



CROSS RIVER STATE WATER BOARD LTD.

RC 339739

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April 25, 2025

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

Dear Madam

SUBMISSION OF SERVICE LEVEL AGREEMENT COMPLIANCE REPORT FOR APRIL, 2025

The Managing Director, Cross River State Water Board Ltd, has directed the submission of April 2025 Service Level Agreement Compliance Report; thus, consequent upon the Management resolution to test run for 7 months without collection, we are running free distribution of water to our customers and so, no revenue is generated.

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: April 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: 25th April 2025