



KATSINA STATE MINISTRY OF COMMERCE, TRADE, AND TOURISM

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

INTRODUCTION

This report presents the compliance statistics for the SLAs in Katsina State, specifically for business-enabling Ministries, Departments, and Agencies (MDAs). It focuses on the committed turnaround times for core business regulatory processes and the percentage of total requests completed within the committed turnaround times.

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

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 on time = **36**
- Total requests received = **40**
- Overall compliance rate = **90%**

ii. Business Premises Renewal

- Total requests completed on time = **41**
- Total requests received = **49**
- Overall compliance rate = **84%**

SLA COMPLIANCE BREAKDOWN BY PROCESS / TRENDS AND INSIGHT

S/N	Regulatory Process	Total Requests Received	Requests Completed on Time	SLA Compliance (%)
1.	Business Premises Registration	40	36	90%
2.	Business Premises Renewal	49	41	84%

S/N	Month	Total Requests	Requests Completed on Time	SLA Compliance (%)
1.	January	89	77	86.5%

SUMMARY OF COMPLIANCE PERFORMANCE

Overall, the SLA compliance with committed turnaround times across all core business regulatory processes stood at an **average of 86.5%** in January 2025.

Signed

Aliyu Suleiman Kuki
For: Director Commerce

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