



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

### 1. Introduction

This monthly report provides an overview of Niger State Commodity and Export Promotion Agency (NSCEPA)'s adherence to Service Level Agreements (SLAs) for the month of January 2025. The services covered are the Agency's core regulatory processes listed in Section 2 below. It summarizes request volumes, performance within SLA timelines, and corrective measures to improve delivery outcomes.

### 2. CORE REGULATORY PROCESSES AND COMMITTED TURNAROUND TIMES

| S/N | REGULATORY PROCESS           | COMMITTED TURNAROUND TIME |
|-----|------------------------------|---------------------------|
| 1.  | Commodity Extension Services | 1 week                    |
| 2.  | Local Exporter Registration  | 1 working day             |

### 3. SLA COMPLIANCE STATISTICS

This section evaluates compliance with SLAs by measuring the percentage of total requests completed within the committed time.

**SLA Compliance Rate Formula = (Total Requests Completed on Time ÷ Total Requests Received) × 100%**

- Commodity Extension Services: Total Requests completed on time = 1; Total Requests received = 1
- Local Exporter Registration: Total Requests completed on time = 2; Total Requests received = 2

**Overall Compliance Rate = 100%** (3 of 3 requests completed on time)

### 4. SLA COMPLIANCE BREAKDOWN BY PROCESS

| S/N | REGULATORY PROCESS           | TOTAL REQUESTS RECEIVED | REQUESTS COMPLETED ON TIME | SLA COMPLIANCE (%) |
|-----|------------------------------|-------------------------|----------------------------|--------------------|
| 1   | Commodity Extension Services | 1                       | 1                          | 100%               |
| 2   | Local Exporter Registration  | 2                       | 2                          | 100%               |

### 5. TRENDS AND INSIGHT

Monthly SLA Performance Trend for January 2025

| MONTH         | TOTAL REQUESTS | REQUESTS COMPLETED ON TIME | SLA COMPLIANCE (%) |
|---------------|----------------|----------------------------|--------------------|
| January, 2025 | 3              | 3                          | 100%               |

### 6. Summary of Compliance Performance

Overall, SLA compliance with the committed turnaround times for the regulatory processes listed above stands at 100% for the month of January, 2025. A total of 3 Requests were received and all were resolved within the committed timelines, with an average resolution time of 2.0 days.

For further information, contact  
Niger State Commodity and Export Promotion Agency (NSCEPA),  
**Block 5 & 6, David Umaru Estate, Piggery Road, Off Shiroro Road, Minna, Niger State**  
+234 806 167 6470, +234 913 174 7139, or +234 907 106 4615  
Email: [info@nscepa.org](mailto:info@nscepa.org), Website: [nscepanigerstate.gov.ng](http://nscepanigerstate.gov.ng)

Signed:  
Hajiya Fatima Ndayako  
**Director-General**  
**Niger State Commodity and Export Promotion Agency**  
January, 2025



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

### 1. Introduction

This monthly report provides an overview of Niger State Commodity and Export Promotion Agency (NSCEPA)'s adherence to Service Level Agreements (SLAs) for the month of February 2025. The services covered are the Agency's core regulatory processes listed in Section 2 below. It summarizes request volumes, performance within SLA timelines, and corrective measures to improve delivery outcomes.

### 2. CORE REGULATORY PROCESSES AND COMMITTED TURNAROUND TIMES

| S/N | REGULATORY PROCESS                      | COMMITTED TURNAROUND TIME    |
|-----|-----------------------------------------|------------------------------|
| 1.  | Foreign Exporter Registration           | 1 working day                |
| 2.  | Trade Corridor Dispute Resolution (GRM) | Immediate ( $\leq$ 24 Hours) |

### 3. SLA COMPLIANCE STATISTICS

This section evaluates compliance with SLAs by measuring the percentage of total requests completed within the committed time.

**SLA Compliance Rate Formula = (Total Requests Completed on Time  $\div$  Total Requests Received)  $\times$  100%**

- Foreign Exporter Registration: Total Requests completed on time = 1; Total Requests received = 1
- Trade Corridor Dispute Resolution (GRM): Total Requests completed on time = 1; Total Requests received = 1

**Overall Compliance Rate = 100%** (2 of 2 requests completed on time)

### 4. SLA COMPLIANCE BREAKDOWN BY PROCESS

| S/N | REGULATORY PROCESS                      | TOTAL REQUESTS RECEIVED | REQUESTS COMPLETED ON TIME | SLA COMPLIANCE (%) |
|-----|-----------------------------------------|-------------------------|----------------------------|--------------------|
| 1   | Foreign Exporter Registration           | 1                       | 1                          | 100%               |
| 2   | Trade Corridor Dispute Resolution (GRM) | 1                       | 1                          | 100%               |

### 5. TRENDS AND INSIGHT

Monthly SLA Performance Trends, January – February 2025

| MONTH          | TOTAL REQUESTS | REQUESTS COMPLETED ON TIME | SLA COMPLIANCE (%) |
|----------------|----------------|----------------------------|--------------------|
| January, 2025  | 3              | 3                          | 100%               |
| February, 2025 | 2              | 2                          | 100%               |

### 6. Summary of Compliance Performance

Overall, SLA compliance with the committed turnaround times for the regulatory processes listed above stands at 100% for the month of February, 2025. A total of 2 Requests were received and all were resolved within the committed timelines, with an average resolution time of 0.7 days.

