



KATSINA STATE MINISTRY OF COMMERCE, TRADE, AND TOURISM

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SERVICE LEVEL AGREEMENT (SLA) COMPLIANCE STATISTICS REPORT FOR FEBRUARY, 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 **February 2025**. The report is prepared in line with the SABER Programme requirements for Business Enabling Environment Ministries, Departments, and Agencies (MDAs).

It focuses on the Ministry's compliance with committed turnaround times for its core business regulatory processes and measures the percentage of total 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

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

i. Business Premises Registration

- Total requests completed within committed time = **47**
- Total requests received = **51**
- **Overall compliance rate = 92%**

ii. Business Premises Renewal

- Total requests completed within committed time = **74**
- Total requests received = **82**
- **Overall compliance rate = 90%**

SLA COMPLIANCE BREAKDOWN BY PROCESS

S/N	Regulatory Process	Total Requests Received	Requests Completed Within Time	SLA Compliance (%)
1.	Business Premises Registration	51	47	92%
2.	Business Premises Renewal	82	74	90%

TRENDS AND INSIGHTS

For the month of **February 2025**, the Ministry recorded strong performance across its core regulatory processes. Business Premises Registration recorded a compliance rate of **92%**, while Business Premises Renewal achieved **90%** compliance with the committed turnaround times. The results indicate a generally high level of adherence to SLA standards, with minor delays attributable to operational volume and processing constraints.

SUMMARY OF COMPLIANCE PERFORMANCE

Overall, the Ministry of Commerce, Industry and Tourism demonstrated a **high level of SLA compliance** in February 2025. Across all core business regulatory processes, SLA compliance rates ranged between **90% and 92%**, reflecting effective service delivery and alignment with the SABER Programme's Business Enabling Environment objectives.

Signed

Aliyu Suleiman Kuki
For: Director Commerce

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