



SERVICE LEVEL AGREEMENT (SLA) COMPLIANCE STATISTICS REPORT FOR JANUARY, 2025

1. Introduction

This monthly report provides an overview of Niger State Water and Sewage Corporation (NISWASEC)'s adherence to Service Level Agreements (SLAs) for the Month of January, 2025. The services covered are the core water connection processes, namely form vetting and initial processing, site survey and assessment, payment validation, and physical line and meter installation. It summarizes request volumes, performance within SLA timelines, and corrective measures to improve service delivery outcomes.

2. CORE REGULATORY PROCESSES AND COMMITTED TURNAROUND TIMES

S/N	REGULATORY PROCESS	COMMITTED TURNAROUND TIME
1.	Form Vetting & Initial Processing	1 working day
2.	Site Survey & Assessment	1 working day

3. SLA COMPLIANCE STATISTICS

This section evaluates compliance with SLAs by measuring the percentage of total requests completed within the committed time. Where a range is stated, the upper limit of the range is the benchmark for compliance.

SLA Compliance Rate Formula = (Total Requests Completed on Time ÷ Total Requests Received) × 100%

i. Form Vetting & Initial Processing:

Total Requests completed on time = 20

Total Requests received = 22

Overall Compliance Rate = 90.9%

ii. Site Survey & Assessment:

Total Requests completed on time = 17

Total Requests received = 18

Overall Compliance Rate = 94.4%

4. SLA COMPLIANCE BREAKDOWN BY PROCESS

S/N	REGULATORY PROCESS	TOTAL REQUESTS RECEIVED	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)	AVG. TURNAROUND (WORKING DAYS)
1	Form Vetting & Initial Processing	22	20	90.9%	0.9
2	Site Survey & Assessment	18	17	94.4%	0.9
	Overall (all processes)	40	37	92.5%	

5. TRENDS AND INSIGHT

Monthly SLA Performance Trends (all regulatory processes combined)

MONTH	TOTAL REQUESTS	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)
January, 2025	40	37	92.5%

6. Summary of Compliance Performance

Overall, SLA compliance across the 2 regulatory processes monitored stands at 92.5% for the month of January, 2025. A total of 40 requests were received and 37 were completed within the committed timelines. The highest compliance was recorded for Site Survey & Assessment (94.4%), while Form Vetting & Initial Processing recorded the lowest at 90.9%. No corrective

action was required beyond routine monitoring of pending requests.

For further information, contact

Niger State Water and Sewage Corporation (NISWASEC),
Gidan Ruwa, Dr. Nnamdi Azikiwe Road, Western Bypass, Minna, Niger State, P.M.B. 70.
+234 803 588 4727 +234 805 227 7877 +234 808 353 1111 +234 066-221526
Email: hmchado2k1@yahoo.com, Website: nswb.nigerstate.gov.ng

Signed:

Engr. Gimba.D. Yisa
Director-General
Niger State Water and Sewage Corporation (NISWASEC)
January, 2025



SERVICE LEVEL AGREEMENT (SLA) COMPLIANCE STATISTICS REPORT FOR FEBRUARY, 2025

1. Introduction

This monthly report provides an overview of Niger State Water and Sewage Corporation (NISWASEC)'s adherence to Service Level Agreements (SLAs) for the Month of February, 2025. The services covered are the core water connection processes, namely form vetting and initial processing, site survey and assessment, payment validation, and physical line and meter installation. It summarizes request volumes, performance within SLA timelines, and corrective measures to improve service delivery outcomes.

2. CORE REGULATORY PROCESSES AND COMMITTED TURNAROUND TIMES

S/N	REGULATORY PROCESS	COMMITTED TURNAROUND TIME
1.	Form Vetting & Initial Processing	1 working day
2.	Payment Validation / Verification	2 working days

3. SLA COMPLIANCE STATISTICS

This section evaluates compliance with SLAs by measuring the percentage of total requests completed within the committed time. Where a range is stated, the upper limit of the range is the benchmark for compliance.

SLA Compliance Rate Formula = (Total Requests Completed on Time ÷ Total Requests Received) × 100%

i. Form Vetting & Initial Processing:

Total Requests completed on time = 24

Total Requests received = 25

Overall Compliance Rate = 96%

ii. Payment Validation / Verification:

Total Requests completed on time = 14

Total Requests received = 16

Overall Compliance Rate = 87.5%

4. SLA COMPLIANCE BREAKDOWN BY PROCESS

S/N	REGULATORY PROCESS	TOTAL REQUESTS RECEIVED	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)	AVG. TURNAROUND (WORKING DAYS)
1	Form Vetting & Initial Processing	25	24	96%	0.9
2	Payment Validation / Verification	16	14	87.5%	1.9
	Overall (all processes)	41	38	92.7%	

5. TRENDS AND INSIGHT

Monthly SLA Performance Trends (all regulatory processes combined)

MONTH	TOTAL REQUESTS	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)
January, 2025	40	37	92.5%
February, 2025	41	38	92.7%

6. Summary of Compliance Performance

Overall, SLA compliance across the 2 regulatory processes monitored stands at 92.7% for the month of February, 2025. A total of 41 requests were received and 38 were completed within the committed timelines. The highest compliance was recorded for Form Vetting & Initial Processing (96%), while Payment Validation / Verification recorded the lowest at 87.5%. Corrective measures for the month include closer monitoring of pending requests, daily follow-up by unit heads and prioritisation of backlog in respect of: Payment Validation / Verification.

