EKITI STATE INTERNAL REVENUE SERVICES

EKITI STATE VEHICLE INSPECTION SERVICE

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 Vehicle Inspection Certificate	5 working days

3. **SLA COMPLIANCE STATISTICS FOR THE MONTH OF FEBRUARY, 2025**

   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 = $\left(\frac{Total\ Requests\ completed\ on\ time}{Total\ Requests\ Received}\right) 100\%$

   Total Requests completed on time = 1,029

   Total Requests received = 1,211

   Overall Compliance Rate = 84.97%

4. **SLA COMPLIANCE BREAKDOWN BY PROCESS**

S/N	REGULATORY PROCESS	TOTAL REQUEST RECEIVED	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)
1	Registration of vehicle inspection certificate	1,211	1,029	84.97%

5. TRENDS AND INSIGHT

Monthly SLA Performance Trends

S/N	MONTH	TOTAL REQUESTS	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)
1	January, 2025	2,610	2,599	99.6
2	February, 2025	1,211	1,029	84.97

6. SUMMARY OF COMPLIANCE PERFORMANCE

Overall, the SLA compliance with committed turnaround times across all core business regulatory processes stands at an average of 84.97%



Chairman, Ekiti State Internal Revenue Service

29/04/2025