



SOKOTO STATE GOVERNMENT

MINISTRY OF COMMERCE, TRADE AND INDUSTRY

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

INTRODUCTION

This report presents the Service Level Agreement (SLA) compliance statistics for the Sokoto State Ministry of Commerce, Trade and Industry for the month of February 2025. It is prepared in line with the SABER Programme requirements for Business Enabling Environment Ministries, Departments, and Agencies (MDAs).

The report assesses compliance with the committed turnaround time for trade, investment, and business premises licensing service requests, measuring the percentage of applications completed within the approved SLA timeline.

CORE SERVICE PROCESSES & COMMITTED TURNAROUND TIME

S/N	Service Process	Committed Turnaround Time
1.	Registration and Renewal of Business Premises / Trade Licenses	14 Working Days

SLA COMPLIANCE STATISTICS

SLA Compliance Rate Formula: (Completed Within SLA / Total Requests Received) $\times$ 100

Business Registration & Trade Licensing (February 2025)

Valid requests received in February 2025 only:

- Total requests received = 160
- Requests completed within SLA timeline = 154

- Requests completed beyond SLA timeline = 6
- **Overall SLA compliance rate = 96.3%**

SLA COMPLIANCE BREAKDOWN BY PROCESS

S/N	Service Process	Total Requests Received	Requests Completed Within SLA	SLA Compliance (%)
1.	Registration and Renewal of Business Premises	160	154	96.3%

TRENDS AND INSIGHTS

A total of 160 business registration and licensing requests were received by the Sokoto State Ministry of Commerce, Trade and Industry during February 2025. Of these, 154 applications were successfully processed within the committed 14-working-day SLA timeline, resulting in an SLA compliance rate of 96.3%. Streamlined verification workflows and digital application channels continued to enhance turnaround efficiency for commercial entities across the state.

SUMMARY OF COMPLIANCE PERFORMANCE

Overall SLA performance for February 2025 reflects strong compliance in trade and business facilitation services. The Ministry remains committed to supporting a business-friendly environment in Sokoto State through prompt service delivery.

Signed:

Hon. Commissioner / Permanent Secretary
Ministry of Commerce, Trade and Industry, Sokoto State
 Date: 28th February, 2025