



**KWARA STATE GOVERNMENT
KWARA STATE WATER CORPORATION AGENCY
GRIEVANCE REDRESS MECHANISM (GRM)
MANUAL GRIEVANCE REGISTER
Reporting Period: January 2025– December 2025**

Sl. No.	Contact	Date Received	Issue/Complaint	Category	Responsible MDA	Action Taken	Mode of Complaint	Date Addressed	Feedback	Status	Remarks
	07040224918	07/01/2025	No public water supply for five days	Water Supply	Kwara State Water Corporation	Fault repaired and supply restored	Walk-In/Verbal	08/01/2025	Positive	Resolved/ Closed	
	07071306763	11/03/2025	Leaking distribution pipeline	Infrastructure	Water Corporation	Leak isolated and repaired	Verbal Phone call	13/03/2025	Leak fixed	Resolved/ Closed	
0	07033268888	12/08/2025	Illegal connection affecting supply	Illegal Connection	Water Protection Agency	Inspection and enforcement carried. Illegal connection removed.	Verbal Phone call	14/08/2025	Illegal connection removed	Resolved/ Closed	

lik	08087654321	11/11/2025	Delay in new water connection	Customer Service	Water Corporation	Application processed	Verbal phone call	13/11/2025	Connection completed	Resolved/Closed	A
	08076543210	02/12/2025	Blocked drainage near intake	Environmental	Water Protection Agency	Drainage cleared	Verbal - walk-in	04/12/2025	Flow restored	Resolved/Closed	A

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