



## GOVERNMENT OF ZAMFARA STATE

### ZAMFARA STATE GEOGRAPHIC INFORMATION SERVICE (ZAGIS)

#### GRIEVANCE REDRESS MECHANISM SERVICE LEVEL AGREEMENT

##### 1. Goal and Objectives

This Grievance Redress Mechanism Service Level Agreement (GRM-SLA) establishes the service standards and committed turnaround times applicable to the handling and resolution of land administration and property registration-related complaints and grievances received by ZAGIS.

- provide a clear and accessible mechanism for lodging land administration, registration, dispute and service-delay grievances;
- ensure timely acknowledgement, investigation and resolution of complaints;
- promote transparency, accountability and predictability in land administration services;
- provide applicants, landowners, developers and other stakeholders with clear service and complaint-resolution timelines; and
- establish a clear escalation mechanism where a grievance is not resolved within the committed timeframe.

##### 2. Stakeholders

- Zamfara State Geographic Information Service (ZAGIS): responsible for receiving, registering, investigating and resolving land administration and property registration-related grievances;
- Relevant State MDAs: institutions involved in land administration, property registration, planning and related approvals;
- Applicants, landowners, developers and other property stakeholders: users and participants in ZAGIS services;
- Other affected stakeholders/general public: persons or entities with legitimate land administration or property-related complaints.

| S/N | GRM Stage                        | Committed Turnaround Time                                                                              |
|-----|----------------------------------|--------------------------------------------------------------------------------------------------------|
| 1   | Acknowledgement of Complaint     | Within 2 working days of receipt                                                                       |
| 2   | Grievance Investigation          | Within 7 working days to evaluate technical parameters, map metrics, or cross-reference cadastral data |
| 3   | Final Resolution & Communication | Within 30 working days from the filing date                                                            |
| 4   | Escalation Window                | Cases unresolved after 30 days automatically escalate to Level 2                                       |

|   |                   |                                                                          |
|---|-------------------|--------------------------------------------------------------------------|
|   |                   | (the State TGRM Committee Chairman)                                      |
| 5 | Grievance Closure | Documented and finalized within 1 working day of a successful resolution |

#### 4. Grievance Handling Procedure

Step 1 – Receipt and Registration: Upon receipt of a complaint, ZAGIS shall register the grievance and provide an acknowledgement to the complainant within 2 working days.

Step 2 – Investigation: The responsible officer shall review the complaint, assess relevant technical parameters and map metrics, and cross-reference applicable cadastral data within 7 working days.

Step 3 – Resolution: ZAGIS shall communicate the final decision/resolution to the complainant within 30 working days from the filing date.

Step 4 – Escalation: Cases unresolved after 30 days shall automatically escalate to Level 2 – the State TGRM Committee Chairman.

Step 5 – Closure: Following successful resolution and communication of the outcome, the grievance shall be documented and finalized within 1 working day.

#### 5. Core Service Delivery Turnaround Times

In addition to the GRM timelines, ZAGIS establishes service delivery commitments for standard property registration operations under its official Guidelines for Property Registration.

| Service                                | Committed Turnaround Time                                                                                                                                                                                                                                     |
|----------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Application Processing Period          | 20 working days after the physical plot inspection is completed and all associated fees and charges are fully settled.                                                                                                                                        |
| Maximum Collection Notification Window | 30 working days. If an applicant has not received an official notification regarding their Certificate of Occupancy (C of O) or registration title within this period, they are instructed to formally flag the delay with the ZAGIS Customer Service Centre. |

#### 6. Communication and Updates

Complainants shall be informed of material developments in the handling of their grievances, including where additional information, documentation or clarification is required.

ZAGIS shall maintain appropriate records of grievances received, including the complaint date, complainant/contact details, description of the grievance, actions taken, resolution and closure date.

#### 7. Dispute Resolution and Escalation

Where a grievance cannot be resolved at the initial level within the committed timeframe, it shall proceed through the established escalation mechanism. The Level 2 escalation shall be directed to the State TGRM

Committee Chairman. Further escalation, where applicable under the State's land administration and legal framework, shall follow the prescribed administrative/legal channels.

## **8. Review and Validity**

This GRM-SLA shall be reviewed periodically to ensure that the service standards remain appropriate and consistent with applicable Zamfara State laws, regulations, guidelines and operational requirements.

## **9. Contact / Submission of Grievances**

Zamfara State Geographic Information Service (ZAGIS)

Olusegun Obasanjo Drive, adjacent to the J.B. Yakubu Secretariat,

Gusau, Zamfara State, Nigeria.

For inquiries and complaints:

Phone Number: +234 9139999825

Email: [zagisgusau@gmail.com](mailto:zagisgusau@gmail.com),  
<https://zagis.org/>

**Signed**

**Dr. Jabir Haruna Abdulkareem**

**Executive Secretary**

**Zamfara Geographic Information System**