



## KATSINA STATE URBAN AND REGIONAL PLANNING BOARD (URPB)

Tpl. Abubakar Sulaiman House, No. 9 Sarki Abdurrahman way, Katsina

### SERVICE LEVEL AGREEMENT (SLA) COMPLIANCE STATISTICS

#### REPORT FOR OCTOBER, 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

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

- i. Signage Application  
Total requests completed on time....2  
Total requests received = 3  
Overall compliance rate = 66.7%
- 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....Nil  
Total requests received = Nil  
Overall compliance rate = Nil

**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	66.7
2.	Right of Way (Fibre Optics)	-	-	-
3.	GRM	2	2	100

S/N	REGULATION PROCESS	TOTAL REQUESTS	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)
1.	August	9	5	57.5
2.	September	4	4	100

**SUMMARY OF COMPLIANCE PERFORMANCE**

Overall, the SLA compliance with committed turnaround times across all core business regulatory processes stand at an average of **78.75%**

**Signed**  
**Tpl. Abbasa Sambo**  
**General Manager**

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