



CROSS RIVER STATE
WATER BOARD LTD.

RC 339739

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CWB/AD/S.309/VOL. I/14

March 26, 2025

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

Dear Madam

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

Following the directive of the Managing Director of Cross River State Water Board Ltd in compliance to the submission of the Service Level Agreement for the month March 2025, I hereby wish to state that we had begun the test run exercise as agreed by the Management at its meeting of 9th December 2024 to build confidence in the minds of our customers and so; there are no collections since we are distributing at no cost 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: March 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: 26th March 2025