



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

1. INTRODUCTION

This monthly report provides an overview of the Niger State Motor Vehicle Administration Agency's (NSMVAA) adherence to Service Level Agreements (SLAs) for the month of January 2025. The services covered are: CMR Application & Form Filling, V.I.O Document & Physical Inspection and GRM Complaint Resolution. The report summarises request volumes, performance against the committed turnaround times, and corrective measures taken to improve service delivery outcomes.

2. CORE REGULATORY PROCESSES AND COMMITTED TURNAROUND TIMES

S/N	REGULATORY PROCESS	COMMITTED TURNAROUND TIME
1	CMR Application & Form Filling	Instant
2	V.I.O Document & Physical Inspection	15 – 20 minutes
3	GRM Complaint Resolution	7 working days

Note: "Instant" means the process is completed within the same service session, at the point of service.

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 = (Total Requests Completed on Time ÷ Total Requests Received) × 100%

i. CMR Application & Form Filling:

Total requests completed on time = 406

Total requests received = 412

Compliance rate = 98.5%

ii. V.I.O Document & Physical Inspection:

Total requests completed on time = 371

Total requests received = 385

Compliance rate = 96.4%

iii. GRM Complaint Resolution:

Total requests completed on time = 1

Total requests received = 1

Compliance rate = 100%

Overall compliance rate (all processes) = 97.5%

4. SLA COMPLIANCE BREAKDOWN BY PROCESS

S/N	REGULATORY PROCESS	TOTAL REQUESTS RECEIVED	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)
1	CMR Application & Form Filling	412	406	98.5%
2	V.I.O Document & Physical Inspection	385	371	96.4%
3	GRM Complaint Resolution	1	1	100%
	Overall	798	778	97.5%

5. TRENDS AND INSIGHTS

Monthly SLA performance trend, all processes reported (January 2025 to date):

MONTH	PROCESSES REPORTED	TOTAL REQUESTS	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)
January 2025	3	798	778	97.5%

January 2025 is the first reporting month; overall compliance stands at 97.5%.

6. CORRECTIVE MEASURES

CMR Application & Form Filling (6 of 412 requests outside the committed time): Additional front-desk officers will be deployed during peak periods, and applicants will be encouraged to complete and validate their forms before arrival to reduce queuing time.

V.I.O Document & Physical Inspection (14 of 385 requests outside the committed time): Inspection lanes will be rostered to match peak-day volumes, and pre-inspection document checks will be strengthened so that documentary queries are resolved before physical inspection begins.

7. SUMMARY OF COMPLIANCE PERFORMANCE

In January 2025, the Agency received 798 requests across 3 regulatory processes, of which 778 were completed within the committed turnaround time, giving an overall SLA compliance rate of 97.5%. GRM Complaint Resolution recorded 100% compliance. 1 GRM complaint was received and resolved within the 7-working-day commitment.

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January 2025



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

1. INTRODUCTION

This monthly report provides an overview of the Niger State Motor Vehicle Administration Agency's (NSMVAA) adherence to Service Level Agreements (SLAs) for the month of February 2025. The services covered are: V.I.O Document & Physical Inspection, Invoice Generation via Niger IGR and GRM Complaint Resolution. The report summarises request volumes, performance against the committed turnaround times, and corrective measures taken to improve service delivery outcomes.

2. CORE REGULATORY PROCESSES AND COMMITTED TURNAROUND TIMES

S/N	REGULATORY PROCESS	COMMITTED TURNAROUND TIME
1	V.I.O Document & Physical Inspection	15 – 20 minutes
2	Invoice Generation via Niger IGR	Instant
3	GRM Complaint Resolution	7 working days

Note: "Instant" means the process is completed within the same service session, at the point of service.

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 = (Total Requests Completed on Time ÷ Total Requests Received) × 100%

i. V.I.O Document & Physical Inspection:

Total requests completed on time = 352

Total requests received = 358

Compliance rate = 98.3%

ii. Invoice Generation via Niger IGR:

Total requests completed on time = 341

Total requests received = 341

Compliance rate = 100%

iii. GRM Complaint Resolution:

Total requests completed on time = 0

Total requests received = 0

Compliance rate = N/A (no requests received this month)

Overall compliance rate (all processes) = 99.1%

4. SLA COMPLIANCE BREAKDOWN BY PROCESS

S/N	REGULATORY PROCESS	TOTAL REQUESTS RECEIVED	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)
1	V.I.O Document & Physical Inspection	358	352	98.3%
2	Invoice Generation via Niger IGR	341	341	100%
3	GRM Complaint Resolution	0	0	N/A
	Overall	699	693	99.1%

5. TRENDS AND INSIGHTS

Monthly SLA performance trend, all processes reported (January 2025 to date):

MONTH	PROCESSES REPORTED	TOTAL REQUESTS	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)
January 2025	3	798	778	97.5%
February 2025	3	699	693	99.1%

Overall compliance of 99.1% is up from 97.5% in January. Year-to-date compliance across all processes reported stands at 98.3%.

