EKITI STATE GOVERNMENT

MINISTRY OF TRADE, INDUSTRY, INVESTMENT AND COOPERATIVES

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

1. **Introduction**

   This report presents the compliance statistics for the SLAs in Ekiti 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.	Registration of Business Premises	2 working days
2.	Registration of Cooperative Societies	15 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. Registration of Business Premises:
   Total Requests completed on time = 20
   Total Requests received = 20
   Overall Compliance Rate = 100%

   ii. Registration of Cooperative Societies:
   Total Requests completed = nill
   Total Requests received =nill
   Overall Compliance rate = 100%

4. SLA COMPLIANCE BREAKDOWN BY PROCESS

S/N	REGULATORY PROCESS	TOTAL REQUEST RECEIVED	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)
1	Registration of Business Premises	20	20	100
2.	Registration of Cooperative Societies	nill	nill	100

5. TRENDS AND INSIGHT

Monthly SLA Performance Trends

S/N	MONTH	TOTAL REQUESTS	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)
1	January, 2025	67	67	100
2	February, 2025	20	20	100

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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