



CROSS RIVER STATE WATER BOARD LTD.

RC 339739

H/Qtrs: 147 Ndidem Usang Iso Road,
P.M.B. 1177, Calabar, Nigeria.
Website: www.crswaterboard.com
E-mail: crswaterboardlimited@gmail.com

CWB/AD/S.309VOL.22

September 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
THE MONTH OF SEPTEMBER, 2025**

Following a successful conclusion of our test run operation, I have the directive of the Managing Director to forward to your office the below transactions as recorded in the month of September, 2025:

S/N	NAME OF CUSTOMER	PURPOSE OF PAYMENT	AMOUNT N	DATE OF PAYMENT
1.	Nkechi Adimora Adimorah	Water Connection Registration	10,000	23/9/2025
2.	Obo Mesembe Edet	Registration for Water Connection	10,000	23/9/2025
3.	Esther Thomas	Registration for Water Connection	10,000	25/9/2025

This is for your information and necessary action please.

Yours faithfully

Mrs. Glory A. Edet
Director of Admin.
For: Managing Director



CROSS RIVER STATE WATER BOARD LIMITED

SERVICES:

1. Water Connection
2. Billing

Month: September 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
1	REGISTRATION FOR WATER CONNECTION	MANAGING DIRECTOR CRSWBL	NKECHI ADIMORA ADIMORA		08033105466	19/09/2025	AFTER ASSESSMENT OF THE CUSTOMER THE CONNECTION OF WATER WAS APPROVED	22/09/2025 (APPROVED)	TWO - DAYS
2	WATER CONNECTION REGISTRATION	MANAGING DIRECTOR CRSWBL	OBO MESEMBE EDET		08037106783	19/09/2025	AFTER ASSESSMENT OF THE CUSTOMER THE CONNECTION OF WATER WAS APPROVED	22/09/2025 (APPROVED)	TWO - DAYS
3	WATER CONNECTION REGISTRATION	MANAGING DIRECTOR	ESTHER PAUL THOMAS		07067943572	22/09/2025	AFTER ASSESSMENT OF THE CUSTOMER THE CONNECTION OF WATER WAS APPROVED	23/09/2025 (APPROVED)	TWO - DAYS

Director of Administration: Mrs. Glory Asuquo Edet
Date: September 26, 2025