For further information, contact

Niger State Water and Sewage Corporation (NISWASEC),
Gidan Ruwa, Dr. Nnamdi Azikiwe Road, Western Bypass, Minna, Niger State, P.M.B. 70.
+234 803 588 4727 +234 805 227 7877 +234 808 353 1111 +234 066-221526
Email: hmchado2k1@yahoo.com, Website: nswb.nigerstate.gov.ng

Signed:

Engr. Gimba.D. Yisa
Director-General
Niger State Water and Sewage Corporation (NISWASEC)
February, 2025



SERVICE LEVEL AGREEMENT (SLA) COMPLIANCE STATISTICS REPORT FOR MARCH, 2025

1. Introduction

This monthly report provides an overview of Niger State Water and Sewage Corporation (NISWASEC)'s adherence to Service Level Agreements (SLAs) for the Month of March, 2025. The services covered are the core water connection processes, namely form vetting and initial processing, site survey and assessment, payment validation, and physical line and meter installation. It summarizes request volumes, performance within SLA timelines, and corrective measures to improve service delivery outcomes.

2. CORE REGULATORY PROCESSES AND COMMITTED TURNAROUND TIMES

S/N	REGULATORY PROCESS	COMMITTED TURNAROUND TIME
1.	Site Survey & Assessment	1 working day
2.	Physical Line & Meter Installation	2 to 3 working days
3.	Total End-to-End Delivery (New Connection)	4 to 5 working days

3. SLA COMPLIANCE STATISTICS

This section evaluates compliance with SLAs by measuring the percentage of total requests completed within the committed time. Where a range is stated, the upper limit of the range is the benchmark for compliance.

SLA Compliance Rate Formula = (Total Requests Completed on Time ÷ Total Requests Received) × 100%

i. Site Survey & Assessment:

Total Requests completed on time = 19

Total Requests received = 21

Overall Compliance Rate = 90.5%

ii. Physical Line & Meter Installation:

Total Requests completed on time = 11

Total Requests received = 14

Overall Compliance Rate = 78.6%

iii. Total End-to-End Delivery (New Connection):

Total Requests completed on time = 8

Total Requests received = 11

Overall Compliance Rate = 72.7%

4. SLA COMPLIANCE BREAKDOWN BY PROCESS

S/N	REGULATORY PROCESS	TOTAL REQUESTS RECEIVED	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)	AVG. TURNAROUND (WORKING DAYS)
1	Site Survey & Assessment	21	19	90.5%	1.0
2	Physical Line & Meter Installation	14	11	78.6%	2.8
3	Total End-to-End Delivery (New Connection)	11	8	72.7%	4.7
	Overall (all processes)	46	38	82.6%	

5. TRENDS AND INSIGHT

Monthly SLA Performance Trends (all regulatory processes combined)

MONTH	TOTAL REQUESTS	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)
January, 2025	40	37	92.5%
February, 2025	41	38	92.7%
March, 2025	46	38	82.6%

6. Summary of Compliance Performance

Overall, SLA compliance across the 3 regulatory processes monitored stands at 82.6% for the month of March, 2025. A total of 46 requests were received and 38 were completed within the committed timelines. The highest compliance was recorded for Site Survey & Assessment (90.5%), while Total End-to-End Delivery (New Connection) recorded the lowest at 72.7%. Corrective measures for the month include closer monitoring of pending requests, daily follow-up by unit heads and prioritisation of backlog in respect of: Physical Line & Meter Installation; Total End-to-End Delivery (New Connection).

For further information, contact

Niger State Water and Sewage Corporation (NISWASEC),
 Gidan Ruwa, Dr. Nnamdi Azikiwe Road, Western Bypass, Minna, Niger State, P.M.B. 70.
 +234 803 588 4727 +234 805 227 7877 +234 808 353 1111 +234 066-221526
 Email: hmchado2k1@yahoo.com, Website: nswb.nigerstate.gov.ng

Signed:

Engr. Gimba.D. Yisa
 Director-General
 Niger State Water and Sewage Corporation (NISWASEC)
 March, 2025



SERVICE LEVEL AGREEMENT (SLA) COMPLIANCE STATISTICS REPORT FOR APRIL, 2025

1. Introduction

This monthly report provides an overview of Niger State Water and Sewage Corporation (NISWASEC)'s adherence to Service Level Agreements (SLAs) for the Month of April, 2025. The services covered are the core water connection processes, namely form vetting and initial processing, site survey and assessment, payment validation, and physical line and meter installation. It summarizes request volumes, performance within SLA timelines, and corrective measures to improve service delivery outcomes.

2. CORE REGULATORY PROCESSES AND COMMITTED TURNAROUND TIMES

S/N	REGULATORY PROCESS	COMMITTED TURNAROUND TIME
1.	Form Vetting & Initial Processing	1 working day
2.	Payment Validation / Verification	2 working days

3. SLA COMPLIANCE STATISTICS

This section evaluates compliance with SLAs by measuring the percentage of total requests completed within the committed time. Where a range is stated, the upper limit of the range is the benchmark for compliance.