6. CORRECTIVE MEASURES

V.I.O Document & Physical Inspection (6 of 358 requests outside the committed time): Inspection lanes will be rostered to match peak-day volumes, and pre-inspection document checks will be strengthened so that documentary queries are resolved before physical inspection begins.

7. SUMMARY OF COMPLIANCE PERFORMANCE

In February 2025, the Agency received 699 requests across 3 regulatory processes, of which 693 were completed within the committed turnaround time, giving an overall SLA compliance rate of 99.1%. Invoice Generation via Niger IGR recorded 100% compliance. No complaints were received under the Grievance Redress Mechanism (GRM) during the month, so the GRM compliance rate is not applicable (N/A).

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February 2025



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

1. INTRODUCTION

This monthly report provides an overview of the Niger State Motor Vehicle Administration Agency's (NSMVAA) adherence to Service Level Agreements (SLAs) for the month of March 2025. The services covered are: CMR Application & Form Filling, V.I.O Document & Physical Inspection, Invoice Generation via Niger IGR and GRM Complaint Resolution. The report summarises request volumes, performance against the committed turnaround times, and corrective measures taken to improve service delivery outcomes.

2. CORE REGULATORY PROCESSES AND COMMITTED TURNAROUND TIMES

S/N	REGULATORY PROCESS	COMMITTED TURNAROUND TIME
1	CMR Application & Form Filling	Instant
2	V.I.O Document & Physical Inspection	15 – 20 minutes
3	Invoice Generation via Niger IGR	Instant
4	GRM Complaint Resolution	7 working days

Note: "Instant" means the process is completed within the same service session, at the point of service.

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 = (Total Requests Completed on Time ÷ Total Requests Received) × 100%

i. CMR Application & Form Filling:

Total requests completed on time = 447

Total requests received = 447

Compliance rate = 100%

ii. V.I.O Document & Physical Inspection:

Total requests completed on time = 409

Total requests received = 421

Compliance rate = 97.1%

iii. Invoice Generation via Niger IGR:

Total requests completed on time = 414

Total requests received = 415

Compliance rate = 99.8%

iv. GRM Complaint Resolution:

Total requests completed on time = 3

Total requests received = 3

Compliance rate = 100%

Overall compliance rate (all processes) = 99%

4. SLA COMPLIANCE BREAKDOWN BY PROCESS

S/N	REGULATORY PROCESS	TOTAL REQUESTS RECEIVED	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)
1	CMR Application & Form Filling	447	447	100%
2	V.I.O Document & Physical Inspection	421	409	97.1%
3	Invoice Generation via Niger IGR	415	414	99.8%
4	GRM Complaint Resolution	3	3	100%
	Overall	1,286	1,273	99%

5. TRENDS AND INSIGHTS

Monthly SLA performance trend, all processes reported (January 2025 to date):

MONTH	PROCESSES REPORTED	TOTAL REQUESTS	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)
January 2025	3	798	778	97.5%
February 2025	3	699	693	99.1%
March 2025	4	1,286	1,273	99%

Overall compliance of 99% is down from 99.1% in February. Year-to-date compliance across all processes reported stands at 98.6%.

6. CORRECTIVE MEASURES

V.I.O Document & Physical Inspection (12 of 421 requests outside the committed time): Inspection lanes will be rostered to match peak-day volumes, and pre-inspection document checks will be strengthened so that documentary queries are resolved before physical inspection begins.

Invoice Generation via Niger IGR (1 of 415 requests outside the committed time): Connectivity and system-availability issues with the Niger IGR platform will be escalated to the platform administrators, with manual fallback procedures reinforced.

7. SUMMARY OF COMPLIANCE PERFORMANCE

In March 2025, the Agency received 1,286 requests across 4 regulatory processes, of which 1,273 were completed within the committed turnaround time, giving an overall SLA compliance rate of 99%. CMR Application & Form Filling and GRM Complaint Resolution recorded 100% compliance. 3 GRM complaints were received and resolved within the 7-working-day commitment.

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March 2025



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

1. INTRODUCTION

This monthly report provides an overview of the Niger State Motor Vehicle Administration Agency's (NSMVAA) adherence to Service Level Agreements (SLAs) for the month of April 2025. The services covered are: CMR Application & Form Filling, Invoice Generation via Niger IGR and GRM Complaint Resolution. The report summarises request volumes, performance against the committed turnaround times, and corrective measures taken to improve service delivery outcomes.

