



GOVERNMENT OF SOKOTO STATE
SOKOTO STATE URBAN AND REGIONAL PLANNING BOARD
(SSURPB)
SERVICE LEVEL AGREEMENT (SLA) COMPLIANCE
STATISTICS REPORT FOR FEBRUARY, 2025

INTRODUCTION

This report presents the Service Level Agreement (SLA) compliance statistics for the Sokoto State Urban and Regional Planning Board (SSURPB) for the month of February 2025. The report is prepared in line with the SABER Programme requirements for Business Enabling Environment Ministries, Departments, and Agencies (MDAs).

It focuses on compliance with the committed turnaround time for development permit applications 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.	Development Permit Applications (Buildings & Structures)	10 Working Days (2 Weeks)

SLA COMPLIANCE STATISTICS

SLA Compliance Rate Formula:

SLA Compliance Rate Requests

Development Permit Applications

Based on applications **received and decided within February 2025:**

- Total requests received = **1**
- Requests completed within SLA timeline = **0**
- Requests completed beyond SLA timeline = **1**
- **Overall SLA compliance rate = 0%**

SLA COMPLIANCE BREAKDOWN BY PROCESS

S/ N	Regulatory Process	Total Requests Received	Requests Completed Within SLA	SLA Compliance (%)
1.	Development Permit Applications	1	0	0%

TRENDS AND INSIGHTS

The low SLA compliance recorded in February 2025 reflects delays in processing development permit applications beyond the committed turnaround time of 10 working days.

The delays are attributable to legacy backlogs and documentation completeness issues associated with applications carried over from previous periods.

SUMMARY OF COMPLIANCE PERFORMANCE

Overall, the Sokoto State Urban and Regional Planning Board recorded low SLA compliance performance in February 2025. The Board has identified internal process bottlenecks and is implementing corrective measures to improve turnaround times and ensure full compliance with SLA commitments in subsequent months.

Signed:

Director General

Sokoto State Urban and Regional Planning Board

Date: 28th February, 2025