



## KATSINA STATE INTERNAL REVENUE SERVICE

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

#### 1. Introduction

This monthly report provides an overview of KIRS's adherence to Service Level Agreements (SLAs) for the Months of January 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 = 234

Total Requests received = 249

Overall Compliance Rate = 93.97%

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

Total Requests completed on time = 238

Total Requests received = 268

Overall Compliance Rate = 88.81%

#### 4. SLA COMPLIANCE BREAKDOWN BY PROCESS

| S/N | REGULATORY PROCESS         | TOTAL REQUEST RECEIVED | REQUESTS COMPLETED ON TIME | SLA COMPLIANCE (%) |
|-----|----------------------------|------------------------|----------------------------|--------------------|
| 1   | Motor Vehicle Registration | 249                    | 234                        | 93.97%             |
| 2   | Driver's License Issuance  | 268                    | 238                        | 88.81%             |

#### 5. TRENDS AND INSIGHT

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

| MONTH         | TOTAL REQUESTS | REQUESTS COMPLETED ON TIME | SLA COMPLIANCE (%) |
|---------------|----------------|----------------------------|--------------------|
| January, 2025 | 249            | 234                        | 93.97%             |

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

| MONTH         | TOTAL REQUESTS | REQUESTS COMPLETED ON TIME | SLA COMPLIANCE (%) |
|---------------|----------------|----------------------------|--------------------|
| January, 2025 | 268            | 238                        | 88.81%             |

#### 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 93.97% and Driver's License Issuance at an average of 88.81% for the month of January, 2025.

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Signed:  
**Executive Chairman**  
**Katsina State Internal Revenue Service.**  
**February, 2025**