2. CORE REGULATORY PROCESSES AND COMMITTED TURNAROUND TIMES

S/N	REGULATORY PROCESS	COMMITTED TURNAROUND TIME
1	CMR Application & Form Filling	Instant
2	Invoice Generation via Niger IGR	Instant
3	GRM Complaint Resolution	7 working days

Note: "Instant" means the process is completed within the same service session, at the point of service.

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 = (Total Requests Completed on Time ÷ Total Requests Received) × 100%

i. CMR Application & Form Filling:

Total requests completed on time = 391

Total requests received = 398

Compliance rate = 98.2%

ii. Invoice Generation via Niger IGR:

Total requests completed on time = 380

Total requests received = 380

Compliance rate = 100%

iii. GRM Complaint Resolution:

Total requests completed on time = 0

Total requests received = 0

Compliance rate = N/A (no requests received this month)

Overall compliance rate (all processes) = 99.1%

4. SLA COMPLIANCE BREAKDOWN BY PROCESS

S/N	REGULATORY PROCESS	TOTAL REQUESTS RECEIVED	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)
1	CMR Application & Form Filling	398	391	98.2%
2	Invoice Generation via Niger IGR	380	380	100%
3	GRM Complaint Resolution	0	0	N/A
	Overall	778	771	99.1%

5. TRENDS AND INSIGHTS

Monthly SLA performance trend, all processes reported (January 2025 to date):

MONTH	PROCESSES REPORTED	TOTAL REQUESTS	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)
January 2025	3	798	778	97.5%
February 2025	3	699	693	99.1%
March 2025	4	1,286	1,273	99%
April 2025	3	778	771	99.1%

Overall compliance of 99.1% is up from 99% in March. Year-to-date compliance across all processes reported stands at 98.7%.

6. CORRECTIVE MEASURES

CMR Application & Form Filling (7 of 398 requests outside the committed time): Additional front-desk officers will be deployed during peak periods, and applicants will be encouraged to complete and validate their forms before arrival to reduce queuing time.

7. SUMMARY OF COMPLIANCE PERFORMANCE

In April 2025, the Agency received 778 requests across 3 regulatory processes, of which 771 were completed within the committed turnaround time, giving an overall SLA compliance rate of 99.1%. Invoice Generation via Niger IGR recorded 100% compliance. No complaints were received under the Grievance Redress Mechanism (GRM) during the month, so the GRM compliance rate is not applicable (N/A).

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April 2025



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

1. INTRODUCTION

This monthly report provides an overview of the Niger State Motor Vehicle Administration Agency's (NSMVAA) adherence to Service Level Agreements (SLAs) for the month of May 2025. The services covered are: V.I.O Document & Physical Inspection, Invoice Generation via Niger IGR and GRM Complaint Resolution. The report summarises request volumes, performance against the committed turnaround times, and corrective measures taken to improve service delivery outcomes.

2. CORE REGULATORY PROCESSES AND COMMITTED TURNAROUND TIMES

S/N	REGULATORY PROCESS	COMMITTED TURNAROUND TIME
1	V.I.O Document & Physical Inspection	15 – 20 minutes
2	Invoice Generation via Niger IGR	Instant
3	GRM Complaint Resolution	7 working days

Note: "Instant" means the process is completed within the same service session, at the point of service.

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 = (Total Requests Completed on Time ÷ Total Requests Received) × 100%

i. V.I.O Document & Physical Inspection:

Total requests completed on time = 388

Total requests received = 402

Compliance rate = 96.5%

ii. Invoice Generation via Niger IGR:

Total requests completed on time = 396

Total requests received = 396

Compliance rate = 100%

iii. GRM Complaint Resolution:

Total requests completed on time = 0

Total requests received = 0

Compliance rate = N/A (no requests received this month)

Overall compliance rate (all processes) = 98.2%

4. SLA COMPLIANCE BREAKDOWN BY PROCESS

S/N	REGULATORY PROCESS	TOTAL REQUESTS RECEIVED	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)
1	V.I.O Document & Physical Inspection	402	388	96.5%
2	Invoice Generation via Niger IGR	396	396	100%
3	GRM Complaint Resolution	0	0	N/A
	Overall	798	784	98.2%

5. TRENDS AND INSIGHTS

Monthly SLA performance trend, all processes reported (January 2025 to date):

MONTH	PROCESSES REPORTED	TOTAL REQUESTS	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)
January 2025	3	798	778	97.5%
February 2025	3	699	693	99.1%
March 2025	4	1,286	1,273	99%
April 2025	3	778	771	99.1%
May 2025	3	798	784	98.2%

Overall compliance of 98.2% is down from 99.1% in April. Year-to-date compliance across all processes reported stands at 98.6%.

6. CORRECTIVE MEASURES

V.I.O Document & Physical Inspection (14 of 402 requests outside the committed time): Inspection lanes will be rostered to match peak-day volumes, and pre-inspection document checks will be strengthened so that documentary queries are resolved before physical inspection begins.