SLA Compliance Rate Formula = (Total Requests Completed on Time ÷ Total Requests Received) × 100%

i. Form Vetting & Initial Processing:

Total Requests completed on time = 27

Total Requests received = 28

Overall Compliance Rate = 96.4%

ii. Payment Validation / Verification:

Total Requests completed on time = 17

Total Requests received = 19

Overall Compliance Rate = 89.5%

4. SLA COMPLIANCE BREAKDOWN BY PROCESS

S/N	REGULATORY PROCESS	TOTAL REQUESTS RECEIVED	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)	AVG. TURNAROUND (WORKING DAYS)
1	Form Vetting & Initial Processing	28	27	96.4%	0.8
2	Payment Validation / Verification	19	17	89.5%	2.0
	Overall (all processes)	47	44	93.6%	

5. TRENDS AND INSIGHT

Monthly SLA Performance Trends (all regulatory processes combined)

MONTH	TOTAL REQUESTS	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)
January, 2025	40	37	92.5%
February, 2025	41	38	92.7%
March, 2025	46	38	82.6%
April, 2025	47	44	93.6%

6. Summary of Compliance Performance

Overall, SLA compliance across the 2 regulatory processes monitored stands at 93.6% for the month of April, 2025. A total of 47 requests were received and 44 were completed within the committed timelines. The highest compliance was recorded for Form Vetting & Initial Processing (96.4%), while Payment Validation / Verification recorded the lowest at 89.5%. Corrective measures for the month include closer monitoring of pending requests, daily follow-up by unit heads and prioritisation of backlog in respect of: Payment Validation / Verification.

For further information, contact

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Gidan Ruwa, Dr. Nnamdi Azikiwe Road, Western Bypass, Minna, Niger State, P.M.B. 70.
+234 803 588 4727 +234 805 227 7877 +234 808 353 1111 +234 066-221526
Email: hmchado2k1@yahoo.com, Website: nswb.nigerstate.gov.ng

Signed:

Engr. Gimba.D. Yisa
Director-General
Niger State Water and Sewage Corporation (NISWASEC)
April, 2025



SERVICE LEVEL AGREEMENT (SLA) COMPLIANCE STATISTICS REPORT FOR MAY, 2025

1. Introduction

This monthly report provides an overview of Niger State Water and Sewage Corporation (NISWASEC)'s adherence to Service Level Agreements (SLAs) for the Month of May, 2025. The services covered are the core water connection processes, namely form vetting and initial processing, site survey and assessment, payment validation, and physical line and meter installation. It summarizes request volumes, performance within SLA timelines, and corrective measures to improve service delivery outcomes.

2. CORE REGULATORY PROCESSES AND COMMITTED TURNAROUND TIMES

S/N	REGULATORY PROCESS	COMMITTED TURNAROUND TIME
1.	Form Vetting & Initial Processing	1 working day
2.	Site Survey & Assessment	1 working day
3.	Payment Validation / Verification	2 working days

3. SLA COMPLIANCE STATISTICS

This section evaluates compliance with SLAs by measuring the percentage of total requests completed within the committed time. Where a range is stated, the upper limit of the range is the benchmark for compliance.

SLA Compliance Rate Formula = (Total Requests Completed on Time ÷ Total Requests Received) × 100%

i. Form Vetting & Initial Processing:

Total Requests completed on time = 28

Total Requests received = 30

Overall Compliance Rate = 93.3%

ii. Site Survey & Assessment:

Total Requests completed on time = 23

Total Requests received = 24

Overall Compliance Rate = 95.8%

iii. Payment Validation / Verification:

Total Requests completed on time = 18

Total Requests received = 20

Overall Compliance Rate = 90%

4. SLA COMPLIANCE BREAKDOWN BY PROCESS

S/N	REGULATORY PROCESS	TOTAL REQUESTS RECEIVED	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)	AVG. TURNAROUND (WORKING DAYS)
1	Form Vetting & Initial Processing	30	28	93.3%	0.9
2	Site Survey & Assessment	24	23	95.8%	0.9
3	Payment Validation / Verification	20	18	90%	1.9
	Overall (all processes)	74	69	93.2%	

5. TRENDS AND INSIGHT

Monthly SLA Performance Trends (all regulatory processes combined)

MONTH	TOTAL REQUESTS	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)
January, 2025	40	37	92.5%
February, 2025	41	38	92.7%
March, 2025	46	38	82.6%
April, 2025	47	44	93.6%
May, 2025	74	69	93.2%

6. Summary of Compliance Performance

Overall, SLA compliance across the 3 regulatory processes monitored stands at 93.2% for the month of May, 2025. A total of 74 requests were received and 69 were completed within the committed timelines. The highest compliance was recorded for Site Survey & Assessment (95.8%), while Payment Validation / Verification recorded the lowest at 90%. No corrective action was required beyond routine monitoring of pending requests.

