KATSINA STATE INTERNAL REVENUE SERVICE

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

1. **Introduction**

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

   SLA Compliance Rate Formula = $\left(\frac{Total\ Requests\ completed\ on\ time}{Total\ Requests\ Received}\right) 100\%$

   i. **Motor Vehicle Registration:**

   Total Requests completed on time = 200

   Total Requests received = 211

   Overall Compliance Rate = 94.79%

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

   Total Requests completed on time = 87

   Total Requests received = 97

   Overall Compliance Rate = 89.69%

4. SLA COMPLIANCE BREAKDOWN BY PROCESS

S/N	REGULATORY PROCESS	TOTAL REQUEST RECEIVED	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)
1	Motor Vehicle Registration	211	200	94.79%
2	Driver's License Issuance	97	87	89.69%

5. TRENDS AND INSIGHT

Monthly SLA Performance Trends for Motor Vehicle Registration

MONTH	TOTAL REQUESTS	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)
April, 2025	211	200	94.79%

Monthly SLA Performance Trends for Driver's License Issuance

MONTH	TOTAL REQUESTS	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)
April, 2025	97	87	89.69%

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 94.79% and Driver's License Issuance at an average of 89.69% for the month of January, 2025.

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Signed:

Executive Chairman
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April, 2025