



KATSINA STATE INTERNAL REVENUE SERVICE

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

1. Introduction

This monthly report provides an overview of KIRS's adherence to Service Level Agreements (SLAs) for the Months of February 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 = 237

Total Requests received = 247

Overall Compliance Rate = 95.95%

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

Total Requests completed on time = 364

Total Requests received = 374

Overall Compliance Rate = 97.33%

4. SLA COMPLIANCE BREAKDOWN BY PROCESS

S/N	REGULATORY PROCESS	TOTAL REQUEST RECEIVED	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)
1	Motor Vehicle Registration	247	237	95.95%
2	Driver's License Issuance	374	364	97.33%

5. TRENDS AND INSIGHT

Monthly SLA Performance Trends for Motor Vehicle Registration

MONTH	TOTAL REQUESTS	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)
February, 2025	247	237	95.95%

Monthly SLA Performance Trends for Driver's License Issuance

MONTH	TOTAL REQUESTS	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)
February, 2025	374	364	97.33%

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 95.95% and Driver's License Issuance at an average of 97.33% for the month of January, 2025.

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Signed:
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February, 2025