



**ZAMFARA STATE GOVERNMENT
ZAMFARA STATE WATER CORPORATION (ZSWC)**

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

1. Introduction

This monthly report provides an overview of the adherence of the Zamfara State Water Corporation (ZSWC) to Service Level Agreements (SLAs) for the Month of January, 2025. The service process covered is Water Rate Fees, a revenue line of the Corporation under the Zamfara State 2025 Approved Revised Budget. 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.	Water Rate Fees	30 working days

3. SLA COMPLIANCE STATISTICS

This section evaluates compliance with SLAs by measuring the percentage of total requests completed within the committed time.

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

- i. Water Rate Fees (30 working days):
Total Requests completed on time = 0
Total Requests received = 0
Overall Compliance Rate = N/A (no requests received this month)

4. SLA COMPLIANCE BREAKDOWN BY PROCESS

S/N	REGULATORY PROCESS	TOTAL REQUESTS RECEIVED	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)
1	Water Rate Fees	0	0	N/A
	Overall	0	0	N/A

5. TRENDS AND INSIGHT

Monthly SLA Performance Trends for Water Rate Fees

MONTH	TOTAL REQUESTS	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)
January, 2025	0	0	N/A

6. Summary of Compliance Performance

No request was received under Water Rate Fees for the month of January, 2025. As no requests were logged during this period, the SLA compliance rate is not applicable (N/A) for this month.

For further information, contact

Zamfara State Water Corporation (ZSWC),
Headquarters, Magami Dansadau Road, Gusau, Zamfara State.
Official Complaint Hotline: 08030541045

Signed:

Engineer Yahya Garba

Managing Director
Zamfara State Water Corporation (ZSWC)
January, 2025



**ZAMFARA STATE GOVERNMENT
ZAMFARA STATE WATER CORPORATION (ZSWC)**

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

1. Introduction

This monthly report provides an overview of the adherence of the Zamfara State Water Corporation (ZSWC) to Service Level Agreements (SLAs) for the Month of February, 2025. The service process covered is Water Rate Fees, a revenue line of the Corporation under the Zamfara State 2025 Approved Revised Budget. 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.	Water Rate Fees	30 working days

3. SLA COMPLIANCE STATISTICS

This section evaluates compliance with SLAs by measuring the percentage of total requests completed within the committed time.

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

- i. Water Rate Fees (30 working days):
Total Requests completed on time = 0
Total Requests received = 0
Overall Compliance Rate = N/A (no requests received this month)

4. SLA COMPLIANCE BREAKDOWN BY PROCESS

S/N	REGULATORY PROCESS	TOTAL REQUESTS RECEIVED	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)
1	Water Rate Fees	0	0	N/A
	Overall	0	0	N/A

5. TRENDS AND INSIGHT

Monthly SLA Performance Trends for Water Rate Fees

MONTH	TOTAL REQUESTS	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)
January, 2025	0	0	N/A
February, 2025	0	0	N/A

6. Summary of Compliance Performance

No request was received under Water Rate Fees for the month of February, 2025. As no requests were logged during this period, the SLA compliance rate is not applicable (N/A) for this month.

For further information, contact

Zamfara State Water Corporation (ZSWC),
Headquarters, Magami Dansadau Road, Gusau, Zamfara State.
Official Complaint Hotline: 08030541045

Signed:

Engineer Yahya Garba

Managing Director
Zamfara State Water Corporation (ZSWC)
February, 2025



**ZAMFARA STATE GOVERNMENT
ZAMFARA STATE WATER CORPORATION (ZSWC)**

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

1. Introduction

This monthly report provides an overview of the adherence of the Zamfara State Water Corporation (ZSWC) to Service Level Agreements (SLAs) for the Month of March, 2025. The service process covered is Water Rate Fees, a revenue line of the Corporation under the Zamfara State 2025 Approved Revised Budget. 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.	Water Rate Fees	30 working days

3. SLA COMPLIANCE STATISTICS

This section evaluates compliance with SLAs by measuring the percentage of total requests completed within the committed time.

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

- i. Water Rate Fees (30 working days):
Total Requests completed on time = 1
Total Requests received = 1
Overall Compliance Rate = $(1 \div 1) \times 100\% = 100\%$

4. SLA COMPLIANCE BREAKDOWN BY PROCESS

S/N	REGULATORY PROCESS	TOTAL REQUESTS RECEIVED	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)
1	Water Rate Fees	1	1	100%
	Overall	1	1	100%

5. TRENDS AND INSIGHT

Monthly SLA Performance Trends for Water Rate Fees

MONTH	TOTAL REQUESTS	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)
January, 2025	0	0	N/A
February, 2025	0	0	N/A
March, 2025	1	1	100%

6. Summary of Compliance Performance

Overall, SLA compliance for Water Rate Fees stands at 100% for the month of March, 2025. A total of one (1) request was received, which was completed within the committed timeline of 30 working days. No request was carried forward to the following month.