For further information, contact  
Niger State Commodity and Export Promotion Agency (NSCEPA),  
**Block 5 & 6, David Umaru Estate, Piggery Road, Off Shiroro Road, Minna, Niger State**  
+234 806 167 6470, +234 913 174 7139, or +234 907 106 4615  
Email: [info@nscepa.org](mailto:info@nscepa.org), Website: [nscepanigerstate.gov.ng](http://nscepanigerstate.gov.ng)

Signed:  
Hajiya Fatima Ndayako  
**Director-General**  
**Niger State Commodity and Export Promotion Agency**  
February, 2025



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

### 1. Introduction

This monthly report provides an overview of Niger State Commodity and Export Promotion Agency (NSCEPA)'s adherence to Service Level Agreements (SLAs) for the month of March 2025. The services covered are the Agency's core regulatory processes listed in Section 2 below. It summarizes request volumes, performance within SLA timelines, and corrective measures to improve delivery outcomes.

### 2. CORE REGULATORY PROCESSES AND COMMITTED TURNAROUND TIMES

| S/N | REGULATORY PROCESS            | COMMITTED TURNAROUND TIME |
|-----|-------------------------------|---------------------------|
| 1.  | Local Exporter Registration   | 1 working day             |
| 2.  | Foreign Exporter Registration | 1 working day             |
| 3.  | Commodity Extension Services  | 1 week                    |

### 3. SLA COMPLIANCE STATISTICS

This section evaluates compliance with SLAs by measuring the percentage of total requests completed within the committed time.

**SLA Compliance Rate Formula = (Total Requests Completed on Time ÷ Total Requests Received) × 100%**

- Local Exporter Registration: Total Requests completed on time = 1; Total Requests received = 1
- Foreign Exporter Registration: Total Requests completed on time = 1; Total Requests received = 1
- Commodity Extension Services: Total Requests completed on time = 1; Total Requests received = 1

**Overall Compliance Rate = 100%** (3 of 3 requests completed on time)

### 4. SLA COMPLIANCE BREAKDOWN BY PROCESS

| S/N | REGULATORY PROCESS            | TOTAL REQUESTS RECEIVED | REQUESTS COMPLETED ON TIME | SLA COMPLIANCE (%) |
|-----|-------------------------------|-------------------------|----------------------------|--------------------|
| 1   | Local Exporter Registration   | 1                       | 1                          | 100%               |
| 2   | Foreign Exporter Registration | 1                       | 1                          | 100%               |
| 3   | Commodity Extension Services  | 1                       | 1                          | 100%               |

### 5. TRENDS AND INSIGHT

Monthly SLA Performance Trends, January – March 2025

| MONTH          | TOTAL REQUESTS | REQUESTS COMPLETED ON TIME | SLA COMPLIANCE (%) |
|----------------|----------------|----------------------------|--------------------|
| January, 2025  | 3              | 3                          | 100%               |
| February, 2025 | 2              | 2                          | 100%               |
| March, 2025    | 3              | 3                          | 100%               |

## **6. Summary of Compliance Performance**

Overall, SLA compliance with the committed turnaround times for the regulatory processes listed above stands at 100% for the month of March, 2025. A total of 3 Requests were received and all were resolved within the committed timelines, with an average resolution time of 2.1 days.

For further information, contact  
Niger State Commodity and Export Promotion Agency (NSCEPA),  
**Block 5 & 6, David Umaru Estate, Piggery Road, Off Shiroro Road, Minna, Niger State**  
+234 806 167 6470, +234 913 174 7139, or +234 907 106 4615  
Email: [info@nscepa.org](mailto:info@nscepa.org), Website: [nscepanigerstate.gov.ng](http://nscepanigerstate.gov.ng)

Signed:  
Hajiya Fatima Ndayako  
**Director-General**  
**Niger State Commodity and Export Promotion Agency**  
March, 2025



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

### 1. Introduction

This monthly report provides an overview of Niger State Commodity and Export Promotion Agency (NSCEPA)'s adherence to Service Level Agreements (SLAs) for the month of April 2025. The services covered are the Agency's core regulatory processes listed in Section 2 below. It summarizes request volumes, performance within SLA timelines, and corrective measures to improve delivery outcomes.

### 2. CORE REGULATORY PROCESSES AND COMMITTED TURNAROUND TIMES

| S/N | REGULATORY PROCESS                      | COMMITTED TURNAROUND TIME    |
|-----|-----------------------------------------|------------------------------|
| 1.  | Local Exporter Registration             | 1 working day                |
| 2.  | Foreign Exporter Registration           | 1 working day                |
| 3.  | Trade Corridor Dispute Resolution (GRM) | Immediate ( $\leq 24$ Hours) |
| 4.  | Commodity Extension Services            | 1 week                       |

### 3. SLA COMPLIANCE STATISTICS

This section evaluates compliance with SLAs by measuring the percentage of total requests completed within the committed time.

