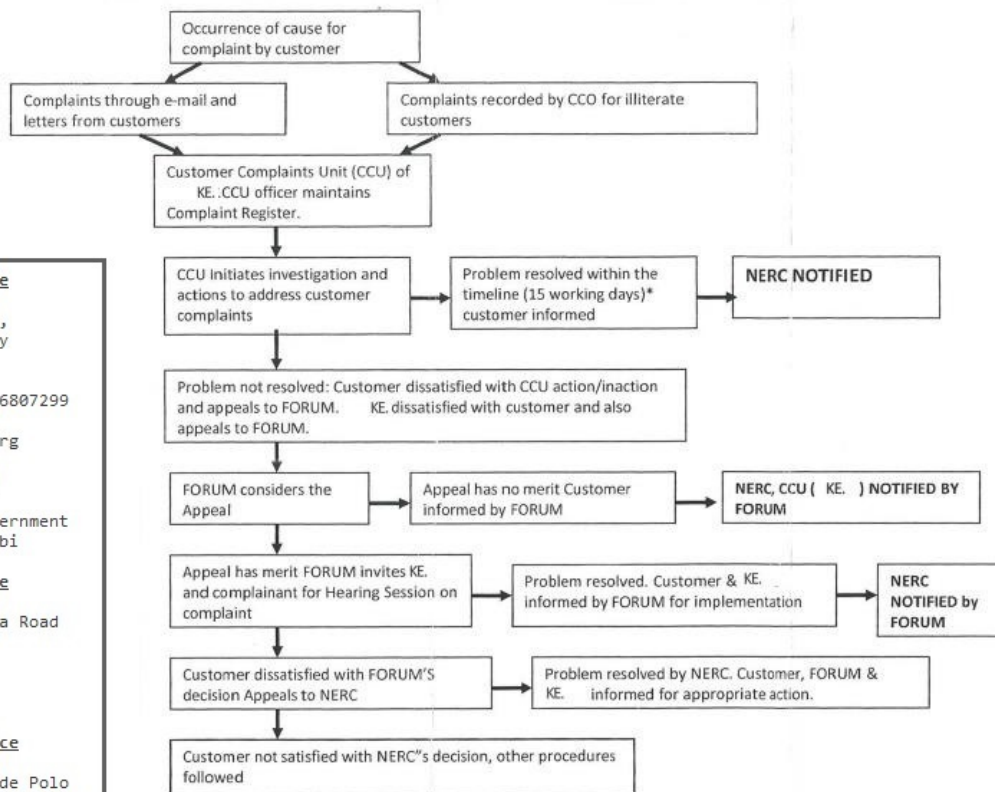


# Customer Redress Mechanism



**Kaduna Forum Office**  
 Wema Bank Building,  
 Golf Course Road by  
 High Court Kaduna  
 Telephone No: 08106807299  
 Email addresses:  
 kadunaforum@nerc.org

**Kebbi Forum Office**  
 Opposite Kebbi Government  
 Office, Birnin Kebbi

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

**Zamfara Forum Office**  
 2 Kantin Daji Beside Polo  
 Market Gusau, Zamfara State

*\* The timeline depends on the nature of the complaint*