For further information, contact

Zamfara State Water Corporation (ZSWC),
Headquarters, Magami Dansadau Road, Gusau, Zamfara State.
Official Complaint Hotline: 08030541045

Signed:

Engineer Yahya Garba

Managing Director
Zamfara State Water Corporation (ZSWC)
March, 2025



**ZAMFARA STATE GOVERNMENT
ZAMFARA STATE WATER CORPORATION (ZSWC)**

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

1. Introduction

This monthly report provides an overview of the adherence of the Zamfara State Water Corporation (ZSWC) to Service Level Agreements (SLAs) for the Month of April, 2025. The service process covered is Water Rate Fees, a revenue line of the Corporation under the Zamfara State 2025 Approved Revised Budget. 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.	Water Rate Fees	30 working days

3. SLA COMPLIANCE STATISTICS

This section evaluates compliance with SLAs by measuring the percentage of total requests completed within the committed time.

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

- i. Water Rate Fees (30 working days):
Total Requests completed on time = 0
Total Requests received = 0
Overall Compliance Rate = N/A (no requests received this month)

4. SLA COMPLIANCE BREAKDOWN BY PROCESS

S/N	REGULATORY PROCESS	TOTAL REQUESTS RECEIVED	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)
1	Water Rate Fees	0	0	N/A
	Overall	0	0	N/A

5. TRENDS AND INSIGHT

Monthly SLA Performance Trends for Water Rate Fees

MONTH	TOTAL REQUESTS	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)
January, 2025	0	0	N/A
February, 2025	0	0	N/A
March, 2025	1	1	100%
April, 2025	0	0	N/A

6. Summary of Compliance Performance

No request was received under Water Rate Fees for the month of April, 2025. As no requests were logged during this period, the SLA compliance rate is not applicable (N/A) for this month.

For further information, contact

Zamfara State Water Corporation (ZSWC),
Headquarters, Magami Dansadau Road, Gusau, Zamfara State.
Official Complaint Hotline: 08030541045

Signed:

Engineer Yahya Garba

Managing Director
Zamfara State Water Corporation (ZSWC)
April, 2025



**ZAMFARA STATE GOVERNMENT
ZAMFARA STATE WATER CORPORATION (ZSWC)**

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

1. Introduction

This monthly report provides an overview of the adherence of the Zamfara State Water Corporation (ZSWC) to Service Level Agreements (SLAs) for the Month of May, 2025. The service process covered is Water Rate Fees, a revenue line of the Corporation under the Zamfara State 2025 Approved Revised Budget. 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.	Water Rate Fees	30 working days

3. SLA COMPLIANCE STATISTICS

This section evaluates compliance with SLAs by measuring the percentage of total requests completed within the committed time.

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

- i. Water Rate Fees (30 working days):
Total Requests completed on time = 0
Total Requests received = 0
Overall Compliance Rate = N/A (no requests received this month)

4. SLA COMPLIANCE BREAKDOWN BY PROCESS

S/N	REGULATORY PROCESS	TOTAL REQUESTS RECEIVED	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)
1	Water Rate Fees	0	0	N/A
	Overall	0	0	N/A

5. TRENDS AND INSIGHT

Monthly SLA Performance Trends for Water Rate Fees

MONTH	TOTAL REQUESTS	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)
January, 2025	0	0	N/A
February, 2025	0	0	N/A
March, 2025	1	1	100%
April, 2025	0	0	N/A
May, 2025	0	0	N/A

6. Summary of Compliance Performance

No request was received under Water Rate Fees for the month of May, 2025. As no requests were logged during this period, the SLA compliance rate is not applicable (N/A) for this month.

For further information, contact

Zamfara State Water Corporation (ZSWC),
Headquarters, Magami Dansadau Road, Gusau, Zamfara State.
Official Complaint Hotline: 08030541045

Signed:

Engineer Yahya Garba

Managing Director
Zamfara State Water Corporation (ZSWC)
May, 2025



**ZAMFARA STATE GOVERNMENT
ZAMFARA STATE WATER CORPORATION (ZSWC)**

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

1. Introduction

This monthly report provides an overview of the adherence of the Zamfara State Water Corporation (ZSWC) to Service Level Agreements (SLAs) for the Month of June, 2025. The service process covered is Water Rate Fees, a revenue line of the Corporation under the Zamfara State 2025 Approved Revised Budget. 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.	Water Rate Fees	30 working days

3. SLA COMPLIANCE STATISTICS

This section evaluates compliance with SLAs by measuring the percentage of total requests completed within the committed time.

