GOVERNMENT OF SOKOTO STATE
SOKOTO STATE URBAN AND REGIONAL PLANNING BOARD (SSURPB)

SERVICE LEVEL AGREEMENT (SLA) COMPLIANCE STATISTICS REPORT FOR MAY, 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 May 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 Signage Placement 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.	Signage Placement Applications	5 Working Days (post-inspection)

SLA COMPLIANCE STATISTICS

SLA Compliance Rate Formula:
SLA Compliance Rate = (Requests Completed within SLA / Total Requests) x 100

Based on applications received and decided within May 2025:

Total requests received = 14

Requests completed within SLA timeline = 12

Requests completed beyond SLA timeline = 2

Overall SLA compliance rate = 85.7%

SLA COMPLIANCE BREAKDOWN BY PROCESS

S/N	Regulatory Process	Total Requests Received	Requests Completed Within SLA
1.	Signage Placement Applications	14	12

TRENDS AND INSIGHTS

The SLA compliance recorded in May 2025 stood at 85.7%. Processing of some signage placement applications extended beyond the committed turnaround time due to logistical challenges in scheduling joint site inspections within 24 hours of application receipt and delays in applicants' processing fee payments.

SUMMARY OF COMPLIANCE PERFORMANCE

Overall, the Sokoto State Urban and Regional Planning Board recorded moderate SLA compliance performance in May 2025. The Board has identified minor internal process bottlenecks regarding site inspections and is implementing corrective measures to improve turnaround times in subsequent months.

Signed:
Director General
Sokoto State Urban and Regional Planning Board

Date: 31st May, 2025