



PLATEAU STATE WATER BOARD
Annual and Monthly Grievance Redress Mechanism (GRM) Log – Water Connection
Service Area
JAN- 25- DEC 2025

SN	Complaint ID	Nature of Complaint	Channel	Date Received	Action Taken	Date of Final Resolution	Resolution Time (Days)	Status
1	PSWB/WC/01/2025	Delay in metering visit after domestic connection payment	Walk-in	05/01/2025	Meter installation scheduled and completed	12/01/2025	7	Resolved
2	PSWB/WC/02/2025	Incorrect tariff applied for commercial water connection	Email	02/02/2025	Tariff reviewed and corrected	06/02/2025	4	Resolved
3	PSWB/WC/03/2025	Failure to acknowledge proof of payment for government	Phone call	10/03/2025	Payment verified and receipt issued	15/03/2025	5	Resolved

		facility connection						
4	PSWB/WC/04/2025	Industrial premises approved without service line	Written	18/04/2025	Technical team deployed to extend service line	24/04/2025	6	Resolved
5	PSWB/WC/05/2025	Loss of application file delaying institutional connection	Portal	12/05/2025	Duplicate file reconstructed from archive	17/05/2025	5	Resolved
6	PSWB/WC/06/2025	Delay in pressure test for domestic connection	Walk-in	06/06/2025	Pressure verification completed	10/06/2025	4	Resolved
7	PSWB/WC/07/2025	Incorrect address on printed connection card	Email	16/08/2025	Database corrected and card reprinted	21/08/2025	5	Resolved
8	PSWB/WC/08/2025	Discrepancy between approved plan and GIS interface record	Phone call	17/09/2025	Records harmonised with GIS unit	23/09/2025	6	Resolved
9	PSWB/WC/09/2025	Lack of notification before routine compliance visit	Email	18/11/2025	Protocol reinforced by Water Board circular	24/11/2025	6	Resolved
10	PSWB/WC/10/2025	Delay in release of approved water connection plan	Walk-in	10/12/2025	File finalised and plan released	16/12/2025	6	Resolved

