



KATSINA STATE WATER BOARD (KSWB)

SERVICE LEVEL AGREEMENT (SLA)

This Service Level Agreement (SLA) sets forth the terms and conditions under which the **Katsina State Water Board (KSWB)** will provide water supply services to residents, industries, and institutions in Katsina State. The SLA outlines the scope of services, performance metrics, responsibilities, and remedies for non-compliance to ensure that the water board delivers on its promise of providing safe, reliable, and high-quality water services.

1. GOALS AND OBJECTIVES

The goals and objectives of this SLA include:

- **Compliance with Regulations:** Ensure full compliance with all relevant national and state laws, regulations, and industry standards regarding potable water services.
- **Reliable Water Supply:** Ensure the reliable and continuous delivery of clean and safe water to consumers, meeting quality standards set by health and environmental authorities.
- **Efficient Service Delivery:** Maintain and improve the efficiency of water distribution, minimise outages, and quickly address service interruptions to meet the needs of end users.
- **Consumer Accountability and Transparency:** Promote a transparent relationship with consumers by providing clear guidelines on service delivery, billing, and resolving issues or complaints.

2. STAKEHOLDERS

The stakeholders in this SLA include:

- **Katsina State Water Board (KSWB):** The service provider responsible for managing the entire water supply system, including operations, maintenance, billing, and customer service.
- **Consumers:** This includes individual households, businesses, industries, institutions, and public facilities that receive water services from KSWB.
- **Regulatory Bodies:** The Katsina State Ministry of Water Resources, Katsina State Environmental Protection Agency, and other relevant government agencies involved in regulating water supply and environmental health.

3. PERIODIC REVIEW

This SLA will be subject to periodic reviews at least once per year, or earlier as required. Reviews will consider changes in:

- **Water regulations and policies.**
- **Consumer feedback and complaints.**
- **Changes in service capacity or infrastructure upgrades.**

A review will be carried out in collaboration with stakeholders to ensure that the agreement reflects the current operational realities and meets the needs of consumers.

4. SCOPE OF SERVICES

This section details the core services offered by KSWB, the associated costs, and the steps consumers must take to access them. Each service is linked to a specific department, and clear procedures and timelines are provided for transparency.

S/N	Department Responsible	Service	Cost (NGN)	Beneficiaries	Requirements / Steps / Procedures	Response Timelines	Validity
1	Commercial Department	Water Connection	Household: N500 per cubic meter; Industrial: N1,000 per cubic meter; Connection Fee: Household: N10,000; Industrial: N25,000	General Public	Procedure: 1. Obtain, fill, and submit the Water Connection Application Form at any KSWB office or online. 2. Attach customer identification, proof of address (utility bill, tenancy agreement), and landlord consent if required. 3. Pay the connection fee at a designated bank via the payment code provided by KSWB. 4. Present the payment receipt to the Commercial Department. 5. A KSWB officer will conduct a site assessment to evaluate connection needs. 6. Installation of water meter and physical connection to the main water supply.	Response Time: 2 working days from completion of all requirements. Connection Time: Installation will be completed within 3–5 working days from site assessment.	Valid indefinitely as long as the customer remains active and pays bills regularly.
2	Commercial Department	Water Disconnection/Reconnection	Disconnection/Reconnection Fee: Domestic: N2,000 Commercial: N5,000	Existing customers (households, businesses, industries)	Procedure: 1. Disconnection initiated in cases of non-payment or at the customer’s request. 2. Reconnection performed upon settlement of outstanding bills and payment of reconnection fees. 3. Customer must ensure that water meters are secured and protected to avoid damage. 4. Any attempt to reconnect without official approval will attract penalties.	Disconnection: 2 working days after non-payment. Reconnection: 2 working days upon settlement of outstanding fees and request for reconnection.	Valid until disconnection or payment of reconnection fee.
3	Customer Care Department	Complaint Resolution	Free	All customers	Procedure: 1. Complaints can be submitted through multiple channels (phone, email, or in person at any of the eight Water Board district offices at Katsina, Funtua, Daura, Malumfashi, Dutsinma, Jibia, Dutsi and Mashi office and also Water Board Headquarters office).	Acknowledgment: Immediate (within 1 working day). Feedback: 5 working days from submission of complaint.	N/A

					2. Complaint details must include customer identification, meter number, service issues, and any supporting documents (e.g., bills). 3. The Customer Care team will acknowledge the complaint and initiate an investigation. 4. Feedback will be provided within 5 working days. 5. If necessary, an on-site visit will be scheduled to resolve technical issues.		
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5. PERFORMANCE STANDARDS

KSWB commits to the following performance standards to ensure customer satisfaction:

- **Water Quality:** Water supplied will meet the national standards for drinking water as specified by the National Agency for Food and Drug Administration and Control (NAFDAC) and the World Health Organization (WHO).
- **Service Availability:** Water services will be available **24 hours a day, 7 days a week**, except during periods of maintenance or unforeseen disruptions.
- **Timeliness:** Service requests, including new connections, disconnections, and complaints, will be handled promptly in line with the timelines outlined in Section 4.

6. GRIEVANCE REDRESS MECHANISM (GRM)

To address issues that arise due to service failure or disputes, the KSWB has established a comprehensive Grievance Redress Mechanism (GRM). This system provides remedies for defaults and ensures consumer satisfaction through the following steps:

1. **First-Level Resolution:** Complaints are first handled by the **Customer Care Department**, with feedback provided within 5 days.
2. **Escalation:** If a complaint is unresolved at the first level, it can be escalated to the **Commercial Department** for further review and resolution.
3. **Final Appeal:** In cases where disputes remain unresolved, customers can appeal to the **Executive Management Team** of KSWB, which will provide a final resolution within 14 working days.
4. **Compensation:** In cases where service interruptions or errors cause significant damage or inconvenience, affected consumers may be eligible for compensation in the form of service credits or bill reductions.

7. REMEDIES FOR DEFAULT

The following remedies apply when KSWB fails to meet service standards:

- **Delay in Service Provision:** If the Water Board fails to deliver services within the specified response timelines, affected consumers are entitled to priority handling or accelerated service delivery at no additional cost.
- **Water Quality Issues:** If water supplied is below quality standards, KSWB will perform an investigation and, if found at fault, will take corrective actions, including flushing lines, providing alternate supply sources, and offering rebates for the affected period.
- **Disruption in Service:** In the event of an unplanned disruption, KSWB will notify consumers within 24 hours and provide estimated restoration times. Affected customers may receive a rebate if disruptions persist beyond a reasonable period.

8. VALIDITY AND AMENDMENT

This SLA is valid for one year from the date of signing and will be reviewed annually or as needed. Any amendments must be agreed upon by both KSWB and the consumer through written consent. Both parties are bound by the terms set forth unless otherwise agreed.

Signed:
Katsina State Water Board (KSWB)
Name: [Authorized Signatory]
Date: [Date]

Beneficiary
Name: [Customer/Business/Institution]
Date: [Date]

For inquiries or complaints please contact

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Signature
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Managing Director
22nd October, 2023