For further information, contact

Niger State Water and Sewage Corporation (NISWASEC),
 Gidan Ruwa, Dr. Nnamdi Azikiwe Road, Western Bypass, Minna, Niger State, P.M.B. 70.
 +234 803 588 4727 +234 805 227 7877 +234 808 353 1111 +234 066-221526
 Email: hmchado2k1@yahoo.com, Website: nswb.nigerstate.gov.ng

Signed:

Engr. Gimba.D. Yisa
 Director-General
 Niger State Water and Sewage Corporation (NISWASEC)
 May, 2025



SERVICE LEVEL AGREEMENT (SLA) COMPLIANCE STATISTICS REPORT FOR JUNE, 2025

1. Introduction

This monthly report provides an overview of Niger State Water and Sewage Corporation (NISWASEC)'s adherence to Service Level Agreements (SLAs) for the Month of June, 2025. The services covered are the core water connection processes, namely form vetting and initial processing, site survey and assessment, payment validation, and physical line and meter installation. It summarizes request volumes, performance within SLA timelines, and corrective measures to improve service delivery outcomes.

2. CORE REGULATORY PROCESSES AND COMMITTED TURNAROUND TIMES

S/N	REGULATORY PROCESS	COMMITTED TURNAROUND TIME
1.	Payment Validation / Verification	2 working days
2.	Physical Line & Meter Installation	2 to 3 working days

3. SLA COMPLIANCE STATISTICS

This section evaluates compliance with SLAs by measuring the percentage of total requests completed within the committed time. Where a range is stated, the upper limit of the range is the benchmark for compliance.

SLA Compliance Rate Formula = (Total Requests Completed on Time ÷ Total Requests Received) × 100%

i. Payment Validation / Verification:

Total Requests completed on time = 15

Total Requests received = 17

Overall Compliance Rate = 88.2%

ii. Physical Line & Meter Installation:

Total Requests completed on time = 10

Total Requests received = 13

Overall Compliance Rate = 76.9%

4. SLA COMPLIANCE BREAKDOWN BY PROCESS

S/N	REGULATORY PROCESS	TOTAL REQUESTS RECEIVED	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)	AVG. TURNAROUND (WORKING DAYS)
1	Payment Validation / Verification	17	15	88.2%	2.0
2	Physical Line & Meter Installation	13	10	76.9%	2.9
	Overall (all processes)	30	25	83.3%	

5. TRENDS AND INSIGHT

Monthly SLA Performance Trends (all regulatory processes combined)

MONTH	TOTAL REQUESTS	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)
January, 2025	40	37	92.5%
February, 2025	41	38	92.7%
March, 2025	46	38	82.6%
April, 2025	47	44	93.6%
May, 2025	74	69	93.2%

MONTH	TOTAL REQUESTS	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)
June, 2025	30	25	83.3%

6. Summary of Compliance Performance

Overall, SLA compliance across the 2 regulatory processes monitored stands at 83.3% for the month of June, 2025. A total of 30 requests were received and 25 were completed within the committed timelines. The highest compliance was recorded for Payment Validation / Verification (88.2%), while Physical Line & Meter Installation recorded the lowest at 76.9%. Corrective measures for the month include closer monitoring of pending requests, daily follow-up by unit heads and prioritisation of backlog in respect of: Payment Validation / Verification; Physical Line & Meter Installation.

For further information, contact

Niger State Water and Sewage Corporation (NISWASEC),
 Gidan Ruwa, Dr. Nnamdi Azikiwe Road, Western Bypass, Minna, Niger State, P.M.B. 70.
 +234 803 588 4727 +234 805 227 7877 +234 808 353 1111 +234 066-221526
 Email: hmchado2k1@yahoo.com, Website: nswb.nigerstate.gov.ng

Signed:

Engr. Gimba.D. Yisa
 Director-General
 Niger State Water and Sewage Corporation (NISWASEC)
 June, 2025



SERVICE LEVEL AGREEMENT (SLA) COMPLIANCE STATISTICS REPORT FOR JULY, 2025

1. Introduction

This monthly report provides an overview of Niger State Water and Sewage Corporation (NISWASEC)'s adherence to Service Level Agreements (SLAs) for the Month of July, 2025. The services covered are the core water connection processes, namely form vetting and initial processing, site survey and assessment, payment validation, and physical line and meter installation. It summarizes request volumes, performance within SLA timelines, and corrective measures to improve service delivery outcomes.

2. CORE REGULATORY PROCESSES AND COMMITTED TURNAROUND TIMES

S/N	REGULATORY PROCESS	COMMITTED TURNAROUND TIME
1.	Form Vetting & Initial Processing	1 working day
2.	Site Survey & Assessment	1 working day
3.	Physical Line & Meter Installation	2 to 3 working days
4.	Total End-to-End Delivery (New Connection)	4 to 5 working days

3. SLA COMPLIANCE STATISTICS

This section evaluates compliance with SLAs by measuring the percentage of total requests completed within the committed time. Where a range is stated, the upper limit of the range is the benchmark for compliance.

