KATSINA STATE INTERNAL REVENUE SERVICE

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

1. **Introduction**

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

      Requests received: 201

      Completed within SLA: 194

      Overall Compliance Rate: 96.5%

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

      Total Requests completed on time = 189

      Total Requests received = 181

      Overall Compliance Rate = 95.8%

4. SLA COMPLIANCE BREAKDOWN BY PROCESS

S/N	REGULATORY PROCESS	TOTAL REQUEST RECEIVED	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)
1	Motor Vehicle Registration	201	194	96.5%
2	Driver's License Issuance	189	181	95.8%

5. TRENDS AND INSIGHT

Monthly SLA Performance Trends for Motor Vehicle Registration

MONTH	TOTAL REQUESTS	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)
December, 2025	201	194	96.5%

Monthly SLA Performance Trends for Driver's License Issuance

MONTH	TOTAL REQUESTS	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)
December, 2025	189	181	95.8%

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 96.5% and Driver’s License Issuance stands at an average of 95.8% for the month of December, 2025.

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Signed:

Executive Chairman
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December, 2025