



LUAPULA WATER SUPPLY AND
SANITATION COMPANY LIMITED

PUBLIC GUIDE

Grievance Redress Mechanism (GRM)

Updated 2026

A free, fair and confidential way for customers, communities, workers and contractors to raise concerns about LpWSC's water and sanitation work — and see them resolved.

Your voice matters. We are here to listen.
Clean Water • Safe Sanitation • Better Health

What is the GRM?

The Grievance Redress Mechanism (GRM) is LpWSC's official channel for raising concerns about our water and sanitation work — from a leaking pipe or billing dispute, to a safety concern on a project site. Every concern is logged, looked into, and answered.

WHO CAN USE IT?

- Community members**
Anyone living near our project sites
- Customers**
Anyone connected to LpWSC water services
- LpWSC staff**
Any employee of the Company
- Contractors & suppliers**
Anyone working on our behalf

WHY IT MATTERS

- ✓ Free of charge, always
- ✓ Confidential — your identity is protected
- ✓ Safe — no retaliation for speaking up
- ✓ Open to anonymous reports
- ✓ Every concern gets an answer

How to Reach Us

- Complaint box**
At every district office and project site
- Talk to someone**
Any staff, District Manager or Community Liaison Officer
- SMS or WhatsApp**
No airtime needed to be heard
- Email or letter**
info@lpwsc.co.zm, or your district office
- Community meetings**
Raise it at any sensitisation session
- Traditional leaders**
Zone leaders and chiefs pass it on for you

WHAT HAPPENS NEXT

- Acknowledged**
Within 2 working days
- Reviewed**
5–14 working days
- Resolved & confirmed**
You'll hear the outcome directly
- Not satisfied? Appeal**
Independent review, 14–30 days

A Private Word

If someone has hurt you, or made you feel unsafe: you are believed, and you are not alone. This is handled with care and confidentiality — only with your consent.

24/7 NATIONAL HELPLINES

- 933** **Adult GBV & crisis counselling**
Lifeline Childline Zambia
- 116** **Child protection & youth**
Free, 24 hours a day
- 999/10111** **Emergency — police**
Immediate danger or rescue

LOCAL SUPPORT IN LUAPULA

- Mansa Anti-GBV Fast-Track Court**
Dedicated hearings for GBV/SEA cases
- Zambia Police VSU**
At every district command
- District Social Welfare Offices**
MCDSS — safe placement & follow-up

For More Information, Contact Us

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