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

- i. Water Rate Fees (30 working days):
Total Requests completed on time = 0
Total Requests received = 0
Overall Compliance Rate = N/A (no requests received this month)

4. SLA COMPLIANCE BREAKDOWN BY PROCESS

S/N	REGULATORY PROCESS	TOTAL REQUESTS RECEIVED	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)
1	Water Rate Fees	0	0	N/A
	Overall	0	0	N/A

5. TRENDS AND INSIGHT

Monthly SLA Performance Trends for Water Rate Fees

MONTH	TOTAL REQUESTS	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)
January, 2025	0	0	N/A
February, 2025	0	0	N/A
March, 2025	1	1	100%
April, 2025	0	0	N/A
May, 2025	0	0	N/A
June, 2025	0	0	N/A

6. Summary of Compliance Performance

No request was received under Water Rate Fees for the month of June, 2025. As no requests were logged during this period, the SLA compliance rate is not applicable (N/A) for this month.

For further information, contact

Zamfara State Water Corporation (ZSWC),
Headquarters, Magami Dansadau Road, Gusau, Zamfara State.
Official Complaint Hotline: 08030541045

Signed:

Engineer Yahya Garba

Managing Director
Zamfara State Water Corporation (ZSWC)
June, 2025



**ZAMFARA STATE GOVERNMENT
ZAMFARA STATE WATER CORPORATION (ZSWC)**

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

1. Introduction

This monthly report provides an overview of the adherence of the Zamfara State Water Corporation (ZSWC) to Service Level Agreements (SLAs) for the Month of July, 2025. The service process covered is Water Rate Fees, a revenue line of the Corporation under the Zamfara State 2025 Approved Revised Budget. 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.	Water Rate Fees	30 working days

3. SLA COMPLIANCE STATISTICS

This section evaluates compliance with SLAs by measuring the percentage of total requests completed within the committed time.

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

- i. Water Rate Fees (30 working days):
Total Requests completed on time = 1
Total Requests received = 1
Overall Compliance Rate = $(1 \div 1) \times 100\% = 100\%$

4. SLA COMPLIANCE BREAKDOWN BY PROCESS

S/N	REGULATORY PROCESS	TOTAL REQUESTS RECEIVED	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)
1	Water Rate Fees	1	1	100%
	Overall	1	1	100%

5. TRENDS AND INSIGHT

Monthly SLA Performance Trends for Water Rate Fees

MONTH	TOTAL REQUESTS	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)
January, 2025	0	0	N/A
February, 2025	0	0	N/A
March, 2025	1	1	100%
April, 2025	0	0	N/A
May, 2025	0	0	N/A
June, 2025	0	0	N/A
July, 2025	1	1	100%

6. Summary of Compliance Performance

Overall, SLA compliance for Water Rate Fees stands at 100% for the month of July, 2025. A total of one (1) request was received, which was completed within the committed timeline of 30 working days. No request was carried forward to the following month.

For further information, contact

Zamfara State Water Corporation (ZSWC),
Headquarters, Magami Dansadau Road, Gusau, Zamfara State.
Official Complaint Hotline: 08030541045

Signed:

Engineer Yahya Garba

Managing Director
Zamfara State Water Corporation (ZSWC)
July, 2025



**ZAMFARA STATE GOVERNMENT
ZAMFARA STATE WATER CORPORATION (ZSWC)**

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

1. Introduction

This monthly report provides an overview of the adherence of the Zamfara State Water Corporation (ZSWC) to Service Level Agreements (SLAs) for the Month of August, 2025. The service process covered is Water Rate Fees, a revenue line of the Corporation under the Zamfara State 2025 Approved Revised Budget. 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.	Water Rate Fees	30 working days

3. SLA COMPLIANCE STATISTICS

This section evaluates compliance with SLAs by measuring the percentage of total requests completed within the committed time.

