



**CROSS RIVER STATE
WATER BOARD LTD.**

RC 339739

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CWB/AD/S.309/VOL. I/12

January 28, 2025

The State Reform Champion
State Action on Business Reforms
Fabrication Academy Centre
Calabar

Dear Madam

**SUBMISSION OF SERVICE LEVEL AGREEMENT
COMPLIANCE REPORT FOR JANUARY, 2025**

I have directive of the Managing Director, Cross River State Water Board Ltd to forward the Service Level Agreement Compliance Report in respect of Cross River State Water Board Ltd, for January, 2025.

We however wish to state here that over the years our Utility had experienced series of attacks on vandalization of our Plants, which prompted Management to resolve at its meeting in December 9, 2024, to place procurement order on the vandalised equipment and machineries from outside the country.

Consequently, we are expecting the arrival of the equipment, after which we will lounge into 7 months test run operation period at no cost on the customers, following our resolution at the above stated Management meeting, to enable us build back trust on our customers.

Thank you.

Yours faithfully

Mrs. Glory A. Edet
Director of Administration
for: Managing Director



CROSS RIVER STATE WATER BOARD LTD

SERVICES:

1. Water Connection
2. Billing

MONTH: January Report

SERVICE LEVEL AGREEMENT COMPLIANCE REPORT									
SN	NATURE OF SERVICE REQUESTED	CHANNEL OF REQUEST	CLIENT NAME	CLIENT EMAIL	CLIENT TELEPHONE NUMBER	DATE OF REQUEST	DECISION REACHED	DATE DECISION WAS MADE AND COMMUNICATED TO APPLICANT (APPROVED OR DENIED)	EXPECTED TIMELINE PER SLA
Due to vandalization of our plants/ equipment, since November 2023 to date, water connection and distribution across the state was suspended to enable our Engineers ascertain the extend of damages. Approval for funds and procurement for damage plants/equipment was carried out for replacement of damage equipment on January 2024. As a result of this, the management suspended all water connections/disconnections and billing of all categories of customers until September 2025									



Director of Administration, Mrs. Glory Asuquo Edet

DATE: 28th January 2025