Customer Redress Mechanism

1. Occurrence of cause for complaint by customer
2. Complaints through e-mail and letters from customers
3. Complaints recorded by CCO for illiterate customers
4. Customer Complaints Unit (CCU) of KE. CCU officer maintains Complaint Register.
5. CCU initiates investigation and actions to address customer complaints
6. Problem resolved within the timeline (15 working days) + customer informed
7. Problem not resolved: Customer dissatisfied with CCU action/inaction and appeals to FORUM. KE. dissatisfied with customer and also appeals to FORUM.
8. FORUM considers the Appeal
9. Appeal has no merit Customer informed by FORUM
10. Problem resolved. Customer & KE. informed by FORUM for implementation
11. NERC NOTIFIED
12. Appeal has merit FORUM invites KE. and complainant for Hearing Session on complaint
13. Customer dissatisfied with FORUM’s decision Appeals to NERC
15. Customer not satisfied with NERC’s decision, other procedures followed.

* The timeline depends on the nature of the complaint

Kaduna Forum Office
Wema Bank Building,
Golf Course Road by
High Court Kaduna
Telephone No: 08186887299
Email address:
kadunaforum@nerc.org

Kebbi Forum Office
Opposite Kebbi Government Office, Birnin Kebbi

Sokoto Forum Office
Number 1 Garba Duba Road
Sokoto
08038979282
kpgandug@nerc.org

Zamfara Forum Office
2 Kantin Dashe Beside Polo
Market Gusau, Zamfara State