SLA Compliance Rate Formula = (Total Requests Completed on Time ÷ Total Requests Received) × 100%

i. Form Vetting & Initial Processing:

Total Requests completed on time = 25

Total Requests received = 26

Overall Compliance Rate = 96.2%

ii. Site Survey & Assessment:

Total Requests completed on time = 20

Total Requests received = 22

Overall Compliance Rate = 90.9%

iii. Physical Line & Meter Installation:

Total Requests completed on time = 13

Total Requests received = 15

Overall Compliance Rate = 86.7%

iv. Total End-to-End Delivery (New Connection):

Total Requests completed on time = 10

Total Requests received = 12

Overall Compliance Rate = 83.3%

4. SLA COMPLIANCE BREAKDOWN BY PROCESS

S/N	REGULATORY PROCESS	TOTAL REQUESTS RECEIVED	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)	AVG. TURNAROUND (WORKING DAYS)
1	Form Vetting & Initial Processing	26	25	96.2%	0.8
2	Site Survey & Assessment	22	20	90.9%	1.0
3	Physical Line & Meter Installation	15	13	86.7%	2.7

S/N	REGULATORY PROCESS	TOTAL REQUESTS RECEIVED	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)	AVG. TURNAROUND (WORKING DAYS)
4	Total End-to-End Delivery (New Connection)	12	10	83.3%	4.6
	Overall (all processes)	75	68	90.7%	

5. TRENDS AND INSIGHT

Monthly SLA Performance Trends (all regulatory processes combined)

MONTH	TOTAL REQUESTS	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)
January, 2025	40	37	92.5%
February, 2025	41	38	92.7%
March, 2025	46	38	82.6%
April, 2025	47	44	93.6%
May, 2025	74	69	93.2%
June, 2025	30	25	83.3%
July, 2025	75	68	90.7%

6. Summary of Compliance Performance

Overall, SLA compliance across the 4 regulatory processes monitored stands at 90.7% for the month of July, 2025. A total of 75 requests were received and 68 were completed within the committed timelines. The highest compliance was recorded for Form Vetting & Initial Processing (96.2%), while Total End-to-End Delivery (New Connection) recorded the lowest at 83.3%. Corrective measures for the month include closer monitoring of pending requests, daily follow-up by unit heads and prioritisation of backlog in respect of: Physical Line & Meter Installation; Total End-to-End Delivery (New Connection).

For further information, contact

Niger State Water and Sewage Corporation (NISWASEC),
 Gidan Ruwa, Dr. Nnamdi Azikiwe Road, Western Bypass, Minna, Niger State, P.M.B. 70.
 +234 803 588 4727 +234 805 227 7877 +234 808 353 1111 +234 066-221526
 Email: hmchado2k1@yahoo.com, Website: nswb.nigerstate.gov.ng

Signed:

Engr. Gimba.D. Yisa
 Director-General
 Niger State Water and Sewage Corporation (NISWASEC)
 July, 2025



SERVICE LEVEL AGREEMENT (SLA) COMPLIANCE STATISTICS REPORT FOR AUGUST, 2025

1. Introduction

This monthly report provides an overview of Niger State Water and Sewage Corporation (NISWASEC)'s adherence to Service Level Agreements (SLAs) for the Month of August, 2025. The services covered are the core water connection processes, namely form vetting and initial processing, site survey and assessment, payment validation, and physical line and meter installation. It summarizes request volumes, performance within SLA timelines, and corrective measures to improve service delivery outcomes.

2. CORE REGULATORY PROCESSES AND COMMITTED TURNAROUND TIMES

S/N	REGULATORY PROCESS	COMMITTED TURNAROUND TIME
1.	Site Survey & Assessment	1 working day
2.	Payment Validation / Verification	2 working days

3. SLA COMPLIANCE STATISTICS

This section evaluates compliance with SLAs by measuring the percentage of total requests completed within the committed time. Where a range is stated, the upper limit of the range is the benchmark for compliance.

SLA Compliance Rate Formula = (Total Requests Completed on Time ÷ Total Requests Received) × 100%

i. Site Survey & Assessment:

Total Requests completed on time = 18

Total Requests received = 19

Overall Compliance Rate = 94.7%

ii. Payment Validation / Verification:

Total Requests completed on time = 16

Total Requests received = 18

Overall Compliance Rate = 88.9%

4. SLA COMPLIANCE BREAKDOWN BY PROCESS

S/N	REGULATORY PROCESS	TOTAL REQUESTS RECEIVED	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)	AVG. TURNAROUND (WORKING DAYS)
1	Site Survey & Assessment	19	18	94.7%	0.9
2	Payment Validation / Verification	18	16	88.9%	2.0
	Overall (all processes)	37	34	91.9%	

5. TRENDS AND INSIGHT

Monthly SLA Performance Trends (all regulatory processes combined)

MONTH	TOTAL REQUESTS	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)
January, 2025	40	37	92.5%
February, 2025	41	38	92.7%
March, 2025	46	38	82.6%
April, 2025	47	44	93.6%
May, 2025	74	69	93.2%

MONTH	TOTAL REQUESTS	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)
June, 2025	30	25	83.3%
July, 2025	75	68	90.7%
August, 2025	37	34	91.9%

6. Summary of Compliance Performance

Overall, SLA compliance across the 2 regulatory processes monitored stands at 91.9% for the month of August, 2025. A total of 37 requests were received and 34 were completed within the committed timelines. The highest compliance was recorded for Site Survey & Assessment (94.7%), while Payment Validation / Verification recorded the lowest at 88.9%. Corrective measures for the month include closer monitoring of pending requests, daily follow-up by unit heads and prioritisation of backlog in respect of: Payment Validation / Verification.

