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 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 November 2025:

Total requests received = 13

Requests completed within SLA timeline = 12

Requests completed beyond SLA timeline = 1

Overall SLA compliance rate = 92%

SLA COMPLIANCE BREAKDOWN BY PROCESS

S/N	Regulatory Process	Total Requests Received	Requests Completed Within SLA
1.	Signage Placement Applications	13	12

TRENDS AND INSIGHTS

The SLA compliance recorded in November 2025 was strong at 92%. A few delays occurred due to minor scheduling conflicts for joint site inspections.

SUMMARY OF COMPLIANCE PERFORMANCE

Overall, the Sokoto State Urban and Regional Planning Board recorded satisfactory SLA compliance performance in November 2025. The Board remains committed to maintaining these high standards in subsequent months.

Signed:
Director General
Sokoto State Urban and Regional Planning Board

Date: 30th November, 2025