



KWARA STATE WATER CORPORATION AGENCY
2025 Combined Grievance Register (Water Connection Complaints & Redress
Jan- Dec 2025)

SN	Complaint ID	Nature of Complaint	Channel	Date Received	Action Taken	Date of Final Resolution	Resolution Time (Days)	Status
1	KWWCA/GRM/01/2025	Delay in processing new water connection despite completed payment	Phone call	14/01/2025	Application reviewed and connection scheduled	22/01/2025	8	Resolved
2	KWWCA/GRM/02/2025	Overbilling due to incorrect meter classification	Physical	11/02/2025	Meter category reviewed and billing adjusted	18/02/2025	7	Resolved
3	KWWCA/GRM/03/2025	Failure to acknowledge proof of payment for water connection	Written	12/03/2025	Payment verified and receipt issued	19/03/2025	7	Resolved
4	KWWCA/GRM/04/2025	Delay in installation of water meter after connection approval	Physical	16/04/2025	Meter installation completed	23/04/2025	7	Resolved
5	KWWCA/GRM/05/2025	Intermittent water supply after new connection	Phone call	20/05/2025	Network inspection conducted and pressure restored	28/05/2025	8	Resolved
6	KWWCA/GRM/06/2025	Dispute over connection fee charged by field officers	Written	17/06/2025	Fee structure clarified and excess	25/06/2025	8	Resolved

					charge refunded			
7	KWWCA/ GRM/07/2025	Water connection disconnected despite active payment status	Physical	15/07/2025	Records verified and service reconnected	19/07/2025	4	Resolved
8	KWWCA/ GRM/08/2025	Lack of notification before temporary service interruption	Phone call	13/08/2025	Consumer engagement conducted and notice protocol reinforced	21/08/2025	8	Resolved
9	KWWCA/ GRM/09/2025	Incorrect customer details captured during connection registration	Written	16/09/2025	Customer records corrected and updated	24/09/2025	8	Resolved
10	KWWCA/ GRM/10/2025	Delay in issuance of official water connection certificate	Physical	14/10/2025	Certificate generated and issued	19/10/2025	5	Resolved