



KATSINA STATE GOVERNMENT

KATSINA STATE WATER BOARD

SERVICE LEVEL AGREEMENT (SLA) COMPLIANCE MONTHLY REPORT **FOR THE MONTH OF MARCH 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

S/N	REGULATORY PROCESS	DELIVERY TIMELINES
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:

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

i. New Water Connection

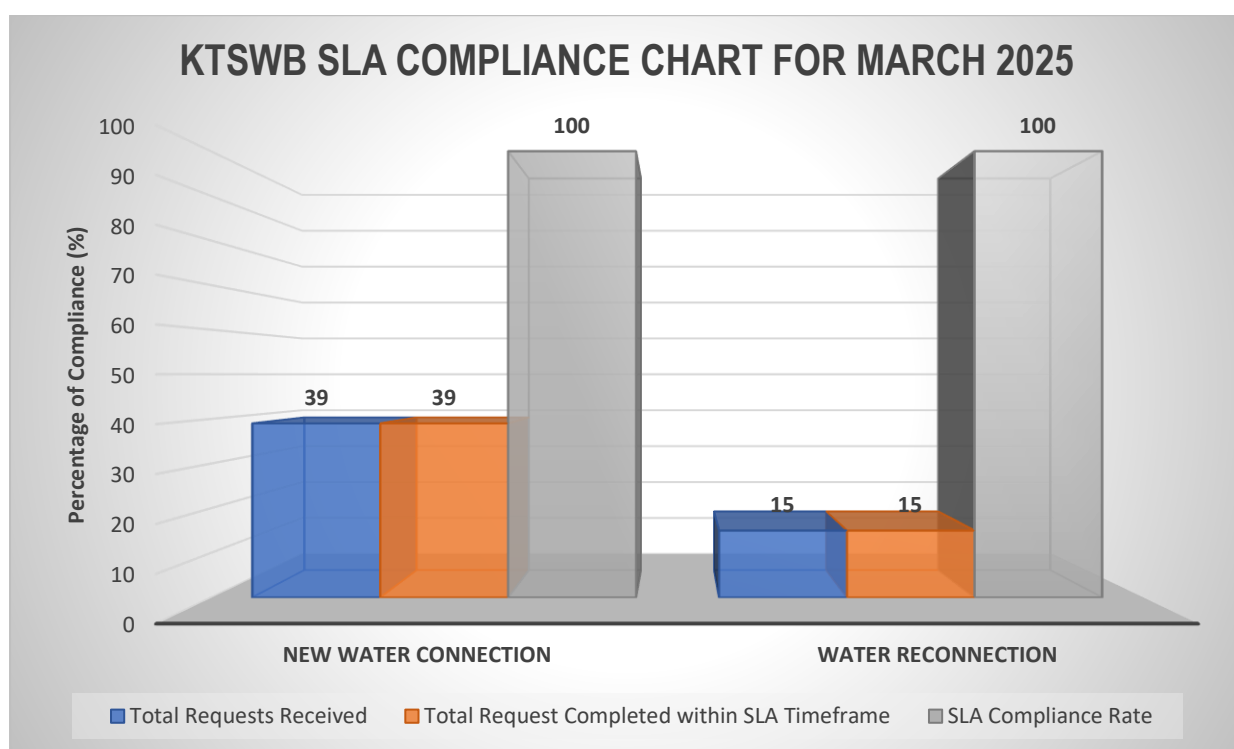
Total requests received	=	39
Total request Completed on time	=	39
Overall Compliance Rate	=	100%

ii. **Water Reconnection**

Total requests received = 15
Total request Completed on time = 15
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	39	39	100
2.	Water Reconnection	15	15	100



COMMENT:

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

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Yahaya Abdullahi

Director Commercial

29th May, 2025