



KATSINA STATE MINISTRY OF COMMERCE, TRADE, AND TOURISM

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SERVICE LEVEL AGREEMENT (SLA) COMPLIANCE STATISTICS APRIL FOR NOVEMBER, 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 November, 2024. It is prepared in line with the SABER Programme requirements for Business Enabling Environment Ministries, Departments, and Agencies (MDAs).

The report reviews 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

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

i. Business Premises Registration

- Total requests completed within committed time = 60
- Total requests received = 65
- Overall compliance rate = 92%

ii. Business Premises Renewal

- Total requests completed within committed time = 98
- Total requests received = 110
- Overall compliance rate = 89%

SLA COMPLIANCE BREAKDOWN BY PROCESS

S/N	Regulatory Process	Total Requests Received	Requests Completed Within Time	SLA Compliance (%)
1.	Business Premises Registration	65	60	92%
2.	Business Premises Renewal	110	98	89%

TRENDS AND INSIGHTS

In November 2025, the Ministry sustained high SLA compliance across its core regulatory processes. Business Premises Registration recorded a compliance rate of 92%, while Business Premises Renewal achieved 89% compliance. The slight decline in renewal compliance is attributable to increased application volumes and operational pressures during the reporting period.

SUMMARY OF COMPLIANCE PERFORMANCE

Overall, the Katsina State Ministry of Commerce, Industry and Tourism demonstrated strong SLA compliance performance in November 2025. Compliance levels remained close to or above 90% across core business regulatory processes, reflecting continued commitment to efficient service delivery in line with the SABER Programme objectives.

Signed

Aliyu Suleiman Kuki
For: Director Commerce

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