



## Service Level Agreement

### Our Objective is :

The objective of the Service Level Agreement (SLA) is to ensure that the proper elements and commitments are in place to provide consistent delivery of information & Services to our Customers.

We promise Do Deliver as per our SLA

Service Level Agreement		
Service	Time	percentage
General Enquiry	8 minutes	85%
Application Status Enquiry	7 minutes	87%
Explain application Procedure	9 minutes	85%
Print Certificate / Extract	8 minutes	90%
Issue Manual Letter	13 Minutes	85%