



## KATSINA STATE INTERNAL REVENUE SERVICE

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

#### 1. Introduction

This quarterly report provides an overview of KIRS's adherence to Service Level Agreements (SLAs) for the Months of November 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:

Requests received: 218

Completed within SLA: 214

Overall Compliance Rate: 98.2%

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

Total Requests completed on time = 205

Total Requests received = 201

Overall Compliance Rate = 98.0%

#### 4. SLA COMPLIANCE BREAKDOWN BY PROCESS

S/N	REGULATORY PROCESS	TOTAL REQUEST RECEIVED	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)
1	Motor Vehicle Registration	218	214	98.2%
2	Driver's License Issuance	205	201	98.0%

#### 5. TRENDS AND INSIGHT

##### Monthly SLA Performance Trends for Motor Vehicle Registration

MONTH	TOTAL REQUESTS	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)
November, 2025	218	214	98.2%

##### Monthly SLA Performance Trends for Driver's License Issuance

MONTH	TOTAL REQUESTS	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)
November, 2025	205	201	98.0%

#### 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 98.2% and Driver's License Issuance stands at an average of 98.0% for the month of November, 2025.

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Signed:

Executive Chairman  
Katsina State Internal Revenue Service.  
November, 2025