

KATSINA STATE GOVERNMENT
BUREAU OF PUBLIC PROCUREMENT

SERVICE LEVEL AGREEMENT (SLAO COMPLIANCE STATISTICS REPORT FOR
JANUARY, 2025

1. Introduction:-

This report presents the compliance statistics for the SLAs in Katsina State, specifically for the five business-enabling Ministries, Departments, and Agencies (MDAs) it focuses on the committed turnaround times for core business regulatory processes and the percentage of total requests completed within the committed turnaround times.

2. CORE REGULATORY PROCESSES AND COMMITTED TURNAROUND TIMES:-

S/N	REGULATORY PROCESS	COMMITTED TURNAROUND TIME
1.	Contract Registration	2 days
2.	Contract Renewal	1 days
3.	Contract Process	3 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 = $\frac{\text{Total Requests Completed on time}}{\text{Total Requests Received}} \times 100\%$

- i. **Contract Registration:**
Total Requests Completed on time = 19
Total Requests received = 19
Overall Compliance Rate =100%
- ii. **Contract Renewal:**
Total Requests Completed on time =18
Total Requests received =18
Overall Compliance Rate =100%
- iii. **Contract Process:**
Total Requests Completed on time =13
Total Request received =15

Overall Compliance Rate =100%

4. SLA COMPLIANCE BREAKDOWN BY PROCESS.

S/N	REGULATORY PROCESS	TOTAL REQUEST RECEIVED	REQUEST COMPLETED ON TIME	SLA COMPLIANCE (%)
1.	Contract Registration	19	17	100%
2.	Contract Renewal	18	18	100%
3.	Contract Process	15	13	100%

5. TRENDS AND INSIGHT

Monthly SLA Performance Trends

S/N	MONTH	TOTAL REQUESTS	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)
1.	January	52	48	100%
2.				

6. SUMMARY OF COMPLIANCE PERFORMANCE

- ❖ Overall, the SLA compliance with committed turnaround times across all core business regulatory processes stands at an average of 100%

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