**SLA Compliance Rate Formula = (Total Requests Completed on Time  $\div$  Total Requests Received)  $\times$  100%**

- Local Exporter Registration: Total Requests completed on time = 1; Total Requests received = 1
- Foreign Exporter Registration: Total Requests completed on time = 1; Total Requests received = 1
- Trade Corridor Dispute Resolution (GRM): Total Requests completed on time = 1; Total Requests received = 1
- Commodity Extension Services: Total Requests completed on time = 1; Total Requests received = 1

**Overall Compliance Rate = 100%** (4 of 4 requests completed on time)

### 4. SLA COMPLIANCE BREAKDOWN BY PROCESS

| S/N | REGULATORY PROCESS                      | TOTAL REQUESTS RECEIVED | REQUESTS COMPLETED ON TIME | SLA COMPLIANCE (%) |
|-----|-----------------------------------------|-------------------------|----------------------------|--------------------|
| 1   | Local Exporter Registration             | 1                       | 1                          | 100%               |
| 2   | Foreign Exporter Registration           | 1                       | 1                          | 100%               |
| 3   | Trade Corridor Dispute Resolution (GRM) | 1                       | 1                          | 100%               |
| 4   | Commodity Extension Services            | 1                       | 1                          | 100%               |

### 5. TRENDS AND INSIGHT

Monthly SLA Performance Trends, January – April 2025

| MONTH          | TOTAL REQUESTS | REQUESTS COMPLETED ON TIME | SLA COMPLIANCE (%) |
|----------------|----------------|----------------------------|--------------------|
| January, 2025  | 3              | 3                          | 100%               |
| February, 2025 | 2              | 2                          | 100%               |
| March, 2025    | 3              | 3                          | 100%               |
| April, 2025    | 4              | 4                          | 100%               |

## **6. Summary of Compliance Performance**

Overall, SLA compliance with the committed turnaround times for the regulatory processes listed above stands at 100% for the month of April, 2025. A total of 4 Requests were received and all were resolved within the committed timelines, with an average resolution time of 1.7 days.

For further information, contact  
Niger State Commodity and Export Promotion Agency (NSCEPA),  
**Block 5 & 6, David Umaru Estate, Piggery Road, Off Shiroro Road, Minna, Niger State**  
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Email: [info@nscepa.org](mailto:info@nscepa.org), Website: [nscepanigerstate.gov.ng](http://nscepanigerstate.gov.ng)

Signed:  
Hajiya Fatima Ndayako  
**Director-General**  
**Niger State Commodity and Export Promotion Agency**  
April, 2025



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

### 1. Introduction

This monthly report provides an overview of Niger State Commodity and Export Promotion Agency (NSCEPA)'s adherence to Service Level Agreements (SLAs) for the month of May 2025. The services covered are the Agency's core regulatory processes listed in Section 2 below. It summarizes request volumes, performance within SLA timelines, and corrective measures to improve delivery outcomes.

### 2. CORE REGULATORY PROCESSES AND COMMITTED TURNAROUND TIMES

| S/N | REGULATORY PROCESS                      | COMMITTED TURNAROUND TIME |
|-----|-----------------------------------------|---------------------------|
| 1.  | Local Exporter Registration             | 1 working day             |
| 2.  | Trade Corridor Dispute Resolution (GRM) | Immediate (≤ 24 Hours)    |

### 3. SLA COMPLIANCE STATISTICS

This section evaluates compliance with SLAs by measuring the percentage of total requests completed within the committed time.

**SLA Compliance Rate Formula = (Total Requests Completed on Time ÷ Total Requests Received) × 100%**

- Local Exporter Registration: Total Requests completed on time = 1; Total Requests received = 1
- Trade Corridor Dispute Resolution (GRM): Total Requests completed on time = 1; Total Requests received = 1

**Overall Compliance Rate = 100%** (2 of 2 requests completed on time)

### 4. SLA COMPLIANCE BREAKDOWN BY PROCESS

| S/N | REGULATORY PROCESS                      | TOTAL REQUESTS RECEIVED | REQUESTS COMPLETED ON TIME | SLA COMPLIANCE (%) |
|-----|-----------------------------------------|-------------------------|----------------------------|--------------------|
| 1   | Local Exporter Registration             | 1                       | 1                          | 100%               |
| 2   | Trade Corridor Dispute Resolution (GRM) | 1                       | 1                          | 100%               |

### 5. TRENDS AND INSIGHT

Monthly SLA Performance Trends, January – May 2025

| MONTH          | TOTAL REQUESTS | REQUESTS COMPLETED ON TIME | SLA COMPLIANCE (%) |
|----------------|----------------|----------------------------|--------------------|
| January, 2025  | 3              | 3                          | 100%               |
| February, 2025 | 2              | 2                          | 100%               |
| March, 2025    | 3              | 3                          | 100%               |
| April, 2025    | 4              | 4                          | 100%               |
| May, 2025      | 2              | 2                          | 100%               |

## **6. Summary of Compliance Performance**

Overall, SLA compliance with the committed turnaround times for the regulatory processes listed above stands at 100% for the month of May, 2025. A total of 2 Requests were received and all were resolved within the committed timelines, with an average resolution time of 0.7 days.

