

| ENUGU STATE GOVERNMENT                         |             |                   |                 |                  |                                             |                      |             |                  |                  |              |                                |
|------------------------------------------------|-------------|-------------------|-----------------|------------------|---------------------------------------------|----------------------|-------------|------------------|------------------|--------------|--------------------------------|
| ENUGU STATE WATER CORPORATION                  |             |                   |                 |                  |                                             |                      |             |                  |                  |              |                                |
| GRIEVANCE REDRESS MECHANISM REPORT - JUNE 2025 |             |                   |                 |                  |                                             |                      |             |                  |                  |              |                                |
| SN                                             | TRACKING NO | COMPLAINANTS NAME | CONTACT (PHONE) | DATE OF COMPLAIN | TYPE OF COMPLAINT (BASED ON CLASSIFICATION) | DESCRIPTION OF ISSUE | AMOUNT LOST | RESPONDING PARTY | DATE OF RESPONSE | ACTION TAKEN | STATUS (OPEN/ONGOING/RESOLVED) |
|                                                |             |                   |                 |                  |                                             |                      |             |                  |                  |              |                                |
|                                                |             |                   |                 |                  |                                             |                      |             |                  |                  |              |                                |
|                                                |             |                   |                 |                  |                                             |                      |             |                  |                  |              |                                |

There are no complaints in June 2025