7. SUMMARY OF COMPLIANCE PERFORMANCE

In May 2025, the Agency received 798 requests across 3 regulatory processes, of which 784 were completed within the committed turnaround time, giving an overall SLA compliance rate of 98.2%. Invoice Generation via Niger IGR recorded 100% compliance. No complaints were received under the Grievance Redress Mechanism (GRM) during the month, so the GRM compliance rate is not applicable (N/A).

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May 2025



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

1. INTRODUCTION

This monthly report provides an overview of the Niger State Motor Vehicle Administration Agency's (NSMVAA) adherence to Service Level Agreements (SLAs) for the month of June 2025. The services covered are: CMR Application & Form Filling, V.I.O Document & Physical Inspection and GRM Complaint Resolution. The report summarises request volumes, performance against the committed turnaround times, and corrective measures taken to improve service delivery outcomes.

2. CORE REGULATORY PROCESSES AND COMMITTED TURNAROUND TIMES

S/N	REGULATORY PROCESS	COMMITTED TURNAROUND TIME
1	CMR Application & Form Filling	Instant
2	V.I.O Document & Physical Inspection	15 – 20 minutes
3	GRM Complaint Resolution	7 working days

Note: "Instant" means the process is completed within the same service session, at the point of service.

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 = (Total Requests Completed on Time ÷ Total Requests Received) × 100%

i. CMR Application & Form Filling:

Total requests completed on time = 431

Total requests received = 431

Compliance rate = 100%

ii. V.I.O Document & Physical Inspection:

Total requests completed on time = 402

Total requests received = 409

Compliance rate = 98.3%

iii. GRM Complaint Resolution:

Total requests completed on time = 0

Total requests received = 0

Compliance rate = N/A (no requests received this month)

Overall compliance rate (all processes) = 99.2%

4. SLA COMPLIANCE BREAKDOWN BY PROCESS

S/N	REGULATORY PROCESS	TOTAL REQUESTS RECEIVED	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)
1	CMR Application & Form Filling	431	431	100%
2	V.I.O Document & Physical Inspection	409	402	98.3%
3	GRM Complaint Resolution	0	0	N/A
	Overall	840	833	99.2%

5. TRENDS AND INSIGHTS

Monthly SLA performance trend, all processes reported (January 2025 to date):

MONTH	PROCESSES REPORTED	TOTAL REQUESTS	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)
January 2025	3	798	778	97.5%
February 2025	3	699	693	99.1%
March 2025	4	1,286	1,273	99%
April 2025	3	778	771	99.1%
May 2025	3	798	784	98.2%
June 2025	3	840	833	99.2%

Overall compliance of 99.2% is up from 98.2% in May. Year-to-date compliance across all processes reported stands at 98.7%.

6. CORRECTIVE MEASURES

V.I.O Document & Physical Inspection (7 of 409 requests outside the committed time): Inspection lanes will be rostered to match peak-day volumes, and pre-inspection document checks will be strengthened so that documentary queries are resolved before physical inspection begins.

7. SUMMARY OF COMPLIANCE PERFORMANCE

In June 2025, the Agency received 840 requests across 3 regulatory processes, of which 833 were completed within the committed turnaround time, giving an overall SLA compliance rate of 99.2%. CMR Application & Form Filling recorded 100% compliance. No complaints were received under the Grievance Redress Mechanism (GRM) during the month, so the GRM compliance rate is not applicable (N/A).

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June 2025



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

1. INTRODUCTION

This monthly report provides an overview of the Niger State Motor Vehicle Administration Agency's (NSMVAA) adherence to Service Level Agreements (SLAs) for the month of July 2025. The services covered are: CMR Application & Form Filling, Invoice Generation via Niger IGR and GRM Complaint Resolution. The report summarises request volumes, performance against the committed turnaround times, and corrective measures taken to improve service delivery outcomes.

2. CORE REGULATORY PROCESSES AND COMMITTED TURNAROUND TIMES

S/N	REGULATORY PROCESS	COMMITTED TURNAROUND TIME
1	CMR Application & Form Filling	Instant
2	Invoice Generation via Niger IGR	Instant
3	GRM Complaint Resolution	7 working days

Note: "Instant" means the process is completed within the same service session, at the point of service.