For further information, contact  
Niger State Commodity and Export Promotion Agency (NSCEPA),  
**Block 5 & 6, David Umaru Estate, Piggery Road, Off Shiroro Road, Minna, Niger State**  
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Signed:  
Hajiya Fatima Ndayako  
**Director-General**  
**Niger State Commodity and Export Promotion Agency**  
May, 2025



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

### 1. Introduction

This monthly report provides an overview of Niger State Commodity and Export Promotion Agency (NSCEPA)'s adherence to Service Level Agreements (SLAs) for the month of June 2025. The services covered are the Agency's core regulatory processes listed in Section 2 below. It summarizes request volumes, performance within SLA timelines, and corrective measures to improve delivery outcomes.

### 2. CORE REGULATORY PROCESSES AND COMMITTED TURNAROUND TIMES

| S/N | REGULATORY PROCESS            | COMMITTED TURNAROUND TIME |
|-----|-------------------------------|---------------------------|
| 1.  | Foreign Exporter Registration | 1 working day             |
| 2.  | Commodity Extension Services  | 1 week                    |

### 3. SLA COMPLIANCE STATISTICS

This section evaluates compliance with SLAs by measuring the percentage of total requests completed within the committed time.

**SLA Compliance Rate Formula = (Total Requests Completed on Time ÷ Total Requests Received) × 100%**

- Foreign Exporter Registration: Total Requests completed on time = 2; Total Requests received = 2
- Commodity Extension Services: Total Requests completed on time = 1; Total Requests received = 1

**Overall Compliance Rate = 100%** (3 of 3 requests completed on time)

### 4. SLA COMPLIANCE BREAKDOWN BY PROCESS

| S/N | REGULATORY PROCESS            | TOTAL REQUESTS RECEIVED | REQUESTS COMPLETED ON TIME | SLA COMPLIANCE (%) |
|-----|-------------------------------|-------------------------|----------------------------|--------------------|
| 1   | Foreign Exporter Registration | 2                       | 2                          | 100%               |
| 2   | Commodity Extension Services  | 1                       | 1                          | 100%               |

### 5. TRENDS AND INSIGHT

Monthly SLA Performance Trends, January – June 2025

| MONTH          | TOTAL REQUESTS | REQUESTS COMPLETED ON TIME | SLA COMPLIANCE (%) |
|----------------|----------------|----------------------------|--------------------|
| January, 2025  | 3              | 3                          | 100%               |
| February, 2025 | 2              | 2                          | 100%               |
| March, 2025    | 3              | 3                          | 100%               |
| April, 2025    | 4              | 4                          | 100%               |
| May, 2025      | 2              | 2                          | 100%               |
| June, 2025     | 3              | 3                          | 100%               |

## **6. Summary of Compliance Performance**

Overall, SLA compliance with the committed turnaround times for the regulatory processes listed above stands at 100% for the month of June, 2025. A total of 3 Requests were received and all were resolved within the committed timelines, with an average resolution time of 2.1 days.

For further information, contact  
Niger State Commodity and Export Promotion Agency (NSCEPA),  
**Block 5 & 6, David Umaru Estate, Piggery Road, Off Shiroro Road, Minna, Niger State**  
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Email: [info@nscepa.org](mailto:info@nscepa.org), Website: [nscepanigerstate.gov.ng](http://nscepanigerstate.gov.ng)

Signed:  
Hajiya Fatima Ndayako  
**Director-General**  
**Niger State Commodity and Export Promotion Agency**  
June, 2025



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

### 1. Introduction

This monthly report provides an overview of Niger State Commodity and Export Promotion Agency (NSCEPA)'s adherence to Service Level Agreements (SLAs) for the month of July 2025. The services covered are the Agency's core regulatory processes listed in Section 2 below. It summarizes request volumes, performance within SLA timelines, and corrective measures to improve delivery outcomes.

### 2. CORE REGULATORY PROCESSES AND COMMITTED TURNAROUND TIMES

| S/N | REGULATORY PROCESS                      | COMMITTED TURNAROUND TIME    |
|-----|-----------------------------------------|------------------------------|
| 1.  | Local Exporter Registration             | 1 working day                |
| 2.  | Trade Corridor Dispute Resolution (GRM) | Immediate ( $\leq 24$ Hours) |
| 3.  | Commodity Extension Services            | 1 week                       |

### 3. SLA COMPLIANCE STATISTICS

This section evaluates compliance with SLAs by measuring the percentage of total requests completed within the committed time.

