



# KATSINA STATE MINISTRY OF COMMERCE, TRADE, AND TOURISM

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## SERVICE LEVEL AGREEMENT (SLA) COMPLIANCE STATISTICS APRIL FOR JULY, 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 **July 2025**. It is prepared in line with the SABER Programme requirements for Business Enabling Environment Ministries, Departments, and Agencies (MDAs).

The report evaluates compliance with committed turnaround times for the Ministry's 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 assesses 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 = 72
- Total requests received = 78
- **Overall compliance rate = 92%**

#### ii. Business Premises Renewal

- Total requests completed within committed time = 125

- Total requests received = **132**
- **Overall compliance rate = 95%**

**SLA COMPLIANCE BREAKDOWN BY PROCESS**

S/N	Regulatory Process	Total Requests Received	Requests Completed Within Time	SLA Compliance (%)
1.	Business Premises Registration	78	72	92%
2.	Business Premises Renewal	132	125	95%

**TRENDS AND INSIGHTS**

In **July 2025**, the Ministry recorded strong SLA compliance across both core regulatory processes. Business Premises Registration maintained a compliance rate of **92%**, while Business Premises Renewal improved significantly to **95%**, reflecting enhanced processing efficiency despite increased application volumes.

**SUMMARY OF COMPLIANCE PERFORMANCE**

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

**Signed**

**Aliyu Suleiman Kuki**  
**For: Director Commerce**

07/30/2025 11:22 AM