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 = (Total Requests Completed on Time ÷ Total Requests Received) × 100%

i. CMR Application & Form Filling:

Total requests completed on time = 449

Total requests received = 455

Compliance rate = 98.7%

ii. Invoice Generation via Niger IGR:

Total requests completed on time = 437

Total requests received = 437

Compliance rate = 100%

iii. GRM Complaint Resolution:

Total requests completed on time = 0

Total requests received = 0

Compliance rate = N/A (no requests received this month)

Overall compliance rate (all processes) = 99.3%

4. SLA COMPLIANCE BREAKDOWN BY PROCESS

S/N	REGULATORY PROCESS	TOTAL REQUESTS RECEIVED	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)
1	CMR Application & Form Filling	455	449	98.7%
2	Invoice Generation via Niger IGR	437	437	100%
3	GRM Complaint Resolution	0	0	N/A
	Overall	892	886	99.3%

5. TRENDS AND INSIGHTS

Monthly SLA performance trend, all processes reported (January 2025 to date):

MONTH	PROCESSES REPORTED	TOTAL REQUESTS	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)
January 2025	3	798	778	97.5%
February 2025	3	699	693	99.1%
March 2025	4	1,286	1,273	99%
April 2025	3	778	771	99.1%
May 2025	3	798	784	98.2%
June 2025	3	840	833	99.2%
July 2025	3	892	886	99.3%

Overall compliance of 99.3% is up from 99.2% in June. Year-to-date compliance across all processes reported stands at 98.8%.

6. CORRECTIVE MEASURES

CMR Application & Form Filling (6 of 455 requests outside the committed time): Additional front-desk officers will be deployed during peak periods, and applicants will be encouraged to complete and validate their forms before arrival to reduce queuing time.

7. SUMMARY OF COMPLIANCE PERFORMANCE

In July 2025, the Agency received 892 requests across 3 regulatory processes, of which 886 were completed within the committed turnaround time, giving an overall SLA compliance rate of 99.3%. Invoice Generation via Niger IGR recorded 100% compliance. No complaints were received under the Grievance Redress Mechanism (GRM) during the month, so the GRM compliance rate is not applicable (N/A).

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July 2025



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

1. INTRODUCTION

This monthly report provides an overview of the Niger State Motor Vehicle Administration Agency's (NSMVAA) adherence to Service Level Agreements (SLAs) for the month of August 2025. The services covered are: CMR Application & Form Filling, V.I.O Document & Physical Inspection, Invoice Generation via Niger IGR and GRM Complaint Resolution. The report summarises request volumes, performance against the committed turnaround times, and corrective measures taken to improve service delivery outcomes.

2. CORE REGULATORY PROCESSES AND COMMITTED TURNAROUND TIMES

S/N	REGULATORY PROCESS	COMMITTED TURNAROUND TIME
1	CMR Application & Form Filling	Instant
2	V.I.O Document & Physical Inspection	15 – 20 minutes
3	Invoice Generation via Niger IGR	Instant
4	GRM Complaint Resolution	7 working days

Note: "Instant" means the process is completed within the same service session, at the point of service.

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 = (Total Requests Completed on Time ÷ Total Requests Received) × 100%

i. CMR Application & Form Filling:

Total requests completed on time = 468

Total requests received = 468

Compliance rate = 100%

ii. V.I.O Document & Physical Inspection:

Total requests completed on time = 431

Total requests received = 440

Compliance rate = 98%

iii. Invoice Generation via Niger IGR:

Total requests completed on time = 450

Total requests received = 452

Compliance rate = 99.6%

iv. GRM Complaint Resolution:

Total requests completed on time = 1

Total requests received = 1

Compliance rate = 100%

Overall compliance rate (all processes) = 99.2%

4. SLA COMPLIANCE BREAKDOWN BY PROCESS

S/N	REGULATORY PROCESS	TOTAL REQUESTS RECEIVED	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)
1	CMR Application & Form Filling	468	468	100%
2	V.I.O Document & Physical Inspection	440	431	98%
3	Invoice Generation via Niger IGR	452	450	99.6%
4	GRM Complaint Resolution	1	1	100%
	Overall	1,361	1,350	99.2%

5. TRENDS AND INSIGHTS

Monthly SLA performance trend, all processes reported (January 2025 to date):

MONTH	PROCESSES REPORTED	TOTAL REQUESTS	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)
January 2025	3	798	778	97.5%
February 2025	3	699	693	99.1%
March 2025	4	1,286	1,273	99%
April 2025	3	778	771	99.1%
May 2025	3	798	784	98.2%
June 2025	3	840	833	99.2%
July 2025	3	892	886	99.3%
August 2025	4	1,361	1,350	99.2%

Overall compliance of 99.2% is down from 99.3% in July. Year-to-date compliance across all processes reported stands at 98.9%.

6. CORRECTIVE MEASURES

V.I.O Document & Physical Inspection (9 of 440 requests outside the committed time): Inspection lanes will be rostered to match peak-day volumes, and pre-inspection document checks will be strengthened so that documentary queries are resolved before physical inspection begins.

Invoice Generation via Niger IGR (2 of 452 requests outside the committed time): Connectivity and system-availability issues with the Niger IGR platform will be escalated to the platform administrators, with manual fallback procedures reinforced.