**SLA Compliance Rate Formula = (Total Requests Completed on Time  $\div$  Total Requests Received)  $\times$  100%**

- Local Exporter Registration: Total Requests completed on time = 1; Total Requests received = 1
- Trade Corridor Dispute Resolution (GRM): Total Requests completed on time = 1; Total Requests received = 1
- Commodity Extension Services: Total Requests completed on time = 1; Total Requests received = 1

**Overall Compliance Rate = 100%** (3 of 3 requests completed on time)

### 4. SLA COMPLIANCE BREAKDOWN BY PROCESS

| S/N | REGULATORY PROCESS                      | TOTAL REQUESTS RECEIVED | REQUESTS COMPLETED ON TIME | SLA COMPLIANCE (%) |
|-----|-----------------------------------------|-------------------------|----------------------------|--------------------|
| 1   | Local Exporter Registration             | 1                       | 1                          | 100%               |
| 2   | Trade Corridor Dispute Resolution (GRM) | 1                       | 1                          | 100%               |
| 3   | Commodity Extension Services            | 1                       | 1                          | 100%               |

### 5. TRENDS AND INSIGHT

Monthly SLA Performance Trends, January – July 2025

| MONTH          | TOTAL REQUESTS | REQUESTS COMPLETED ON TIME | SLA COMPLIANCE (%) |
|----------------|----------------|----------------------------|--------------------|
| January, 2025  | 3              | 3                          | 100%               |
| February, 2025 | 2              | 2                          | 100%               |
| March, 2025    | 3              | 3                          | 100%               |
| April, 2025    | 4              | 4                          | 100%               |
| May, 2025      | 2              | 2                          | 100%               |
| June, 2025     | 3              | 3                          | 100%               |
| July, 2025     | 3              | 3                          | 100%               |

## **6. Summary of Compliance Performance**

Overall, SLA compliance with the committed turnaround times for the regulatory processes listed above stands at 100% for the month of July, 2025. A total of 3 Requests were received and all were resolved within the committed timelines, with an average resolution time of 1.9 days.

For further information, contact  
Niger State Commodity and Export Promotion Agency (NSCEPA),  
**Block 5 & 6, David Umaru Estate, Piggery Road, Off Shiroro Road, Minna, Niger State**  
+234 806 167 6470, +234 913 174 7139, or +234 907 106 4615  
Email: [info@nscepa.org](mailto:info@nscepa.org), Website: [nscepanigerstate.gov.ng](http://nscepanigerstate.gov.ng)

Signed:  
Hajiya Fatima Ndayako  
**Director-General**  
**Niger State Commodity and Export Promotion Agency**  
July, 2025



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

### 1. Introduction

This monthly report provides an overview of Niger State Commodity and Export Promotion Agency (NSCEPA)'s adherence to Service Level Agreements (SLAs) for the month of August 2025. The services covered are the Agency's core regulatory processes listed in Section 2 below. It summarizes request volumes, performance within SLA timelines, and corrective measures to improve delivery outcomes.

### 2. CORE REGULATORY PROCESSES AND COMMITTED TURNAROUND TIMES

| S/N | REGULATORY PROCESS                      | COMMITTED TURNAROUND TIME    |
|-----|-----------------------------------------|------------------------------|
| 1.  | Local Exporter Registration             | 1 working day                |
| 2.  | Foreign Exporter Registration           | 1 working day                |
| 3.  | Trade Corridor Dispute Resolution (GRM) | Immediate ( $\leq$ 24 Hours) |

### 3. SLA COMPLIANCE STATISTICS

This section evaluates compliance with SLAs by measuring the percentage of total requests completed within the committed time.

**SLA Compliance Rate Formula = (Total Requests Completed on Time  $\div$  Total Requests Received)  $\times$  100%**

- Local Exporter Registration: Total Requests completed on time = 1; Total Requests received = 1
- Foreign Exporter Registration: Total Requests completed on time = 1; Total Requests received = 1
- Trade Corridor Dispute Resolution (GRM): Total Requests completed on time = 1; Total Requests received = 1

**Overall Compliance Rate = 100%** (3 of 3 requests completed on time)

### 4. SLA COMPLIANCE BREAKDOWN BY PROCESS

| S/N | REGULATORY PROCESS                      | TOTAL REQUESTS RECEIVED | REQUESTS COMPLETED ON TIME | SLA COMPLIANCE (%) |
|-----|-----------------------------------------|-------------------------|----------------------------|--------------------|
| 1   | Local Exporter Registration             | 1                       | 1                          | 100%               |
| 2   | Foreign Exporter Registration           | 1                       | 1                          | 100%               |
| 3   | Trade Corridor Dispute Resolution (GRM) | 1                       | 1                          | 100%               |

### 5. TRENDS AND INSIGHT

Monthly SLA Performance Trends, January – August 2025

| MONTH          | TOTAL REQUESTS | REQUESTS COMPLETED ON TIME | SLA COMPLIANCE (%) |
|----------------|----------------|----------------------------|--------------------|
| January, 2025  | 3              | 3                          | 100%               |
| February, 2025 | 2              | 2                          | 100%               |
| March, 2025    | 3              | 3                          | 100%               |
| April, 2025    | 4              | 4                          | 100%               |
| May, 2025      | 2              | 2                          | 100%               |
| June, 2025     | 3              | 3                          | 100%               |
| July, 2025     | 3              | 3                          | 100%               |
| August, 2025   | 3              | 3                          | 100%               |

## **6. Summary of Compliance Performance**

Overall, SLA compliance with the committed turnaround times for the regulatory processes listed above stands at 100% for the month of August, 2025. A total of 3 Requests were received and all were resolved within the committed timelines, with an average resolution time of 0.7 days.