For further information, contact

Niger State Water and Sewage Corporation (NISWASEC),
 Gidan Ruwa, Dr. Nnamdi Azikiwe Road, Western Bypass, Minna, Niger State, P.M.B. 70.
 +234 803 588 4727 +234 805 227 7877 +234 808 353 1111 +234 066-221526
 Email: hmchado2k1@yahoo.com, Website: nswb.nigerstate.gov.ng

Signed:

Engr. Gimba.D. Yisa
 Director-General
 Niger State Water and Sewage Corporation (NISWASEC)
 August, 2025



SERVICE LEVEL AGREEMENT (SLA) COMPLIANCE STATISTICS REPORT FOR SEPTEMBER, 2025

1. Introduction

This monthly report provides an overview of Niger State Water and Sewage Corporation (NISWASEC)'s adherence to Service Level Agreements (SLAs) for the Month of September, 2025. The services covered are the core water connection processes, namely form vetting and initial processing, site survey and assessment, payment validation, and physical line and meter installation. It summarizes request volumes, performance within SLA timelines, and corrective measures to improve service delivery outcomes.

2. CORE REGULATORY PROCESSES AND COMMITTED TURNAROUND TIMES

S/N	REGULATORY PROCESS	COMMITTED TURNAROUND TIME
1.	Form Vetting & Initial Processing	1 working day
2.	Physical Line & Meter Installation	2 to 3 working days

3. SLA COMPLIANCE STATISTICS

This section evaluates compliance with SLAs by measuring the percentage of total requests completed within the committed time. Where a range is stated, the upper limit of the range is the benchmark for compliance.

SLA Compliance Rate Formula = (Total Requests Completed on Time ÷ Total Requests Received) × 100%

i. Form Vetting & Initial Processing:

Total Requests completed on time = 27

Total Requests received = 29

Overall Compliance Rate = 93.1%

ii. Physical Line & Meter Installation:

Total Requests completed on time = 14

Total Requests received = 16

Overall Compliance Rate = 87.5%

4. SLA COMPLIANCE BREAKDOWN BY PROCESS

S/N	REGULATORY PROCESS	TOTAL REQUESTS RECEIVED	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)	AVG. TURNAROUND (WORKING DAYS)
1	Form Vetting & Initial Processing	29	27	93.1%	0.9
2	Physical Line & Meter Installation	16	14	87.5%	2.8
	Overall (all processes)	45	41	91.1%	

5. TRENDS AND INSIGHT

Monthly SLA Performance Trends (all regulatory processes combined)

MONTH	TOTAL REQUESTS	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)
January, 2025	40	37	92.5%
February, 2025	41	38	92.7%
March, 2025	46	38	82.6%
April, 2025	47	44	93.6%
May, 2025	74	69	93.2%

MONTH	TOTAL REQUESTS	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)
June, 2025	30	25	83.3%
July, 2025	75	68	90.7%
August, 2025	37	34	91.9%
September, 2025	45	41	91.1%

6. Summary of Compliance Performance

Overall, SLA compliance across the 2 regulatory processes monitored stands at 91.1% for the month of September, 2025. A total of 45 requests were received and 41 were completed within the committed timelines. The highest compliance was recorded for Form Vetting & Initial Processing (93.1%), while Physical Line & Meter Installation recorded the lowest at 87.5%. Corrective measures for the month include closer monitoring of pending requests, daily follow-up by unit heads and prioritisation of backlog in respect of: Physical Line & Meter Installation.

For further information, contact

Niger State Water and Sewage Corporation (NISWASEC),
 Gidan Ruwa, Dr. Nnamdi Azikiwe Road, Western Bypass, Minna, Niger State, P.M.B. 70.
 +234 803 588 4727 +234 805 227 7877 +234 808 353 1111 +234 066-221526
 Email: hmchado2k1@yahoo.com, Website: nswb.nigerstate.gov.ng

Signed:

Engr. Gimba.D. Yisa
 Director-General
 Niger State Water and Sewage Corporation (NISWASEC)
 September, 2025



SERVICE LEVEL AGREEMENT (SLA) COMPLIANCE STATISTICS REPORT FOR OCTOBER, 2025

1. Introduction

This monthly report provides an overview of Niger State Water and Sewage Corporation (NISWASEC)'s adherence to Service Level Agreements (SLAs) for the Month of October, 2025. The services covered are the core water connection processes, namely form vetting and initial processing, site survey and assessment, payment validation, and physical line and meter installation. It summarizes request volumes, performance within SLA timelines, and corrective measures to improve service delivery outcomes.

2. CORE REGULATORY PROCESSES AND COMMITTED TURNAROUND TIMES

S/N	REGULATORY PROCESS	COMMITTED TURNAROUND TIME
1.	Form Vetting & Initial Processing	1 working day
2.	Site Survey & Assessment	1 working day
3.	Payment Validation / Verification	2 working days
4.	Total End-to-End Delivery (New Connection)	4 to 5 working days

3. SLA COMPLIANCE STATISTICS

This section evaluates compliance with SLAs by measuring the percentage of total requests completed within the committed time. Where a range is stated, the upper limit of the range is the benchmark for compliance.