7. SUMMARY OF COMPLIANCE PERFORMANCE

In August 2025, the Agency received 1,361 requests across 4 regulatory processes, of which 1,350 were completed within the committed turnaround time, giving an overall SLA compliance rate of 99.2%. CMR Application & Form Filling and GRM Complaint Resolution recorded 100% compliance. 1 GRM complaint was received and resolved within the 7-working-day commitment. The GRM log records complaint status as “Treated” but does not capture an exact resolution date, so an average resolution time in days is not available for this month.

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Executive Director

Niger State Motor Vehicle Administration Agency (NSMVAA)

August 2025



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

1. INTRODUCTION

This monthly report provides an overview of the Niger State Motor Vehicle Administration Agency's (NSMVAA) adherence to Service Level Agreements (SLAs) for the month of September 2025. The services covered are: V.I.O Document & Physical Inspection, Invoice Generation via Niger IGR and GRM Complaint Resolution. The report summarises request volumes, performance against the committed turnaround times, and corrective measures taken to improve service delivery outcomes.

2. CORE REGULATORY PROCESSES AND COMMITTED TURNAROUND TIMES

S/N	REGULATORY PROCESS	COMMITTED TURNAROUND TIME
1	V.I.O Document & Physical Inspection	15 – 20 minutes
2	Invoice Generation via Niger IGR	Instant
3	GRM Complaint Resolution	7 working days

Note: "Instant" means the process is completed within the same service session, at the point of service.

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 = (Total Requests Completed on Time ÷ Total Requests Received) × 100%

i. V.I.O Document & Physical Inspection:

Total requests completed on time = 410

Total requests received = 417

Compliance rate = 98.3%

ii. Invoice Generation via Niger IGR:

Total requests completed on time = 403

Total requests received = 403

Compliance rate = 100%

iii. GRM Complaint Resolution:

Total requests completed on time = 0

Total requests received = 0

Compliance rate = N/A (no requests received this month)

Overall compliance rate (all processes) = 99.1%

4. SLA COMPLIANCE BREAKDOWN BY PROCESS

S/N	REGULATORY PROCESS	TOTAL REQUESTS RECEIVED	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)
1	V.I.O Document & Physical Inspection	417	410	98.3%
2	Invoice Generation via Niger IGR	403	403	100%
3	GRM Complaint Resolution	0	0	N/A
	Overall	820	813	99.1%

5. TRENDS AND INSIGHTS

Monthly SLA performance trend, all processes reported (January 2025 to date):

MONTH	PROCESSES REPORTED	TOTAL REQUESTS	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)
January 2025	3	798	778	97.5%
February 2025	3	699	693	99.1%
March 2025	4	1,286	1,273	99%
April 2025	3	778	771	99.1%
May 2025	3	798	784	98.2%
June 2025	3	840	833	99.2%
July 2025	3	892	886	99.3%
August 2025	4	1,361	1,350	99.2%
September 2025	3	820	813	99.1%

Overall compliance of 99.1% is unchanged from 99.2% in August. Year-to-date compliance across all processes reported stands at 98.9%.

6. CORRECTIVE MEASURES

V.I.O Document & Physical Inspection (7 of 417 requests outside the committed time): Inspection lanes will be rostered to match peak-day volumes, and pre-inspection document checks will be strengthened so that documentary queries are resolved before physical inspection begins.

7. SUMMARY OF COMPLIANCE PERFORMANCE

In September 2025, the Agency received 820 requests across 3 regulatory processes, of which 813 were completed within the committed turnaround time, giving an overall SLA compliance rate of 99.1%. Invoice Generation via Niger IGR recorded 100% compliance. No complaints were received under the Grievance Redress Mechanism (GRM) during the month, so the GRM compliance rate is not applicable (N/A).

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September 2025



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

1. INTRODUCTION

This monthly report provides an overview of the Niger State Motor Vehicle Administration Agency's (NSMVAA) adherence to Service Level Agreements (SLAs) for the month of October 2025. The services covered are: CMR Application & Form Filling, V.I.O Document & Physical Inspection and GRM Complaint Resolution. The report summarises request volumes, performance against the committed turnaround times, and corrective measures taken to improve service delivery outcomes.

2. CORE REGULATORY PROCESSES AND COMMITTED TURNAROUND TIMES

S/N	REGULATORY PROCESS	COMMITTED TURNAROUND TIME
1	CMR Application & Form Filling	Instant
2	V.I.O Document & Physical Inspection	15 – 20 minutes
3	GRM Complaint Resolution	7 working days

Note: "Instant" means the process is completed within the same service session, at the point of service.

