



KATSINA STATE INTERNAL REVENUE SERVICE

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

1. Introduction

This Monthly report provides an overview of KIRS's adherence to Service Level Agreements (SLAs) for the Months of March 2025. The services covered are Motor Vehicle Registration and Driver's License Issuance. It summarizes request volumes, performance within SLA timelines, and corrective measures to improve delivery outcomes.

2. CORE REGULATORY PROCESSES AND COMMITTED TURNAROUND TIMES

S/N	REGULATORY PROCESS	COMMITTED TURNAROUND TIME
1.	Motor Vehicle Registration	3 working days
2	Driver's License Issuance	5 working days

3. SLA COMPLIANCE STATISTICS

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. **Motor Vehicle Registration:**

Total Requests completed on time = 176

Total Requests received = 186

Overall Compliance Rate = 94.62%

ii. **Driver's License Issuance:**

Total Requests completed on time = 167

Total Requests received = 177

Overall Compliance Rate = 94.35%

4. SLA COMPLIANCE BREAKDOWN BY PROCESS

S/N	REGULATORY PROCESS	TOTAL REQUEST RECEIVED	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)
1	Motor Vehicle Registration	186	176	94.62%
2	Driver's License Issuance	177	167	94.35%

5. TRENDS AND INSIGHT

Monthly SLA Performance Trends for Motor Vehicle Registration

MONTH	TOTAL REQUESTS	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)
March, 2025	186	176	94.62%

Monthly SLA Performance Trends for Driver's License Issuance

MONTH	TOTAL REQUESTS	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)
March, 2025	177	167	94.35%

6. Summary of Compliance Performance

- Overall, the SLA compliance with committed turnaround times across the two core service areas Motor Vehicle Registration stands at an average of 94.62% and Driver's License Issuance at an average of 94.35% for the month of January, 2025.

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Signed:
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March, 2025