



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

- Total requests received = 2
- Requests completed within SLA timeline = 0
- Requests completed beyond SLA timeline = 2
- **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	2	0	0%

TRENDS AND INSIGHTS

In **October 2025**, the Board recorded **no compliance** with the committed SLA turnaround time. All development permit applications received during the month were processed beyond

the approved timeline of **10 working days**. The delays are attributable to processing backlogs and internal workflow constraints.

SUMMARY OF COMPLIANCE PERFORMANCE

Overall, the Sokoto State Urban and Regional Planning Board recorded low SLA compliance performance in October 2025. While all applications were eventually processed and decisions communicated, none met the committed SLA timeline. The Board has identified the need to strengthen internal review and approval processes to improve SLA adherence in subsequent months.

Signed:
Director General
Sokoto State Urban and Regional Planning Board
Date: 31st October, 2025