



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

- Total requests received = 2
- Requests completed within SLA timeline = 1
- Requests completed beyond SLA timeline = 2
- **Overall SLA compliance rate = 33%**

**SLA COMPLIANCE BREAKDOWN BY PROCESS**

S/ N	Regulatory Process	Total Requests Received	Requests Completed Within SLA	SLA Compliance (%)
1.	Development Permit Applications	2	0	0%

**TRENDS AND INSIGHTS**

In November 2025, the Board recorded partial improvement in SLA adherence compared to October 2025. One application was processed and decided within the committed turnaround

time, while two exceeded the SLA due to extended processing durations. This indicates early progress but highlights the need for further workflow optimization.

#### **SUMMARY OF COMPLIANCE PERFORMANCE**

Overall, the Sokoto State Urban and Regional Planning Board recorded a 33% SLA compliance rate in November 2025. While performance improved relative to the previous month, additional process improvements are required to consistently meet the approved SLA timelines.

**Signed:**

**Director General**

**Sokoto State Urban and Regional Planning Board**

**Date: 30th November, 2025**