



KATSINA STATE MINISTRY OF COMMERCE, TRADE, AND TOURISM

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

The report assesses 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 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 = **59**
- Total requests received = **62**
- **Overall compliance rate = 95%**

ii. Business Premises Renewal

- Total requests completed within committed time = **105**
- Total requests received = **113**
- **Overall compliance rate = 93%**

SLA COMPLIANCE BREAKDOWN BY PROCESS

S/N	Regulatory Process	Total Requests Received	Requests Completed Within Time	SLA Compliance (%)
1.	Business Premises Registration	62	59	95%
2.	Business Premises Renewal	113	105	93%

TRENDS AND INSIGHTS

In **March 2025**, the Ministry recorded improved SLA compliance across both core regulatory processes. Business Premises Registration achieved a compliance rate of **95%**, while Business Premises Renewal recorded **93%** compliance. This reflects enhanced operational efficiency and improved adherence to approved turnaround timelines compared to previous months.

SUMMARY OF COMPLIANCE PERFORMANCE

Overall, the Katsina State Ministry of Commerce, Industry and Tourism demonstrated **strong SLA compliance performance** in March 2025. SLA compliance rates across all core business regulatory processes exceeded **90%**, indicating effective service delivery and alignment with the objectives of the SABER Programme on improving the Business Enabling Environment.

Signed

Aliyu Suleiman Kuki
For: Director Commerce

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