For further information, contact  
Niger State Commodity and Export Promotion Agency (NSCEPA),  
**Block 5 & 6, David Umaru Estate, Piggery Road, Off Shiroro Road, Minna, Niger State**  
+234 806 167 6470, +234 913 174 7139, or +234 907 106 4615  
Email: [info@nscepa.org](mailto:info@nscepa.org), Website: [nscepanigerstate.gov.ng](http://nscepanigerstate.gov.ng)

Signed:  
Hajiya Fatima Ndayako  
**Director-General**  
**Niger State Commodity and Export Promotion Agency**  
August, 2025



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

### 1. Introduction

This monthly report provides an overview of Niger State Commodity and Export Promotion Agency (NSCEPA)'s adherence to Service Level Agreements (SLAs) for the month of September 2025. The services covered are the Agency's core regulatory processes listed in Section 2 below. It summarizes request volumes, performance within SLA timelines, and corrective measures to improve delivery outcomes.

### 2. CORE REGULATORY PROCESSES AND COMMITTED TURNAROUND TIMES

| S/N | REGULATORY PROCESS                      | COMMITTED TURNAROUND TIME    |
|-----|-----------------------------------------|------------------------------|
| 1.  | Foreign Exporter Registration           | 1 working day                |
| 2.  | Commodity Extension Services            | 1 week                       |
| 3.  | Trade Corridor Dispute Resolution (GRM) | Immediate ( $\leq 24$ Hours) |

### 3. SLA COMPLIANCE STATISTICS

This section evaluates compliance with SLAs by measuring the percentage of total requests completed within the committed time.

**SLA Compliance Rate Formula = (Total Requests Completed on Time  $\div$  Total Requests Received)  $\times$  100%**

- Foreign Exporter Registration: Total Requests completed on time = 1; Total Requests received = 1
- Commodity Extension Services: Total Requests completed on time = 1; Total Requests received = 1
- Trade Corridor Dispute Resolution (GRM): Total Requests completed on time = 1; Total Requests received = 1

**Overall Compliance Rate = 100%** (3 of 3 requests completed on time)

### 4. SLA COMPLIANCE BREAKDOWN BY PROCESS

| S/N | REGULATORY PROCESS                      | TOTAL REQUESTS RECEIVED | REQUESTS COMPLETED ON TIME | SLA COMPLIANCE (%) |
|-----|-----------------------------------------|-------------------------|----------------------------|--------------------|
| 1   | Foreign Exporter Registration           | 1                       | 1                          | 100%               |
| 2   | Commodity Extension Services            | 1                       | 1                          | 100%               |
| 3   | Trade Corridor Dispute Resolution (GRM) | 1                       | 1                          | 100%               |

### 5. TRENDS AND INSIGHT

Monthly SLA Performance Trends, January – September 2025

| MONTH           | TOTAL REQUESTS | REQUESTS COMPLETED ON TIME | SLA COMPLIANCE (%) |
|-----------------|----------------|----------------------------|--------------------|
| January, 2025   | 3              | 3                          | 100%               |
| February, 2025  | 2              | 2                          | 100%               |
| March, 2025     | 3              | 3                          | 100%               |
| April, 2025     | 4              | 4                          | 100%               |
| May, 2025       | 2              | 2                          | 100%               |
| June, 2025      | 3              | 3                          | 100%               |
| July, 2025      | 3              | 3                          | 100%               |
| August, 2025    | 3              | 3                          | 100%               |
| September, 2025 | 3              | 3                          | 100%               |

## **6. Summary of Compliance Performance**

Overall, SLA compliance with the committed turnaround times for the regulatory processes listed above stands at 100% for the month of September, 2025. A total of 3 Requests were received and all were resolved within the committed timelines, with an average resolution time of 2.0 days.

For further information, contact  
Niger State Commodity and Export Promotion Agency (NSCEPA),  
**Block 5 & 6, David Umaru Estate, Piggery Road, Off Shiroro Road, Minna, Niger State**  
+234 806 167 6470, +234 913 174 7139, or +234 907 106 4615  
Email: [info@nscepa.org](mailto:info@nscepa.org), Website: [nscepanigerstate.gov.ng](http://nscepanigerstate.gov.ng)

Signed:  
Hajiya Fatima Ndayako  
**Director-General**  
**Niger State Commodity and Export Promotion Agency**  
September, 2025



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

### 1. Introduction

This monthly report provides an overview of Niger State Commodity and Export Promotion Agency (NSCEPA)'s adherence to Service Level Agreements (SLAs) for the month of October 2025. The services covered are the Agency's core regulatory processes listed in Section 2 below. It summarizes request volumes, performance within SLA timelines, and corrective measures to improve delivery outcomes.

