

**ZAMFARA STATE GOVERNMENT**  
**ZAMFARA STATE GEOGRAPHIC INFORMATION SERVICE (ZAGIS)**

**SERVICE LEVEL AGREEMENT (SLA) COMPLIANCE STATISTICS REPORT**  
**FOR JANUARY, 2025**

**1. Introduction**

This monthly report provides an overview of the adherence of the Zamfara State Geographic Information Service (ZAGIS) to Service Level Agreements (SLAs) for the Month of January, 2025. The service process covered is Deed of Mortgage Fees, a revenue line of ZAGIS under the Zamfara State 2025 Approved Revised Budget. It summarizes request volumes, performance within SLA timelines, and corrective measures to improve service delivery outcomes.

**2. CORE REGULATORY PROCESSES AND COMMITTED TURNAROUND TIMES**

| S/N | REGULATORY PROCESS    | COMMITTED TURNAROUND TIME |
|-----|-----------------------|---------------------------|
| 1.  | Deed of Mortgage Fees | 30 working days           |

**3. SLA COMPLIANCE STATISTICS**

This section evaluates compliance with SLAs by measuring the percentage of total requests completed within the committed time.

**SLA Compliance Rate Formula = (Total Requests Completed on Time ÷ Total Requests Received) × 100%**

- i. Deed of Mortgage Fees (30 working days):  
Total Requests completed on time = 2  
Total Requests received = 2  
Overall Compliance Rate =  $(2 \div 2) \times 100\% = 100\%$

**4. SLA COMPLIANCE BREAKDOWN BY PROCESS**

| S/N | REGULATORY PROCESS    | TOTAL REQUESTS RECEIVED | REQUESTS COMPLETED ON TIME | SLA COMPLIANCE (%) |
|-----|-----------------------|-------------------------|----------------------------|--------------------|
| 1   | Deed of Mortgage Fees | 2                       | 2                          | 100%               |
|     | <b>Overall</b>        | <b>2</b>                | <b>2</b>                   | <b>100%</b>        |

**5. TRENDS AND INSIGHT**

**Monthly SLA Performance Trends by Regulatory Process**

| MONTH         | REGULATORY PROCESS    | TOTAL REQUESTS | REQUESTS COMPLETED ON TIME | SLA COMPLIANCE (%) |
|---------------|-----------------------|----------------|----------------------------|--------------------|
| January, 2025 | Deed of Mortgage Fees | 2              | 2                          | 100%               |

**6. Summary of Compliance Performance**

Overall, SLA compliance for Deed of Mortgage Fees stands at 100% for the month of January, 2025. A total of two (2) requests were received, all of which were completed within the committed timeline. No request was carried forward to the following month.

**For further information, contact**

Zamfara State Geographic Information Service (ZAGIS),  
Olusegun Obasanjo Drive, Adjacent J.B. Yakubu Secretariat, Gusau, Zamfara State  
+234 816 495 5886, +234 805 551 5519, or +234 913 999 9825  
Email: [info@zagis.org](mailto:info@zagis.org), Website: [www.zagis.zm.gov.ng](http://www.zagis.zm.gov.ng)

**Signed:**

**ESV Abubakar Muhammad Mafara**

Executive Secretary  
Zamfara State Geographic Information Service (ZAGIS)  
January, 2025

**ZAMFARA STATE GOVERNMENT**  
**ZAMFARA STATE GEOGRAPHIC INFORMATION SERVICE (ZAGIS)**

**SERVICE LEVEL AGREEMENT (SLA) COMPLIANCE STATISTICS REPORT**  
**FOR FEBRUARY, 2025**

**1. Introduction**

This monthly report provides an overview of the adherence of the Zamfara State Geographic Information Service (ZAGIS) to Service Level Agreements (SLAs) for the Month of February, 2025. The service process covered is Power of Attorney, a revenue line of ZAGIS under the Zamfara State 2025 Approved Revised Budget. It summarizes request volumes, performance within SLA timelines, and corrective measures to improve service delivery outcomes.