SLA Compliance Rate Formula = (Total Requests Completed on Time ÷ Total Requests Received) × 100%

i. Form Vetting & Initial Processing:

Total Requests completed on time = 30

Total Requests received = 31

Overall Compliance Rate = 96.8%

ii. Site Survey & Assessment:

Total Requests completed on time = 23

Total Requests received = 25

Overall Compliance Rate = 92%

iii. Payment Validation / Verification:

Total Requests completed on time = 20

Total Requests received = 21

Overall Compliance Rate = 95.2%

iv. Total End-to-End Delivery (New Connection):

Total Requests completed on time = 11

Total Requests received = 13

Overall Compliance Rate = 84.6%

4. SLA COMPLIANCE BREAKDOWN BY PROCESS

S/N	REGULATORY PROCESS	TOTAL REQUESTS RECEIVED	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)	AVG. TURNAROUND (WORKING DAYS)
1	Form Vetting & Initial Processing	31	30	96.8%	0.8
2	Site Survey & Assessment	25	23	92%	1.0
3	Payment Validation / Verification	21	20	95.2%	1.8

S/N	REGULATORY PROCESS	TOTAL REQUESTS RECEIVED	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)	AVG. TURNAROUND (WORKING DAYS)
4	Total End-to-End Delivery (New Connection)	13	11	84.6%	4.5
	Overall (all processes)	90	84	93.3%	

5. TRENDS AND INSIGHT

Monthly SLA Performance Trends (all regulatory processes combined)

MONTH	TOTAL REQUESTS	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)
January, 2025	40	37	92.5%
February, 2025	41	38	92.7%
March, 2025	46	38	82.6%
April, 2025	47	44	93.6%
May, 2025	74	69	93.2%
June, 2025	30	25	83.3%
July, 2025	75	68	90.7%
August, 2025	37	34	91.9%
September, 2025	45	41	91.1%
October, 2025	90	84	93.3%

6. Summary of Compliance Performance

Overall, SLA compliance across the 4 regulatory processes monitored stands at 93.3% for the month of October, 2025. A total of 90 requests were received and 84 were completed within the committed timelines. The highest compliance was recorded for Form Vetting & Initial Processing (96.8%), while Total End-to-End Delivery (New Connection) recorded the lowest at 84.6%. Corrective measures for the month include closer monitoring of pending requests, daily follow-up by unit heads and prioritisation of backlog in respect of: Total End-to-End Delivery (New Connection).

For further information, contact

Niger State Water and Sewage Corporation (NISWASEC),
Gidan Ruwa, Dr. Nnamdi Azikiwe Road, Western Bypass, Minna, Niger State, P.M.B. 70.
+234 803 588 4727 +234 805 227 7877 +234 808 353 1111 +234 066-221526
Email: hmchado2k1@yahoo.com, Website: nswb.nigerstate.gov.ng

Signed:

Engr. Gimba.D. Yisa
Director-General
Niger State Water and Sewage Corporation (NISWASEC)
October, 2025



SERVICE LEVEL AGREEMENT (SLA) COMPLIANCE STATISTICS REPORT FOR NOVEMBER, 2025

1. Introduction

This monthly report provides an overview of Niger State Water and Sewage Corporation (NISWASEC)'s adherence to Service Level Agreements (SLAs) for the Month of November, 2025. The services covered are the core water connection processes, namely form vetting and initial processing, site survey and assessment, payment validation, and physical line and meter installation. It summarizes request volumes, performance within SLA timelines, and corrective measures to improve service delivery outcomes.

2. CORE REGULATORY PROCESSES AND COMMITTED TURNAROUND TIMES

S/N	REGULATORY PROCESS	COMMITTED TURNAROUND TIME
1.	Payment Validation / Verification	2 working days
2.	Physical Line & Meter Installation	2 to 3 working days

3. SLA COMPLIANCE STATISTICS

This section evaluates compliance with SLAs by measuring the percentage of total requests completed within the committed time. Where a range is stated, the upper limit of the range is the benchmark for compliance.

SLA Compliance Rate Formula = (Total Requests Completed on Time ÷ Total Requests Received) × 100%

i. Payment Validation / Verification:

Total Requests completed on time = 18

Total Requests received = 20

Overall Compliance Rate = 90%

ii. Physical Line & Meter Installation:

Total Requests completed on time = 12

Total Requests received = 14

Overall Compliance Rate = 85.7%

4. SLA COMPLIANCE BREAKDOWN BY PROCESS

S/N	REGULATORY PROCESS	TOTAL REQUESTS RECEIVED	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)	AVG. TURNAROUND (WORKING DAYS)
1	Payment Validation / Verification	20	18	90%	2.0
2	Physical Line & Meter Installation	14	12	85.7%	2.7
	Overall (all processes)	34	30	88.2%	

5. TRENDS AND INSIGHT

Monthly SLA Performance Trends (all regulatory processes combined)