### 2. CORE REGULATORY PROCESSES AND COMMITTED TURNAROUND TIMES

| S/N | REGULATORY PROCESS           | COMMITTED TURNAROUND TIME |
|-----|------------------------------|---------------------------|
| 1.  | Local Exporter Registration  | 1 working day             |
| 2.  | Commodity Extension Services | 1 week                    |

### 3. SLA COMPLIANCE STATISTICS

This section evaluates compliance with SLAs by measuring the percentage of total requests completed within the committed time.

**SLA Compliance Rate Formula = (Total Requests Completed on Time ÷ Total Requests Received) × 100%**

- Local Exporter Registration: Total Requests completed on time = 1; Total Requests received = 1
- Commodity Extension Services: Total Requests completed on time = 1; Total Requests received = 1

**Overall Compliance Rate = 100%** (2 of 2 requests completed on time)

### 4. SLA COMPLIANCE BREAKDOWN BY PROCESS

| S/N | REGULATORY PROCESS           | TOTAL REQUESTS RECEIVED | REQUESTS COMPLETED ON TIME | SLA COMPLIANCE (%) |
|-----|------------------------------|-------------------------|----------------------------|--------------------|
| 1   | Local Exporter Registration  | 1                       | 1                          | 100%               |
| 2   | Commodity Extension Services | 1                       | 1                          | 100%               |

### 5. TRENDS AND INSIGHT

Monthly SLA Performance Trends, January – October 2025

| MONTH           | TOTAL REQUESTS | REQUESTS COMPLETED ON TIME | SLA COMPLIANCE (%) |
|-----------------|----------------|----------------------------|--------------------|
| January, 2025   | 3              | 3                          | 100%               |
| February, 2025  | 2              | 2                          | 100%               |
| March, 2025     | 3              | 3                          | 100%               |
| April, 2025     | 4              | 4                          | 100%               |
| May, 2025       | 2              | 2                          | 100%               |
| June, 2025      | 3              | 3                          | 100%               |
| July, 2025      | 3              | 3                          | 100%               |
| August, 2025    | 3              | 3                          | 100%               |
| September, 2025 | 3              | 3                          | 100%               |
| October, 2025   | 2              | 2                          | 100%               |

## **6. Summary of Compliance Performance**

Overall, SLA compliance with the committed turnaround times for the regulatory processes listed above stands at 100% for the month of October, 2025. A total of 2 Requests were received and all were resolved within the committed timelines, with an average resolution time of 2.7 days.

For further information, contact  
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**Block 5 & 6, David Umaru Estate, Piggery Road, Off Shiroro Road, Minna, Niger State**  
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Email: [info@nscepa.org](mailto:info@nscepa.org), Website: [nscepanigerstate.gov.ng](http://nscepanigerstate.gov.ng)

Signed:  
Hajiya Fatima Ndayako  
**Director-General**  
**Niger State Commodity and Export Promotion Agency**  
October, 2025



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

### 1. Introduction

This monthly report provides an overview of Niger State Commodity and Export Promotion Agency (NSCEPA)'s adherence to Service Level Agreements (SLAs) for the month of November 2025. The services covered are the Agency's core regulatory processes listed in Section 2 below. It summarizes request volumes, performance within SLA timelines, and corrective measures to improve delivery outcomes.

### 2. CORE REGULATORY PROCESSES AND COMMITTED TURNAROUND TIMES

| S/N | REGULATORY PROCESS                      | COMMITTED TURNAROUND TIME |
|-----|-----------------------------------------|---------------------------|
| 1.  | Foreign Exporter Registration           | 1 working day             |
| 2.  | Trade Corridor Dispute Resolution (GRM) | Immediate (≤ 24 Hours)    |

### 3. SLA COMPLIANCE STATISTICS

This section evaluates compliance with SLAs by measuring the percentage of total requests completed within the committed time.

**SLA Compliance Rate Formula = (Total Requests Completed on Time ÷ Total Requests Received) × 100%**

- Foreign Exporter Registration: Total Requests completed on time = 1; Total Requests received = 1
- Trade Corridor Dispute Resolution (GRM): Total Requests completed on time = 1; Total Requests received = 1

**Overall Compliance Rate = 100%** (2 of 2 requests completed on time)

### 4. SLA COMPLIANCE BREAKDOWN BY PROCESS

| S/N | REGULATORY PROCESS                      | TOTAL REQUESTS RECEIVED | REQUESTS COMPLETED ON TIME | SLA COMPLIANCE (%) |
|-----|-----------------------------------------|-------------------------|----------------------------|--------------------|
| 1   | Foreign Exporter Registration           | 1                       | 1                          | 100%               |
| 2   | Trade Corridor Dispute Resolution (GRM) | 1                       | 1                          | 100%               |