**2. CORE REGULATORY PROCESSES AND COMMITTED TURNAROUND TIMES**

| S/N | REGULATORY PROCESS | COMMITTED TURNAROUND TIME |
|-----|--------------------|---------------------------|
| 1.  | Power of Attorney  | 30 working days           |

**3. SLA COMPLIANCE STATISTICS**

This section evaluates compliance with SLAs by measuring the percentage of total requests completed within the committed time.

**SLA Compliance Rate Formula = (Total Requests Completed on Time ÷ Total Requests Received) × 100%**

- i. Power of Attorney (30 working days):  
Total Requests completed on time = 1  
Total Requests received = 1  
Overall Compliance Rate =  $(1 \div 1) \times 100\% = 100\%$

**4. SLA COMPLIANCE BREAKDOWN BY PROCESS**

| S/N | REGULATORY PROCESS | TOTAL REQUESTS RECEIVED | REQUESTS COMPLETED ON TIME | SLA COMPLIANCE (%) |
|-----|--------------------|-------------------------|----------------------------|--------------------|
| 1   | Power of Attorney  | 1                       | 1                          | 100%               |
|     | <b>Overall</b>     | <b>1</b>                | <b>1</b>                   | <b>100%</b>        |

**5. TRENDS AND INSIGHT**

**Monthly SLA Performance Trends by Regulatory Process**

| MONTH          | REGULATORY PROCESS    | TOTAL REQUESTS | REQUESTS COMPLETED ON TIME | SLA COMPLIANCE (%) |
|----------------|-----------------------|----------------|----------------------------|--------------------|
| January, 2025  | Deed of Mortgage Fees | 2              | 2                          | 100%               |
| February, 2025 | Power of Attorney     | 1              | 1                          | 100%               |

**6. Summary of Compliance Performance**

Overall, SLA compliance for Power of Attorney stands at 100% for the month of February, 2025. A total of one (1) request was received, which was completed within the committed timeline. No request was carried forward to the following month.

**For further information, contact**

Zamfara State Geographic Information Service (ZAGIS),  
Olusegun Obasanjo Drive, Adjacent J.B. Yakubu Secretariat, Gusau, Zamfara State  
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**Signed:**

**ESV Abubakar Muhammad Mafara**

Executive Secretary  
Zamfara State Geographic Information Service (ZAGIS)  
February, 2025

**ZAMFARA STATE GOVERNMENT**  
**ZAMFARA STATE GEOGRAPHIC INFORMATION SERVICE (ZAGIS)**

**SERVICE LEVEL AGREEMENT (SLA) COMPLIANCE STATISTICS REPORT**  
**FOR MARCH, 2025**

**1. Introduction**

This monthly report provides an overview of the adherence of the Zamfara State Geographic Information Service (ZAGIS) to Service Level Agreements (SLAs) for the Month of March, 2025. The service process covered is Search Fees, a revenue line of ZAGIS under the Zamfara State 2025 Approved Revised Budget. It summarizes request volumes, performance within SLA timelines, and corrective measures to improve service delivery outcomes.

**2. CORE REGULATORY PROCESSES AND COMMITTED TURNAROUND TIMES**

| S/N | REGULATORY PROCESS | COMMITTED TURNAROUND TIME |
|-----|--------------------|---------------------------|
| 1.  | Search Fees        | 30 working days           |

**3. SLA COMPLIANCE STATISTICS**

This section evaluates compliance with SLAs by measuring the percentage of total requests completed within the committed time.