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

- i. Water Rate Fees (30 working days):
Total Requests completed on time = 0
Total Requests received = 0
Overall Compliance Rate = N/A (no requests received this month)

4. SLA COMPLIANCE BREAKDOWN BY PROCESS

S/N	REGULATORY PROCESS	TOTAL REQUESTS RECEIVED	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)
1	Water Rate Fees	0	0	N/A
	Overall	0	0	N/A

5. TRENDS AND INSIGHT

Monthly SLA Performance Trends for Water Rate Fees

MONTH	TOTAL REQUESTS	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)
January, 2025	0	0	N/A
February, 2025	0	0	N/A
March, 2025	1	1	100%
April, 2025	0	0	N/A
May, 2025	0	0	N/A
June, 2025	0	0	N/A
July, 2025	1	1	100%
August, 2025	0	0	N/A

6. Summary of Compliance Performance

No request was received under Water Rate Fees for the month of August, 2025. As no requests were logged during this period, the SLA compliance rate is not applicable (N/A) for this month.

For further information, contact

Zamfara State Water Corporation (ZSWC),
Headquarters, Magami Dansadau Road, Gusau, Zamfara State.
Official Complaint Hotline: 08030541045

Signed:

Engineer Yahya Garba

Managing Director
Zamfara State Water Corporation (ZSWC)
August, 2025



**ZAMFARA STATE GOVERNMENT
ZAMFARA STATE WATER CORPORATION (ZSWC)**

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

1. Introduction

This monthly report provides an overview of the adherence of the Zamfara State Water Corporation (ZSWC) to Service Level Agreements (SLAs) for the Month of September, 2025. The service process covered is Water Rate Fees, a revenue line of the Corporation under the Zamfara State 2025 Approved Revised Budget. 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.	Water Rate Fees	30 working days

3. SLA COMPLIANCE STATISTICS

This section evaluates compliance with SLAs by measuring the percentage of total requests completed within the committed time.

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

- i. Water Rate Fees (30 working days):
Total Requests completed on time = 0
Total Requests received = 0
Overall Compliance Rate = N/A (no requests received this month)

4. SLA COMPLIANCE BREAKDOWN BY PROCESS

S/N	REGULATORY PROCESS	TOTAL REQUESTS RECEIVED	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)
1	Water Rate Fees	0	0	N/A
	Overall	0	0	N/A

5. TRENDS AND INSIGHT

Monthly SLA Performance Trends for Water Rate Fees

MONTH	TOTAL REQUESTS	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)
January, 2025	0	0	N/A
February, 2025	0	0	N/A
March, 2025	1	1	100%
April, 2025	0	0	N/A
May, 2025	0	0	N/A
June, 2025	0	0	N/A
July, 2025	1	1	100%
August, 2025	0	0	N/A

MONTH	TOTAL REQUESTS	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)
September, 2025	0	0	N/A

6. Summary of Compliance Performance

No request was received under Water Rate Fees for the month of September, 2025. As no requests were logged during this period, the SLA compliance rate is not applicable (N/A) for this month.

For further information, contact

Zamfara State Water Corporation (ZSWC),
Headquarters, Magami Dansadau Road, Gusau, Zamfara State.
Official Complaint Hotline: 08030541045

Signed:

Engineer Yahya Garba

Managing Director
Zamfara State Water Corporation (ZSWC)
September, 2025



**ZAMFARA STATE GOVERNMENT
ZAMFARA STATE WATER CORPORATION (ZSWC)**

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

1. Introduction

This monthly report provides an overview of the adherence of the Zamfara State Water Corporation (ZSWC) to Service Level Agreements (SLAs) for the Month of October, 2025. The service process covered is Water Rate Fees, a revenue line of the Corporation under the Zamfara State 2025 Approved Revised Budget. 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.	Water Rate Fees	30 working days

3. SLA COMPLIANCE STATISTICS

This section evaluates compliance with SLAs by measuring the percentage of total requests completed within the committed time.

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

- i. Water Rate Fees (30 working days):
Total Requests completed on time = 1
Total Requests received = 1
Overall Compliance Rate = $(1 \div 1) \times 100\% = 100\%$

4. SLA COMPLIANCE BREAKDOWN BY PROCESS

S/N	REGULATORY PROCESS	TOTAL REQUESTS RECEIVED	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)
1	Water Rate Fees	1	1	100%
	Overall	1	1	100%

5. TRENDS AND INSIGHT

Monthly SLA Performance Trends for Water Rate Fees

MONTH	TOTAL REQUESTS	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)
January, 2025	0	0	N/A
February, 2025	0	0	N/A
March, 2025	1	1	100%
April, 2025	0	0	N/A
May, 2025	0	0	N/A
June, 2025	0	0	N/A
July, 2025	1	1	100%
August, 2025	0	0	N/A

MONTH	TOTAL REQUESTS	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)
September, 2025	0	0	N/A
October, 2025	1	1	100%

6. Summary of Compliance Performance

Overall, SLA compliance for Water Rate Fees stands at 100% for the month of October, 2025. A total of one (1) request was received, which was completed within the committed timeline of 30 working days. No request was carried forward to the following month.