### 5. TRENDS AND INSIGHT

Monthly SLA Performance Trends, January – November 2025

| MONTH           | TOTAL REQUESTS | REQUESTS COMPLETED ON TIME | SLA COMPLIANCE (%) |
|-----------------|----------------|----------------------------|--------------------|
| January, 2025   | 3              | 3                          | 100%               |
| February, 2025  | 2              | 2                          | 100%               |
| March, 2025     | 3              | 3                          | 100%               |
| April, 2025     | 4              | 4                          | 100%               |
| May, 2025       | 2              | 2                          | 100%               |
| June, 2025      | 3              | 3                          | 100%               |
| July, 2025      | 3              | 3                          | 100%               |
| August, 2025    | 3              | 3                          | 100%               |
| September, 2025 | 3              | 3                          | 100%               |
| October, 2025   | 2              | 2                          | 100%               |
| November, 2025  | 2              | 2                          | 100%               |

## **6. Summary of Compliance Performance**

Overall, SLA compliance with the committed turnaround times for the regulatory processes listed above stands at 100% for the month of November, 2025. A total of 2 Requests were received and all were resolved within the committed timelines, with an average resolution time of 0.7 days.

For further information, contact  
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**Block 5 & 6, David Umaru Estate, Piggery Road, Off Shiroro Road, Minna, Niger State**  
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Email: [info@nscepa.org](mailto:info@nscepa.org), Website: [nscepanigerstate.gov.ng](http://nscepanigerstate.gov.ng)

Signed:  
Hajiya Fatima Ndayako  
**Director-General**  
**Niger State Commodity and Export Promotion Agency**  
November, 2025



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

### 1. Introduction

This monthly report provides an overview of Niger State Commodity and Export Promotion Agency (NSCEPA)'s adherence to Service Level Agreements (SLAs) for the month of December 2025. The services covered are the Agency's core regulatory processes listed in Section 2 below. It summarizes request volumes, performance within SLA timelines, and corrective measures to improve delivery outcomes.

### 2. CORE REGULATORY PROCESSES AND COMMITTED TURNAROUND TIMES

| S/N | REGULATORY PROCESS            | COMMITTED TURNAROUND TIME |
|-----|-------------------------------|---------------------------|
| 1.  | Local Exporter Registration   | 1 working day             |
| 2.  | Foreign Exporter Registration | 1 working day             |

### 3. SLA COMPLIANCE STATISTICS

This section evaluates compliance with SLAs by measuring the percentage of total requests completed within the committed time.

**SLA Compliance Rate Formula = (Total Requests Completed on Time ÷ Total Requests Received) × 100%**

- Local Exporter Registration: Total Requests completed on time = 1; Total Requests received = 1
- Foreign Exporter Registration: Total Requests completed on time = 1; Total Requests received = 1

**Overall Compliance Rate = 100%** (2 of 2 requests completed on time)

### 4. SLA COMPLIANCE BREAKDOWN BY PROCESS

| S/N | REGULATORY PROCESS            | TOTAL REQUESTS RECEIVED | REQUESTS COMPLETED ON TIME | SLA COMPLIANCE (%) |
|-----|-------------------------------|-------------------------|----------------------------|--------------------|
| 1   | Local Exporter Registration   | 1                       | 1                          | 100%               |
| 2   | Foreign Exporter Registration | 1                       | 1                          | 100%               |

### 5. TRENDS AND INSIGHT

Monthly SLA Performance Trends, January – December 2025

| MONTH           | TOTAL REQUESTS | REQUESTS COMPLETED ON TIME | SLA COMPLIANCE (%) |
|-----------------|----------------|----------------------------|--------------------|
| January, 2025   | 3              | 3                          | 100%               |
| February, 2025  | 2              | 2                          | 100%               |
| March, 2025     | 3              | 3                          | 100%               |
| April, 2025     | 4              | 4                          | 100%               |
| May, 2025       | 2              | 2                          | 100%               |
| June, 2025      | 3              | 3                          | 100%               |
| July, 2025      | 3              | 3                          | 100%               |
| August, 2025    | 3              | 3                          | 100%               |
| September, 2025 | 3              | 3                          | 100%               |
| October, 2025   | 2              | 2                          | 100%               |
| November, 2025  | 2              | 2                          | 100%               |
| December, 2025  | 2              | 2                          | 100%               |

## **6. Summary of Compliance Performance**

Overall, SLA compliance with the committed turnaround times for the regulatory processes listed above stands at 100% for the month of December, 2025. A total of 2 Requests were received and all were resolved within the committed timelines, with an average resolution time of 0.9 days.

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Email: [info@nscepa.org](mailto:info@nscepa.org), Website: [nscepanigerstate.gov.ng](http://nscepanigerstate.gov.ng)

Signed:  
Hajiya Fatima Ndayako  
**Director-General**  
**Niger State Commodity and Export Promotion Agency**  
December, 2025