MONTH	TOTAL REQUESTS	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)
January, 2025	40	37	92.5%
February, 2025	41	38	92.7%
March, 2025	46	38	82.6%
April, 2025	47	44	93.6%
May, 2025	74	69	93.2%

MONTH	TOTAL REQUESTS	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)
June, 2025	30	25	83.3%
July, 2025	75	68	90.7%
August, 2025	37	34	91.9%
September, 2025	45	41	91.1%
October, 2025	90	84	93.3%
November, 2025	34	30	88.2%

6. Summary of Compliance Performance

Overall, SLA compliance across the 2 regulatory processes monitored stands at 88.2% for the month of November, 2025. A total of 34 requests were received and 30 were completed within the committed timelines. The highest compliance was recorded for Payment Validation / Verification (90%), while Physical Line & Meter Installation recorded the lowest at 85.7%. Corrective measures for the month include closer monitoring of pending requests, daily follow-up by unit heads and prioritisation of backlog in respect of: Physical Line & Meter Installation.

For further information, contact

Niger State Water and Sewage Corporation (NISWASEC),
 Gidan Ruwa, Dr. Nnamdi Azikiwe Road, Western Bypass, Minna, Niger State, P.M.B. 70.
 +234 803 588 4727 +234 805 227 7877 +234 808 353 1111 +234 066-221526
 Email: hmchado2k1@yahoo.com, Website: nswb.nigerstate.gov.ng

Signed:

Engr. Gimba.D. Yisa
 Director-General
 Niger State Water and Sewage Corporation (NISWASEC)
 November, 2025



SERVICE LEVEL AGREEMENT (SLA) COMPLIANCE STATISTICS REPORT FOR DECEMBER, 2025

1. Introduction

This monthly report provides an overview of Niger State Water and Sewage Corporation (NISWASEC)'s adherence to Service Level Agreements (SLAs) for the Month of December, 2025. The services covered are the core water connection processes, namely form vetting and initial processing, site survey and assessment, payment validation, and physical line and meter installation. It summarizes request volumes, performance within SLA timelines, and corrective measures to improve service delivery outcomes.

2. CORE REGULATORY PROCESSES AND COMMITTED TURNAROUND TIMES

S/N	REGULATORY PROCESS	COMMITTED TURNAROUND TIME
1.	Form Vetting & Initial Processing	1 working day
2.	Site Survey & Assessment	1 working day
3.	Physical Line & Meter Installation	2 to 3 working days

3. SLA COMPLIANCE STATISTICS

This section evaluates compliance with SLAs by measuring the percentage of total requests completed within the committed time. Where a range is stated, the upper limit of the range is the benchmark for compliance.

SLA Compliance Rate Formula = (Total Requests Completed on Time ÷ Total Requests Received) × 100%

i. Form Vetting & Initial Processing:

Total Requests completed on time = 26

Total Requests received = 27

Overall Compliance Rate = 96.3%

ii. Site Survey & Assessment:

Total Requests completed on time = 22

Total Requests received = 23

Overall Compliance Rate = 95.7%

iii. Physical Line & Meter Installation:

Total Requests completed on time = 11

Total Requests received = 12

Overall Compliance Rate = 91.7%

4. SLA COMPLIANCE BREAKDOWN BY PROCESS

S/N	REGULATORY PROCESS	TOTAL REQUESTS RECEIVED	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)	AVG. TURNAROUND (WORKING DAYS)
1	Form Vetting & Initial Processing	27	26	96.3%	0.8
2	Site Survey & Assessment	23	22	95.7%	0.9
3	Physical Line & Meter Installation	12	11	91.7%	2.6
	Overall (all processes)	62	59	95.2%	

5. TRENDS AND INSIGHT

Monthly SLA Performance Trends (all regulatory processes combined)

MONTH	TOTAL REQUESTS	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)
January, 2025	40	37	92.5%
February, 2025	41	38	92.7%
March, 2025	46	38	82.6%
April, 2025	47	44	93.6%
May, 2025	74	69	93.2%
June, 2025	30	25	83.3%
July, 2025	75	68	90.7%
August, 2025	37	34	91.9%
September, 2025	45	41	91.1%
October, 2025	90	84	93.3%
November, 2025	34	30	88.2%
December, 2025	62	59	95.2%

6. Summary of Compliance Performance

Overall, SLA compliance across the 3 regulatory processes monitored stands at 95.2% for the month of December, 2025. A total of 62 requests were received and 59 were completed within the committed timelines. The highest compliance was recorded for Form Vetting & Initial Processing (96.3%), while Physical Line & Meter Installation recorded the lowest at 91.7%. No corrective action was required beyond routine monitoring of pending requests.

For further information, contact

Niger State Water and Sewage Corporation (NISWASEC),
 Gidan Ruwa, Dr. Nnamdi Azikiwe Road, Western Bypass, Minna, Niger State, P.M.B. 70.
 +234 803 588 4727 +234 805 227 7877 +234 808 353 1111 +234 066-221526
 Email: hmchado2k1@yahoo.com, Website: nswb.nigerstate.gov.ng

Signed:

Engr. Gimba.D. Yisa
 Director-General
 Niger State Water and Sewage Corporation (NISWASEC)
 December, 2025