**SLA Compliance Rate Formula = (Total Requests Completed on Time ÷ Total Requests Received) × 100%**

i. Search Fees (30 working days):

Total Requests completed on time = 2

Total Requests received = 2

Overall Compliance Rate =  $(2 \div 2) \times 100\% = 100\%$

**4. SLA COMPLIANCE BREAKDOWN BY PROCESS**

| S/N | REGULATORY PROCESS | TOTAL REQUESTS RECEIVED | REQUESTS COMPLETED ON TIME | SLA COMPLIANCE (%) |
|-----|--------------------|-------------------------|----------------------------|--------------------|
| 1   | Search Fees        | 2                       | 2                          | 100%               |
|     | <b>Overall</b>     | <b>2</b>                | <b>2</b>                   | <b>100%</b>        |

**5. TRENDS AND INSIGHT**

**Monthly SLA Performance Trends by Regulatory Process**

| MONTH          | REGULATORY PROCESS    | TOTAL REQUESTS | REQUESTS COMPLETED ON TIME | SLA COMPLIANCE (%) |
|----------------|-----------------------|----------------|----------------------------|--------------------|
| January, 2025  | Deed of Mortgage Fees | 2              | 2                          | 100%               |
| February, 2025 | Power of Attorney     | 1              | 1                          | 100%               |
| March, 2025    | Search Fees           | 2              | 2                          | 100%               |

**6. Summary of Compliance Performance**

Overall, SLA compliance for Search Fees stands at 100% for the month of March, 2025. A total of two (2) requests were received, all of which were completed within the committed timeline. No request was carried forward to the following month.

**For further information, contact**

Zamfara State Geographic Information Service (ZAGIS),  
Olusegun Obasanjo Drive, Adjacent J.B. Yakubu Secretariat, Gusau, Zamfara State  
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**Signed:**

**ESV Abubakar Muhammad Mafara**

Executive Secretary  
Zamfara State Geographic Information Service (ZAGIS)  
March, 2025

**ZAMFARA STATE GOVERNMENT**  
**ZAMFARA STATE GEOGRAPHIC INFORMATION SERVICE (ZAGIS)**

**SERVICE LEVEL AGREEMENT (SLA) COMPLIANCE STATISTICS REPORT**  
**FOR APRIL, 2025**

**1. Introduction**

This monthly report provides an overview of the adherence of the Zamfara State Geographic Information Service (ZAGIS) to Service Level Agreements (SLAs) for the Month of April, 2025. The service process covered is Deed of Mortgage Fees, a revenue line of ZAGIS under the Zamfara State 2025 Approved Revised Budget. It summarizes request volumes, performance within SLA timelines, and corrective measures to improve service delivery outcomes.

**2. CORE REGULATORY PROCESSES AND COMMITTED TURNAROUND TIMES**

| S/N | REGULATORY PROCESS    | COMMITTED TURNAROUND TIME |
|-----|-----------------------|---------------------------|
| 1.  | Deed of Mortgage Fees | 30 working days           |

**3. SLA COMPLIANCE STATISTICS**

This section evaluates compliance with SLAs by measuring the percentage of total requests completed within the committed time.

**SLA Compliance Rate Formula = (Total Requests Completed on Time ÷ Total Requests Received) × 100%**

- i. Deed of Mortgage Fees (30 working days):  
Total Requests completed on time = 2  
Total Requests received = 2  
Overall Compliance Rate =  $(2 \div 2) \times 100\% = 100\%$

**4. SLA COMPLIANCE BREAKDOWN BY PROCESS**

| S/N | REGULATORY PROCESS    | TOTAL REQUESTS RECEIVED | REQUESTS COMPLETED ON TIME | SLA COMPLIANCE (%) |
|-----|-----------------------|-------------------------|----------------------------|--------------------|
| 1   | Deed of Mortgage Fees | 2                       | 2                          | 100%               |
|     | <b>Overall</b>        | <b>2</b>                | <b>2</b>                   | <b>100%</b>        |

