



## EKITI STATE INTERNAL REVENUE SERVICES

### EKITI STATE VEHICLE INSPECTION SERVICE

#### SERVICE LEVEL AGREEMENT (SLA) COMPLIANCE STATISTICS REPORT FOR JANUARY, 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

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 & Advertisement:

Total Requests completed on time = 2,599

Total Requests received = 2,610

Overall Compliance Rate = 99.6%

#### 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	2,610	2,599	99.6

## 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

## 6. SUMMARY OF COMPLINACE PERFORMANCE

Overall, the SLA compliance with committed turnaround times across all core business regulatory process stands at an average of 99.6%



**Chairman, Ekiti State Internal Revenue Service**

**28/03/2025**