GOVERNMENT OF BENUE STATE
BENUE STATE WATER BOARD
GRIEVANCE REDRESS MECHANISM
(GRM)

PURPOSE

To ensure prompt and effective resolution of customer complaints and grievances related to water services.

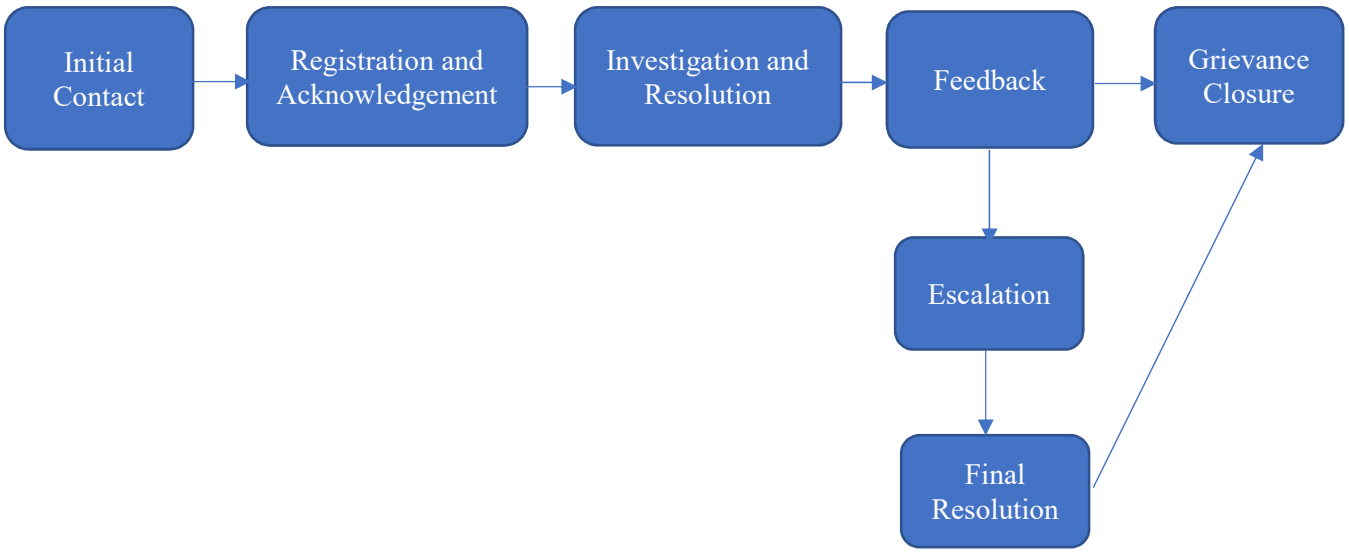
SCOPE

This mechanism applies to all customers of Benue State Water Board who have concerns or complaints about water services, including billing, supply, quality, and customer service.

GRIEVANCE REDRESS MACHINERY

Grievance Redress Machinery will be at the Head Office of the Board and at all Area Offices level

GRIEVANCE REDRESS PROCESS



GRIEVANCE REDRESS CHANNELS

Customers can report grievances through the SMS/Hotline +2347066042996

In-person complaints can also be lodged at our offices located as indicated below:

Head Office: Opposite Aper Aku Stadium, Lawrence Onoja Crescent, Makurdi

Makurdi Area Office: Old Bridge road, Makurdi

Gboko Area Office: Opposite General Hospital, Lessel Road, Gboko South

Otukpo Area Office: Opposite Ochacho Hotel, David Mark rd., Asa, Otukpo

Katsina-Ala Area Office: No. 1, Water Board road, Old G.R.A, Katsina-Ala