**5. TRENDS AND INSIGHT**

**Monthly SLA Performance Trends by Regulatory Process**

| MONTH          | REGULATORY PROCESS    | TOTAL REQUESTS | REQUESTS COMPLETED ON TIME | SLA COMPLIANCE (%) |
|----------------|-----------------------|----------------|----------------------------|--------------------|
| January, 2025  | Deed of Mortgage Fees | 2              | 2                          | 100%               |
| February, 2025 | Power of Attorney     | 1              | 1                          | 100%               |
| March, 2025    | Search Fees           | 2              | 2                          | 100%               |
| April, 2025    | Deed of Mortgage Fees | 2              | 2                          | 100%               |

**6. Summary of Compliance Performance**

Overall, SLA compliance for Deed of Mortgage Fees stands at 100% for the month of April, 2025. A total of two (2) requests were received, all of which were completed within the committed timeline. No request was carried forward to the following month.

**For further information, contact**

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Olusegun Obasanjo Drive, Adjacent J.B. Yakubu Secretariat, Gusau, Zamfara State  
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**Signed:**

**ESV Abubakar Muhammad Mafara**

Executive Secretary

Zamfara State Geographic Information Service (ZAGIS)

April, 2025

**ZAMFARA STATE GOVERNMENT**  
**ZAMFARA STATE GEOGRAPHIC INFORMATION SERVICE (ZAGIS)**

**SERVICE LEVEL AGREEMENT (SLA) COMPLIANCE STATISTICS REPORT**  
**FOR MAY, 2025**

**1. Introduction**

This monthly report provides an overview of the adherence of the Zamfara State Geographic Information Service (ZAGIS) to Service Level Agreements (SLAs) for the Month of May, 2025. The service process covered is Power of Attorney, a revenue line of ZAGIS under the Zamfara State 2025 Approved Revised Budget. It summarizes request volumes, performance within SLA timelines, and corrective measures to improve service delivery outcomes.

**2. CORE REGULATORY PROCESSES AND COMMITTED TURNAROUND TIMES**

| S/N | REGULATORY PROCESS | COMMITTED TURNAROUND TIME |
|-----|--------------------|---------------------------|
| 1.  | Power of Attorney  | 30 working days           |

**3. SLA COMPLIANCE STATISTICS**

This section evaluates compliance with SLAs by measuring the percentage of total requests completed within the committed time.

**SLA Compliance Rate Formula = (Total Requests Completed on Time ÷ Total Requests Received) × 100%**

- i. Power of Attorney (30 working days):  
Total Requests completed on time = 2  
Total Requests received = 2  
Overall Compliance Rate =  $(2 \div 2) \times 100\% = 100\%$

**4. SLA COMPLIANCE BREAKDOWN BY PROCESS**

| S/N | REGULATORY PROCESS | TOTAL REQUESTS RECEIVED | REQUESTS COMPLETED ON TIME | SLA COMPLIANCE (%) |
|-----|--------------------|-------------------------|----------------------------|--------------------|
| 1   | Power of Attorney  | 2                       | 2                          | 100%               |
|     | <b>Overall</b>     | <b>2</b>                | <b>2</b>                   | <b>100%</b>        |

**5. TRENDS AND INSIGHT**

**Monthly SLA Performance Trends by Regulatory Process**

| MONTH          | REGULATORY PROCESS    | TOTAL REQUESTS | REQUESTS COMPLETED ON TIME | SLA COMPLIANCE (%) |
|----------------|-----------------------|----------------|----------------------------|--------------------|
| January, 2025  | Deed of Mortgage Fees | 2              | 2                          | 100%               |
| February, 2025 | Power of Attorney     | 1              | 1                          | 100%               |
| March, 2025    | Search Fees           | 2              | 2                          | 100%               |
| April, 2025    | Deed of Mortgage Fees | 2              | 2                          | 100%               |
| May, 2025      | Power of Attorney     | 2              | 2                          | 100%               |

**6. Summary of Compliance Performance**

Overall, SLA compliance for Power of Attorney stands at 100% for the month of May, 2025. A total of two (2) requests were received, all of which were completed within the committed timeline. No request was carried forward to the following month.

