KATSINA STATE INTERNAL REVENUE SERVICE

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

1. **Introduction**

   This quarterly report provides an overview of KIRS's adherence to Service Level Agreements (SLAs) for the Months of June 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 = 216

   Total Requests received = 216

   Overall Compliance Rate = 100%

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

   Total Requests completed on time = 206

   Total Requests received = 206

   Overall Compliance Rate = 100%

4. SLA COMPLIANCE BREAKDOWN BY PROCESS

S/N	REGULATORY PROCESS	TOTAL REQUEST RECEIVED	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)
1	Motor Vehicle Registration	216	216	100%
2	Driver's License Issuance	206	206	100%

5. TRENDS AND INSIGHT

Monthly SLA Performance Trends for Motor Vehicle Registration

MONTH	TOTAL REQUESTS	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)
June, 2025	216	216	100%

Monthly SLA Performance Trends for Driver's License Issuance

MONTH	TOTAL REQUESTS	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)
June, 2025	206	206	100%

6. Summary of Compliance Performance

- Overall, the SLA compliance with committed turnaround times across the two core service areas Motor Vehicle Registration and Driver’s License Issuance stands at an average of 100% for the month of June, 2025.

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Signed:

Executive Chairman
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June, 2025