

JIGAWA STATE DUE PROCESS AND PROJECT MONITORING

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QUARTERLY GRIEVANCE REDRESS MECHANISM (GRM) REPORT

Reporting Period: Third Quarter, 2025 (July–September 2025)

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1. Introduction

This report summarises the Grievance Redress Mechanism (GRM) activities of the **Jigawa State Due Process and Project Monitoring (DPPMB)** for the third quarter of 2025. It covers the number and nature of complaints received, resolution outcomes, compliance with the applicable resolution timelines, and actions required to improve complaint handling.

2. Summary of Complaints Received and Resolved

During July–September 2025, the JSDPPM recorded three complaints relating to delays in completing an overhead tank at Takur Quarters, irregular water supply at Kudai, and a transformer fault affecting community members and small businesses.

All three complaints were assigned to the DPPMB, with a stipulated resolution timeline of 30 days per complaint. The records show that all three complaints were marked as resolved. However, one case carries an “Unresolved” remark despite being marked “Resolved” in the status field.

The recorded resolution dates show that one complaint was resolved on 20 May 2025, another on 9 August 2025, and the third on 13 October 2025. The resolution date for the overhead tank complaint predates its recorded complaint date of 1 August 2025, while the transformer complaint was resolved after the end of the reporting quarter.

According to the recorded SLA compliance fields, all three complaints were marked “Yes.” However, the dates suggest that the compliance status of the overhead tank and transformer complaints requires review. The transformer complaint also has an “Unresolved” remark despite its recorded status as “Resolved.”

The resolution mechanisms recorded included meetings with stakeholders and community engagement. The redress actions for the Kudai water supply and transformer complaints were recorded as “Corrected,” while the overhead tank complaint was marked “Satisfied.”

3. Compliance with GRM Resolution Timelines

The applicable records specify a 30-day resolution timeline for each complaint.

The quarterly records indicate that:

- **Total complaints received: 3**
- **Complaints marked resolved: 3**
- **Complaints recorded as meeting the SLA timeline: 3**
- **Complaints recorded as not meeting the SLA timeline: 0**
- **Complaints requiring status or compliance verification: 2**

These figures reflect the entries in the supplied records. The JSDPPM should verify the resolution date of the overhead tank complaint and the actual resolution status and SLA compliance of the transformer complaint.

4. Key Findings

The quarterly review identifies three issues requiring attention:

1. Inconsistent complaint information, particularly the resolution date for the overhead tank complaint, which predates the complaint date.
2. Inconsistent status reporting, where the transformer complaint is marked as resolved but the remarks indicate that it remains unresolved.
3. The need to verify recorded resolution dates against the applicable 30-day timeline.

5. Recommended Actions

The JSDPPM should:

1. Reconcile inconsistencies in complaint dates, status fields and SLA compliance records.
2. Confirm the outcome of cases where the recorded dates or remarks conflict with the reported resolution status.
3. Maintain an updated GRM register to support accurate quarterly reporting and follow-up on unresolved cases.

6. Conclusion

The DPPMB recorded three complaints during the third quarter of 2025 relating to water infrastructure, irregular water supply and a transformer fault. The available records indicate that

all three complaints were marked as resolved, but inconsistencies in the recorded dates and remarks require verification.

Reconciling the outstanding inconsistencies and maintaining complete complaint records will strengthen the accuracy of future GRM reports and support more effective monitoring of complaint resolution.

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