KATSINA STATE URBAN AND REGIONAL PLANNING BOARD (URPB)
Tpl. Abubakar Sulaiman House, No. 9 Sarki Abdurrahman way, Katsina

SERVICE LEVELAGREEMENT (SLA) COMPLIANCE STATISTICS REPORT FOR MAY, 2025

INTRODUCTION

This report presents the compliance statistics for the SLAs in Katsina State, specifically for 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.

CORE REGULATORY PROCESSES AND COMMITTED TURNAROUND TIMES

S/N	REGULATORY PROCESS	COMMITTED TIME AROUND TIME
1.	Signage Installation Application	30 Working Days
2.	GRM	30 Working Days
3.	Right of Way (Fibre Optics)	30 Working Days

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 = $\left(\frac{\text{Total Requests Completed on Time}}{\text{Total Requests Received}}\right) 100$

i. Signage Application
   Total requests completed on time....2
   Total requests received = 2
   Overall compliance rate = 100%

ii. GRM
   Total requests completed on time....2
   Total requests received = 2
   Overall compliance rate = 100%

iii. Right of Way (Fibre Optics)
   Total requests completed on time....1
   Total requests received = 1
   Overall compliance rate = 100%

SLA COMPLIANCE BREAKDOWN BY PROCESS

TRENDS AND INSIGHT

S/N	REGULATION PROCESS	TOTAL REQUESTS RECEIVED	TOTAL REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)
1.	SIGNAGE PLACEMENT	2	2	100
2.	Right of Way (Fibre Optics)	1	1	100
3.	GRM	2	2	100

S/N	REGULATION PROCESS	TOTAL REQUESTS	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)
1.	April	6	6	100
2.	**May**	**5**	**5**	**100**

SUMMARY OF COMPLIENCE PERFORMANCE

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

Signed
Tpl. Abbasa Sambo
General Manager

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