



## GOVERNMENT OF SOKOTO STATE

### SOKOTO STATE INTERNAL REVENUE SERVICE (SOIRS)

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

##### INTRODUCTION

This report presents the Service Level Agreement (SLA) compliance statistics for the Sokoto State Internal Revenue Service (SOIRS) for the month of July 2025. The report is prepared in line with the State Action on Business Enabling Reforms (SABER) Programme requirements for Business Enabling Environment Ministries, Departments, and Agencies (MDAs).

It focuses on compliance with the committed turnaround time for the issuance of Tax Clearance Certificates (TCC) and measures the percentage of requests completed within the approved SLA timeline.

##### CORE REGULATORY PROCESS AND COMMITTED TURNAROUND TIME

| S/N | Regulatory Process                          | Committed Turnaround Time |
|-----|---------------------------------------------|---------------------------|
| 1.  | Issuance of Tax Clearance Certificate (TCC) | 5 Working Days            |

##### SLA COMPLIANCE STATISTICS

###### *SLA Compliance Rate Formula:*

$$\text{SLA Compliance Rate} = \frac{\text{Completed Within SLA}}{\text{Total Requests Received}} \times 100$$

Based on applications received and decided within July 2025:

- Total requests received = 28
- Requests completed within SLA timeline = 25
- Requests completed beyond SLA timeline = 3
- **Overall SLA compliance rate = 89%**

## SLA COMPLIANCE BREAKDOWN BY PROCESS

| S/N | Regulatory Process              | Total Requests Received | Requests Completed Within SLA | SLA Compliance (%) |
|-----|---------------------------------|-------------------------|-------------------------------|--------------------|
| 1.  | Tax Clearance Certificate (TCC) | 28                      | 25                            | 89%                |

## TRENDS AND INSIGHTS

Streamlined inter-departmental verification protocols further reduced processing delays, yielding an 89% compliance rate.

## SUMMARY OF COMPLIANCE PERFORMANCE

Overall, the Sokoto State Internal Revenue Service achieved a compliance level of 89% for the month of July 2025. The Service remains dedicated to refining its automated workflows, reducing processing times, and ensuring consistent service standards to foster a business-enabling environment in Sokoto State.

**Signed:**

**Executive Chairman**

**Sokoto State Internal Revenue Service (SOIRS)**

**Date: 31st July, 2025**