



## **KATSINA STATE GOVERNMENT**

### **KATSINA STATE WATER BOARD**

#### **SERVICE LEVEL AGREEMENT (SLA) COMPLIANCE MONTHLY REPORT** **FOR THE MONTH OF JULY 2025**

#### **1. INTRODUCTION**

This report is a Service Level Agreement compliance report for Katsina State Water Board, specifically for the five business-enabling Ministries, departments, and agencies (MDAs) in order to increase Transparency of official fees and procedures. It focuses on the core business regulatory processes delivery timelines and percentage of total requests completed within the SLA timelines.

#### **2. CORE REGULATORY PROCESSES AND DELIVERY TIMELINES TIMES**

<b>S/N</b>	<b>REGULATORY PROCESS</b>	<b>DELIVERY TIMELINES</b>
1.	Water Connection	5 working days
2.	Water Reconnection	2 working days

#### **3. SERVICE LEVEL AGREEMENT COMPLIANCE STATISTICS**

This section provides the agency statistics computations and measuring the compliance rates for the agency service level agreement, which is computed as follow:

$$\text{SLA Compliance rate} = \frac{\text{Total requests completed on time}}{\text{Total requests received}} \times 100\%$$

##### **i. New Water Connection**

Total requests received = 5

Total request Completed on time = 5

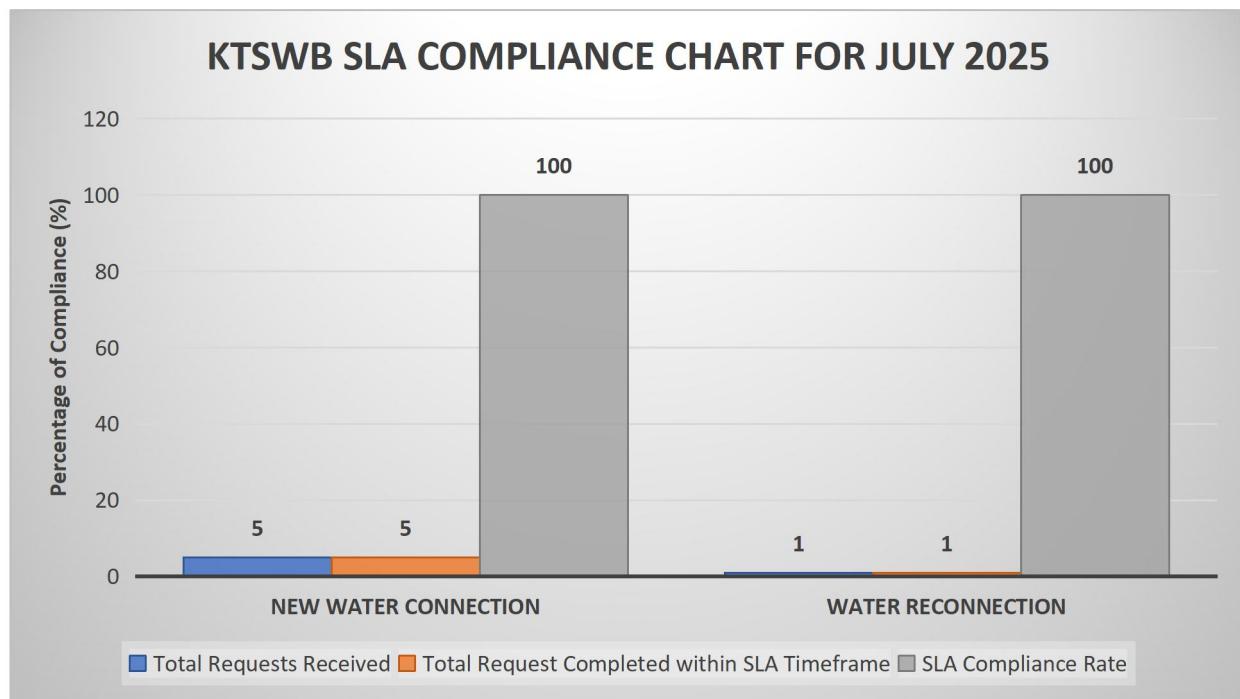
Overall Compliance Rate = 100%

## ii. Water Reconnection

Total requests received	=	1
Total request Completed on time	=	1
Overall Compliance Rate	=	100%

## 4. SLA COMPLIANCE RATE BY EACH CORE REGULATORY PROCESS

S/N	Regulatory Process	Total Requests Received	Total Request Completed Within SLA Timeframe	SLA Compliance Rate (%)
1.	New Water Connection	5	5	100
2.	Water Reconnection	1	1	100



### COMMENT:

The report for the month shows 100% compliance for both the two cores regulatory process.

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24<sup>th</sup> August, 2025