



**NIGER STATE WATER BOARD GRM  
PERFORMANCE REPORT (JAN–DEC 2025)**

Complaint ID	Complainant Name	Contact	Complaint Category	Complaint Description	Date Filed	Date Resolved	Resolution Timeline (Days)	Responsible Officer	Status	Action Taken
NSWB/GRM/001/2025	Yusuf Abubakar	081 058 93601	Billing Issue	Water bill incorrect despite low supply	14-Mar-25	17-Mar-25	3	Billing Supervisor	Resolved	Bill adjusted
NSWB/GRM/002/2025	Dogo Abdulrazak	090 911 65610	Service Interruption	Long period without water supply	02-Jul-25	05-Jul-25	3	Area Operations Manager	Resolved	Pump repaired; supply restored
NSWB/GRM/003/2025	Saliu Hamza	070 183 12487	Poor Water Quality	Water discolored due to pipe rust	20-Oct-25	23-Oct-25	3	Distribution Unit Head	Resolved	Pipeline flushed; quality restored