



KATSINA STATE MINISTRY OF COMMERCE, TRADE, AND TOURISM

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

INTRODUCTION

This report presents the Service Level Agreement (SLA) compliance statistics for the Katsina State Ministry of Commerce, Industry and Tourism for the month of **April 2025**. The report is prepared in line with the SABER Programme requirements for Business Enabling Environment Ministries, Departments, and Agencies (MDAs).

The report assesses the Ministry's compliance with committed turnaround times for its core business regulatory processes and measures the percentage of total service requests completed within the approved SLA timelines.

CORE REGULATORY PROCESSES AND COMMITTED TURNAROUND TIMES

S/N	Regulatory Process	Committed Turnaround Time
1.	Business Premises Registration	5 Working Days
2.	Business Premises Renewal	3 Working Days

SLA COMPLIANCE STATISTICS

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

SLA Compliance Rate Formula:

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

$$\text{SLA Compliance Rate Formula} = \left(\frac{\text{Total Requests Completed on Time}}{\text{Total Requests Received}} \right) 100$$

i. Business Premises Registration

- Total requests completed within committed time = **54**
- Total requests received = **58**
- **Overall compliance rate = 93%**

ii. Business Premises Renewal

- Total requests completed within committed time = **88**
- Total requests received = **96**
- **Overall compliance rate = 92%**

SLA COMPLIANCE BREAKDOWN BY PROCESS

S/N	Regulatory Process	Total Requests Received	Requests Completed Within Time	SLA Compliance (%)
1.	Business Premises Registration	58	54	93%
2.	Business Premises Renewal	96	88	92%

TRENDS AND INSIGHTS

In **April 2025**, the Ministry maintained a consistently high level of SLA compliance across its core regulatory processes. Business Premises Registration recorded a compliance rate of **93%**, while Business Premises Renewal achieved **92%** compliance. This reflects sustained operational efficiency and continued adherence to approved service turnaround timelines.

SUMMARY OF COMPLIANCE PERFORMANCE

Overall, the Katsina State Ministry of Commerce, Industry and Tourism demonstrated **strong and stable SLA compliance performance** in April 2025. All core business regulatory processes recorded compliance rates above **90%**, indicating effective service delivery and alignment with the objectives of the SABER Programme for improving the Business Enabling Environment.

Signed

Aliyu Suleiman Kuki
For: Director Commerce

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