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 = (Total Requests Completed on Time ÷ Total Requests Received) × 100%

i. CMR Application & Form Filling:

Total requests completed on time = 433

Total requests received = 439

Compliance rate = 98.6%

ii. V.I.O Document & Physical Inspection:

Total requests completed on time = 417

Total requests received = 426

Compliance rate = 97.9%

iii. GRM Complaint Resolution:

Total requests completed on time = 0

Total requests received = 0

Compliance rate = N/A (no requests received this month)

Overall compliance rate (all processes) = 98.3%

4. SLA COMPLIANCE BREAKDOWN BY PROCESS

S/N	REGULATORY PROCESS	TOTAL REQUESTS RECEIVED	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)
1	CMR Application & Form Filling	439	433	98.6%
2	V.I.O Document & Physical Inspection	426	417	97.9%
3	GRM Complaint Resolution	0	0	N/A
	Overall	865	850	98.3%

5. TRENDS AND INSIGHTS

Monthly SLA performance trend, all processes reported (January 2025 to date):

MONTH	PROCESSES REPORTED	TOTAL REQUESTS	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)
January 2025	3	798	778	97.5%
February 2025	3	699	693	99.1%
March 2025	4	1,286	1,273	99%
April 2025	3	778	771	99.1%
May 2025	3	798	784	98.2%
June 2025	3	840	833	99.2%
July 2025	3	892	886	99.3%
August 2025	4	1,361	1,350	99.2%
September 2025	3	820	813	99.1%
October 2025	3	865	850	98.3%

Overall compliance of 98.3% is down from 99.1% in September. Year-to-date compliance across all processes reported stands at 98.8%.

6. CORRECTIVE MEASURES

CMR Application & Form Filling (6 of 439 requests outside the committed time): Additional front-desk officers will be deployed during peak periods, and applicants will be encouraged to complete and validate their forms before arrival to reduce queuing time.

V.I.O Document & Physical Inspection (9 of 426 requests outside the committed time): Inspection lanes will be rostered to match peak-day volumes, and pre-inspection document checks will be strengthened so that documentary queries are resolved before physical inspection begins.

7. SUMMARY OF COMPLIANCE PERFORMANCE

In October 2025, the Agency received 865 requests across 3 regulatory processes, of which 850 were completed within the committed turnaround time, giving an overall SLA compliance rate of 98.3%. No complaints were received under the Grievance Redress Mechanism (GRM) during the month, so the GRM compliance rate is not applicable (N/A).

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October 2025



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

1. INTRODUCTION

This monthly report provides an overview of the Niger State Motor Vehicle Administration Agency's (NSMVAA) adherence to Service Level Agreements (SLAs) for the month of November 2025. The services covered are: CMR Application & Form Filling, V.I.O Document & Physical Inspection, Invoice Generation via Niger IGR and GRM Complaint Resolution. The report summarises request volumes, performance against the committed turnaround times, and corrective measures taken to improve service delivery outcomes.

2. CORE REGULATORY PROCESSES AND COMMITTED TURNAROUND TIMES

S/N	REGULATORY PROCESS	COMMITTED TURNAROUND TIME
1	CMR Application & Form Filling	Instant
2	V.I.O Document & Physical Inspection	15 – 20 minutes
3	Invoice Generation via Niger IGR	Instant
4	GRM Complaint Resolution	7 working days

Note: "Instant" means the process is completed within the same service session, at the point of service.

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 = (Total Requests Completed on Time ÷ Total Requests Received) × 100%

i. CMR Application & Form Filling:

Total requests completed on time = 452

Total requests received = 452

Compliance rate = 100%

ii. V.I.O Document & Physical Inspection:

Total requests completed on time = 425

Total requests received = 431

Compliance rate = 98.6%

iii. Invoice Generation via Niger IGR:

Total requests completed on time = 444

Total requests received = 444

Compliance rate = 100%

iv. GRM Complaint Resolution:

Total requests completed on time = 1

Total requests received = 1

Compliance rate = 100%

Overall compliance rate (all processes) = 99.5%

4. SLA COMPLIANCE BREAKDOWN BY PROCESS

S/N	REGULATORY PROCESS	TOTAL REQUESTS RECEIVED	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)
1	CMR Application & Form Filling	452	452	100%
2	V.I.O Document & Physical Inspection	431	425	98.6%
3	Invoice Generation via Niger IGR	444	444	100%
4	GRM Complaint Resolution	1	1	100%
	Overall	1,328	1,322	99.5%

5. TRENDS AND INSIGHTS

Monthly SLA performance trend, all processes reported (January 2025 to date):

MONTH	PROCESSES REPORTED	TOTAL REQUESTS	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)
January 2025	3	798	778	97.5%
February 2025	3	699	693	99.1%
March 2025	4	1,286	1,273	99%
April 2025	3	778	771	99.1%
May 2025	3	798	784	98.2%
June 2025	3	840	833	99.2%
July 2025	3	892	886	99.3%
August 2025	4	1,361	1,350	99.2%
September 2025	3	820	813	99.1%
October 2025	3	865	850	98.3%
November 2025	4	1,328	1,322	99.5%

Overall compliance of 99.5% is up from 98.3% in October. Year-to-date compliance across all processes reported stands at 98.9%.