For further information, contact

Zamfara State Water Corporation (ZSWC),
Headquarters, Magami Dansadau Road, Gusau, Zamfara State.
Official Complaint Hotline: 08030541045

Signed:

Engineer Yahya Garba

Managing Director
Zamfara State Water Corporation (ZSWC)
October, 2025



**ZAMFARA STATE GOVERNMENT
ZAMFARA STATE WATER CORPORATION (ZSWC)**

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

1. Introduction

This monthly report provides an overview of the adherence of the Zamfara State Water Corporation (ZSWC) to Service Level Agreements (SLAs) for the Month of November, 2025. The service process covered is Water Rate Fees, a revenue line of the Corporation under the Zamfara State 2025 Approved Revised Budget. 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.	Water Rate Fees	30 working days

3. SLA COMPLIANCE STATISTICS

This section evaluates compliance with SLAs by measuring the percentage of total requests completed within the committed time.

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

- i. Water Rate Fees (30 working days):
Total Requests completed on time = 0
Total Requests received = 0
Overall Compliance Rate = N/A (no requests received this month)

4. SLA COMPLIANCE BREAKDOWN BY PROCESS

S/N	REGULATORY PROCESS	TOTAL REQUESTS RECEIVED	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)
1	Water Rate Fees	0	0	N/A
	Overall	0	0	N/A

5. TRENDS AND INSIGHT

Monthly SLA Performance Trends for Water Rate Fees

MONTH	TOTAL REQUESTS	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)
January, 2025	0	0	N/A
February, 2025	0	0	N/A
March, 2025	1	1	100%
April, 2025	0	0	N/A
May, 2025	0	0	N/A
June, 2025	0	0	N/A
July, 2025	1	1	100%
August, 2025	0	0	N/A

MONTH	TOTAL REQUESTS	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)
September, 2025	0	0	N/A
October, 2025	1	1	100%
November, 2025	0	0	N/A

6. Summary of Compliance Performance

No request was received under Water Rate Fees for the month of November, 2025. As no requests were logged during this period, the SLA compliance rate is not applicable (N/A) for this month.

For further information, contact

Zamfara State Water Corporation (ZSWC),
Headquarters, Magami Dansadau Road, Gusau, Zamfara State.
Official Complaint Hotline: 08030541045

Signed:

Engineer Yahya Garba

Managing Director
Zamfara State Water Corporation (ZSWC)
November, 2025



**ZAMFARA STATE GOVERNMENT
ZAMFARA STATE WATER CORPORATION (ZSWC)**

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

1. Introduction

This monthly report provides an overview of the adherence of the Zamfara State Water Corporation (ZSWC) to Service Level Agreements (SLAs) for the Month of December, 2025. The service process covered is Water Rate Fees, a revenue line of the Corporation under the Zamfara State 2025 Approved Revised Budget. 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.	Water Rate Fees	30 working days

3. SLA COMPLIANCE STATISTICS

This section evaluates compliance with SLAs by measuring the percentage of total requests completed within the committed time.

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

- i. Water Rate Fees (30 working days):
Total Requests completed on time = 0
Total Requests received = 0
Overall Compliance Rate = N/A (no requests received this month)

4. SLA COMPLIANCE BREAKDOWN BY PROCESS

S/N	REGULATORY PROCESS	TOTAL REQUESTS RECEIVED	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)
1	Water Rate Fees	0	0	N/A
	Overall	0	0	N/A

5. TRENDS AND INSIGHT

Monthly SLA Performance Trends for Water Rate Fees

MONTH	TOTAL REQUESTS	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)
January, 2025	0	0	N/A
February, 2025	0	0	N/A
March, 2025	1	1	100%
April, 2025	0	0	N/A
May, 2025	0	0	N/A
June, 2025	0	0	N/A
July, 2025	1	1	100%
August, 2025	0	0	N/A

MONTH	TOTAL REQUESTS	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)
September, 2025	0	0	N/A
October, 2025	1	1	100%
November, 2025	0	0	N/A
December, 2025	0	0	N/A

6. Summary of Compliance Performance

No request was received under Water Rate Fees for the month of December, 2025. As no requests were logged during this period, the SLA compliance rate is not applicable (N/A) for this month.

For further information, contact

Zamfara State Water Corporation (ZSWC),
Headquarters, Magami Dansadau Road, Gusau, Zamfara State.
Official Complaint Hotline: 08030541045

Signed:

Engineer Yahya Garba

Managing Director
Zamfara State Water Corporation (ZSWC)
December, 2025