

**KATSINA STATE GOVERNMENT  
BUREAU OF PUBLIC PROCUREMENT**

**SERVICE LEVEL AGREEMENT (SLAO COMPLIANCE STATISTICS REPORT FOR  
MARCH, 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 = 12

Total Requests received = 12

Overall Compliance Rate =100%

**ii. Contract Renewal:**

Total Requests Completed on time = 8

Total Requests received = 8

Overall Compliance Rate =100%

**iii. Contract Process:**

Total Requests Completed on time = 30

Total Request received = 36

Overall Compliance Rate =100%

**4. SLA COMPLIANCE BREAKDOWN BY PROCESS.**

| S/N | REGULATORY PROCESS | TOTAL | REQUEST | SLA |
|-----|--------------------|-------|---------|-----|
|-----|--------------------|-------|---------|-----|

|    |                       | REQUEST RECEIVED | COMPLETED ON TIME | COMPLIANCE (%) |
|----|-----------------------|------------------|-------------------|----------------|
| 1. | Contract Registration | 12               | 12                | 100%           |
| 2. | Contract Renewal      | 8                | 8                 | 100%           |
| 3. | Contract Process      | 36               | 30                | 100%           |

## 5. TRENDS AND INSIGHT

### Monthly SLA Performance Trends

| S/N | MONTH   | TOTAL REQUESTS | REQUESTS COMPLETED ON TIME | SLA COMPLIANCE (%) |
|-----|---------|----------------|----------------------------|--------------------|
| 1.  | January | 56             | 50                         | 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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