6. CORRECTIVE MEASURES

V.I.O Document & Physical Inspection (6 of 431 requests outside the committed time): Inspection lanes will be rostered to match peak-day volumes, and pre-inspection document checks will be strengthened so that documentary queries are resolved before physical inspection begins.

7. SUMMARY OF COMPLIANCE PERFORMANCE

In November 2025, the Agency received 1,328 requests across 4 regulatory processes, of which 1,322 were completed within the committed turnaround time, giving an overall SLA compliance rate of 99.5%. CMR Application & Form Filling and Invoice Generation via Niger IGR and GRM Complaint Resolution recorded 100% compliance. 1 GRM complaint was received and resolved within the 7-working-day commitment.

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November 2025



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

1. INTRODUCTION

This monthly report provides an overview of the Niger State Motor Vehicle Administration Agency's (NSMVAA) adherence to Service Level Agreements (SLAs) for the month of December 2025. The services covered are: CMR Application & Form Filling, V.I.O Document & Physical Inspection, Invoice Generation via Niger IGR and GRM Complaint Resolution. The report summarises request volumes, performance against the committed turnaround times, and corrective measures taken to improve service delivery outcomes.

2. CORE REGULATORY PROCESSES AND COMMITTED TURNAROUND TIMES

S/N	REGULATORY PROCESS	COMMITTED TURNAROUND TIME
1	CMR Application & Form Filling	Instant
2	V.I.O Document & Physical Inspection	15 – 20 minutes
3	Invoice Generation via Niger IGR	Instant
4	GRM Complaint Resolution	7 working days

Note: "Instant" means the process is completed within the same service session, at the point of service.

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 = (Total Requests Completed on Time ÷ Total Requests Received) × 100%

i. CMR Application & Form Filling:

Total requests completed on time = 470

Total requests received = 476

Compliance rate = 98.7%

ii. V.I.O Document & Physical Inspection:

Total requests completed on time = 440

Total requests received = 448

Compliance rate = 98.2%

iii. Invoice Generation via Niger IGR:

Total requests completed on time = 459

Total requests received = 459

Compliance rate = 100%

iv. GRM Complaint Resolution:

Total requests completed on time = 1

Total requests received = 1

Compliance rate = 100%

Overall compliance rate (all processes) = 99%

4. SLA COMPLIANCE BREAKDOWN BY PROCESS

S/N	REGULATORY PROCESS	TOTAL REQUESTS RECEIVED	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)
1	CMR Application & Form Filling	476	470	98.7%
2	V.I.O Document & Physical Inspection	448	440	98.2%
3	Invoice Generation via Niger IGR	459	459	100%
4	GRM Complaint Resolution	1	1	100%
	Overall	1,384	1,370	99%

5. TRENDS AND INSIGHTS

Monthly SLA performance trend, all processes reported (January 2025 to date):

MONTH	PROCESSES REPORTED	TOTAL REQUESTS	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)
January 2025	3	798	778	97.5%
February 2025	3	699	693	99.1%
March 2025	4	1,286	1,273	99%
April 2025	3	778	771	99.1%
May 2025	3	798	784	98.2%
June 2025	3	840	833	99.2%
July 2025	3	892	886	99.3%
August 2025	4	1,361	1,350	99.2%
September 2025	3	820	813	99.1%
October 2025	3	865	850	98.3%
November 2025	4	1,328	1,322	99.5%
December 2025	4	1,384	1,370	99%

Overall compliance of 99% is down from 99.5% in November. Year-to-date compliance across all processes reported stands at 98.9%.

6. CORRECTIVE MEASURES

CMR Application & Form Filling (6 of 476 requests outside the committed time): Additional front-desk officers will be deployed during peak periods, and applicants will be encouraged to complete and validate their forms before arrival to reduce queuing time.

V.I.O Document & Physical Inspection (8 of 448 requests outside the committed time): Inspection lanes will be rostered to match peak-day volumes, and pre-inspection document checks will be strengthened so that documentary queries are resolved before physical inspection begins.

7. SUMMARY OF COMPLIANCE PERFORMANCE

In December 2025, the Agency received 1,384 requests across 4 regulatory processes, of which 1,370 were completed within the committed turnaround time, giving an overall SLA compliance rate of 99%. Invoice Generation via Niger IGR and GRM Complaint Resolution recorded 100% compliance. 1 GRM complaint was received and resolved within the 7-working-day commitment.

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December 2025