLAINT NO:

A. COMPLAINT RECEIVING OFFICER:

Mode of Receipt (Please tick where applicable)

WRITING	VERBAL	PHONE	SMS	E MAIL
---------	--------	-------	-----	--------

B. COMPLAINANT'S DETAILS

NAME OF EXPORTER/TRADER:

CONTACT DETAILS.....:

BUSINESS/OFFICE ADDRESS:

TELEPHONE NUMBER:

E.MAIL ADDRESS:

C. TYPE OF COMPLAINTS:.....

.....

D. STATUS OF INCIDENT (open, ongoing investigation, resolves).....

E. MDA WORKING ON CASE (responsible MDA).....

.....

F. SOLVENCY MECHANISM USED.....

.....

.....

.....

G. ACTIONS OF REMEDIES/REDRESS

.....

.....

.....

.....

.....

H. DATES OF RESPONSE TO COMPLAINT:.....

Signature of GRM DESK Officer & Date