



## **KATSINA STATE GOVERNMENT**

### **KATSINA STATE WATER BOARD**

## **SERVICE LEVEL AGREEMENT (SLA) COMPLIANCE MONTHLY REPORT** **FOR THE MONTH OF NOVEMBER 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:

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

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

|                                 |   |      |
|---------------------------------|---|------|
| Total requests received         | = | 3    |
| Total request Completed on time | = | 3    |
| Overall Compliance Rate         | = | 100% |

ii. **Water Reconnection**

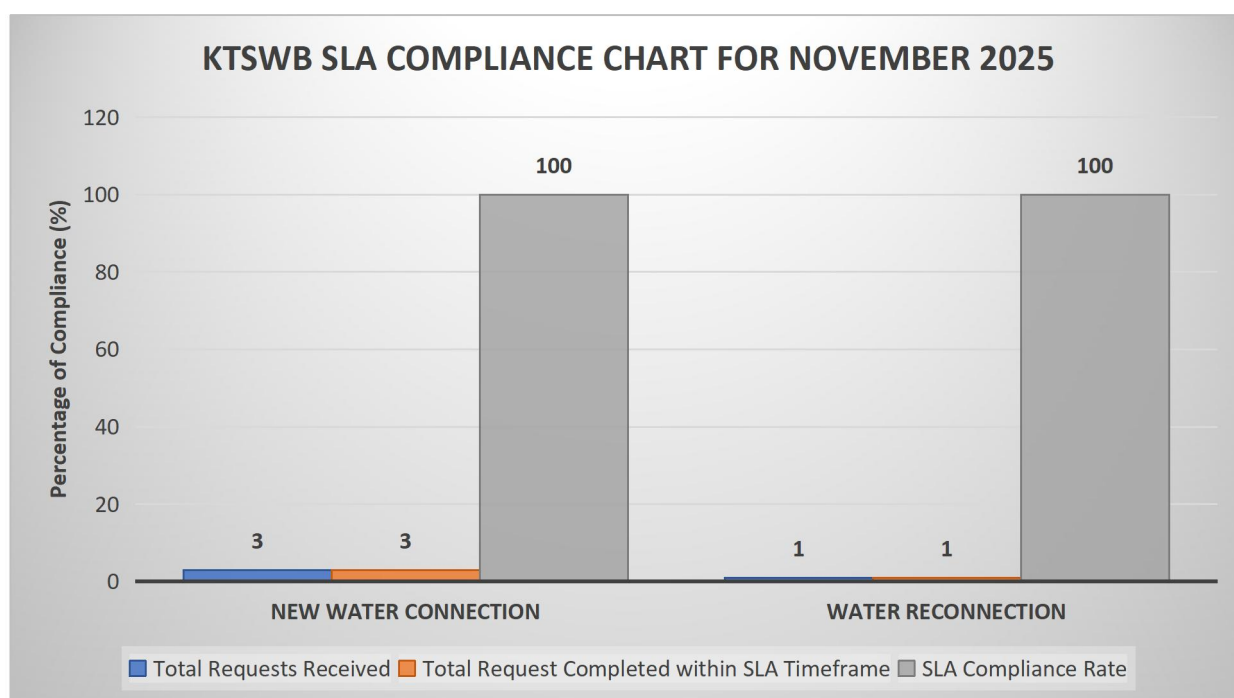
Total requests received = 1

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 | 3                       | 3                                            | 100                     |
| 2.  | Water Reconnection   | 1                       | 1                                            | 100                     |



**COMMENT:**

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

Managing Director

Katsina State Water Board.

December 2025