

ENUGU STATE GOVERNMENT											
ENUGU STATE WATER CORPORATION											
GRIEVANCE REDRESS MECHANISM REPORT - OCTOBER 2025											
SN	TRACKING NO	COMPLAINANTS NAME	CONTACT (PHONE)	DATE OF COMPLAINT	TYPE OF COMPLAINT (BASED ON CLASSIFICATION)	DESCRIPTION OF ISSUE	AMOUNT LOST	RESPONDING PARTY	DATE OF RESPONSE	ACTION TAKEN	STATUS (OPEN/ONGOING/RESOLVED)
1		Barr. Sylvester	09125107884	08 October 2025		No water		Zonal officer Emene	09 October 2025	Rectified	Resolved
3		Asadu Emmanuel	08037750536	10 October 2025		Burst pipe		Zonal officer G.R.A.	10 October 2025	Rectified	Resolved
4		Mrs. Ebere	08032149198	13 October 2025		Low pressure		Zonal officer Emene	20 October 2025	Rectified	Resolved
		Dr. Jerry	08034082824	14 October 2025		Burst pipe		Zonal officer	15 October 2025	Rectified	Resolved
		Buchi Odoh	08032274071	21 October 2025		No water for 1 week		Zonal officer Emene	31 October 2025	Rectified	Resolved
		Ogechukwu Olisa	07036601336	22 October 2025		Water wastage		Zonal officer ogui	22 October 2025	Rectified	Resolved
		Mr. J. C.	09066333324	22 October 2025		Burst pipe		Zonal officer Emene	22 October 2025	Rectified	Resolved
		Okoronkwo Angela	08037074098	22 October 2025		No water for 3 week while their neighbors have water		Zonal officer Uwani	29 October 2025	Rectified	Resolved
		Hon. Denis Agbo	08039330168	23 October 2025		No water for 1 week		Zonal officer G.R.A.	30 October 2025	Rectified	Resolved
		Agada Chinedu	07065241820	23 October 2025		No water for 4 months		Zonal officer Ind. Layout	11 November 2025	Rectified	Resolved
						Complained that Mr. Nnamdi is always locking their water valve, pretending he is repairing something. Changed their pipe that was buried with PPR to normal pipe, locked the valve & the pipe burst as a result of high pressure and also digs the road at Akaraka to discovery kitchen & suit to back of primary school NewHaven					
		Engr. Destiny	08064422717	23 October 2025				Mr. Henry	23 October 2025	Rectified	Resolved
		Obianuju Iloka	09059982147	24 October 2025		Burst pipe		Zonal officer G.R.A.	24 October 2025	Rectified	Resolved
		Nnamani Roseline	07035391937	24 October 2025		No water for years		Zonal officer ogui	07 December 2025	pending	Open
		Cynthia Ugwu	08149349779	25 October 2025		Burst pipe		Zonal officer Ogui	25 October 2025	Rectified	Resolved
		Mr. Kinsley	08164007893	25 October 2025		No water		Zonal officer Ind. Layout	08 November 2025	Rectified	Resolved
		Mr. Chuka	08037592864	31 October 2025		No water for 1 year		Zonal officer Uwani	31 October 2025	Rectified	Resolved