



# KATSINA STATE MINISTRY OF COMMERCE, TRADE, AND TOURISM

State Secretariat Complex, IBB Way, Dandagoro, PMB 2067, Katsina, Katsina state,

08167818740, 09040008825 [Info@mocit.kt.gov.ng](mailto:Info@mocit.kt.gov.ng)

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

The report evaluates 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 assesses 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 = **66**
- Total requests received = **70**
- **Overall compliance rate = 94%**

#### ii. Business Premises Renewal

- Total requests completed within committed time = **116**
- Total requests received = **124**
- **Overall compliance rate = 94%**

**SLA COMPLIANCE BREAKDOWN BY PROCESS**

S/N	Regulatory Process	Total Requests Received	Requests Completed Within Time	SLA Compliance (%)
1.	Business Premises Registration	70	66	94%
2.	Business Premises Renewal	124	116	94%

**TRENDS AND INSIGHTS**

In **May 2025**, the Ministry recorded balanced and improved SLA compliance across both core regulatory processes. Business Premises Registration and Business Premises Renewal each achieved a compliance rate of **94%**, reflecting effective workload management despite increased service demand.

**SUMMARY OF COMPLIANCE PERFORMANCE**

Overall, the Katsina State Ministry of Commerce, Industry and Tourism demonstrated **very strong SLA compliance performance** in May 2025. All core business regulatory processes recorded compliance rates of **94%**, indicating efficient service delivery and strong alignment with the SABER Programme objectives for improving the Business Enabling Environment.

**Signed**

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

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