GOVERNMENT OF SOKOTO STATE

SOKOTO STATE INTERNAL REVENUE SERVICE (SOIRS)

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

INTRODUCTION

This report presents the Service Level Agreement (SLA) compliance statistics for the Sokoto State Internal Revenue Service (SOIRS) for the month of September 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:

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

Based on applications received and decided within September 2025:

- Total requests received = 26
- Requests completed within SLA timeline = 24
- Requests completed beyond SLA timeline = 2
- **Overall SLA compliance rate = 92%**

SLA COMPLIANCE BREAKDOWN BY PROCESS

S/N	Regulatory Process	Total Requests Received	Requests Completed Within SLA	SLA Compliance (%)
1.	Tax Clearance Certificate (TCC)	26	24	92%

TRENDS AND INSIGHTS

Stable system uptime and consistent processing speeds maintained a solid 92% SLA compliance rate across all applications.

SUMMARY OF COMPLIANCE PERFORMANCE

Overall, the Sokoto State Internal Revenue Service achieved a compliance level of 92% for the month of September 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: 30th September, 2025