**For further information, contact**

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**Signed:**

**ESV Abubakar Muhammad Mafara**

Executive Secretary  
Zamfara State Geographic Information Service (ZAGIS)  
May, 2025

**ZAMFARA STATE GOVERNMENT**  
**ZAMFARA STATE GEOGRAPHIC INFORMATION SERVICE (ZAGIS)**

**SERVICE LEVEL AGREEMENT (SLA) COMPLIANCE STATISTICS REPORT**  
**FOR JUNE, 2025**

**1. Introduction**

This monthly report provides an overview of the adherence of the Zamfara State Geographic Information Service (ZAGIS) to Service Level Agreements (SLAs) for the Month of June, 2025. The service process covered is Search Fees, a revenue line of ZAGIS under the Zamfara State 2025 Approved Revised Budget. It summarizes request volumes, performance within SLA timelines, and corrective measures to improve service delivery outcomes.

**2. CORE REGULATORY PROCESSES AND COMMITTED TURNAROUND TIMES**

| S/N | REGULATORY PROCESS | COMMITTED TURNAROUND TIME |
|-----|--------------------|---------------------------|
| 1.  | Search Fees        | 30 working days           |

**3. SLA COMPLIANCE STATISTICS**

This section evaluates compliance with SLAs by measuring the percentage of total requests completed within the committed time.

**SLA Compliance Rate Formula = (Total Requests Completed on Time ÷ Total Requests Received) × 100%**

i. Search Fees (30 working days):

Total Requests completed on time = 1

Total Requests received = 1

Overall Compliance Rate =  $(1 \div 1) \times 100\% = 100\%$

**4. SLA COMPLIANCE BREAKDOWN BY PROCESS**

| S/N | REGULATORY PROCESS | TOTAL REQUESTS RECEIVED | REQUESTS COMPLETED ON TIME | SLA COMPLIANCE (%) |
|-----|--------------------|-------------------------|----------------------------|--------------------|
| 1   | Search Fees        | 1                       | 1                          | 100%               |
|     | <b>Overall</b>     | <b>1</b>                | <b>1</b>                   | <b>100%</b>        |

**5. TRENDS AND INSIGHT**

**Monthly SLA Performance Trends by Regulatory Process**

| MONTH          | REGULATORY PROCESS    | TOTAL REQUESTS | REQUESTS COMPLETED ON TIME | SLA COMPLIANCE (%) |
|----------------|-----------------------|----------------|----------------------------|--------------------|
| January, 2025  | Deed of Mortgage Fees | 2              | 2                          | 100%               |
| February, 2025 | Power of Attorney     | 1              | 1                          | 100%               |
| March, 2025    | Search Fees           | 2              | 2                          | 100%               |
| April, 2025    | Deed of Mortgage Fees | 2              | 2                          | 100%               |
| May, 2025      | Power of Attorney     | 2              | 2                          | 100%               |
| June, 2025     | Search Fees           | 1              | 1                          | 100%               |

**6. Summary of Compliance Performance**

Overall, SLA compliance for Search Fees stands at 100% for the month of June, 2025. A total of one (1) request was received, which was completed within the committed timeline. No request was carried forward to the following month.

**For further information, contact**

Zamfara State Geographic Information Service (ZAGIS),  
Olusegun Obasanjo Drive, Adjacent J.B. Yakubu Secretariat, Gusau, Zamfara State  
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**Signed:**

**ESV Abubakar Muhammad Mafara**

Executive Secretary  
Zamfara State Geographic Information Service (ZAGIS)  
June, 2025

**ZAMFARA STATE GOVERNMENT**  
**ZAMFARA STATE GEOGRAPHIC INFORMATION SERVICE (ZAGIS)**

**SERVICE LEVEL AGREEMENT (SLA) COMPLIANCE STATISTICS REPORT**  
**FOR JULY, 2025**

**1. Introduction**

This monthly report provides an overview of the adherence of the Zamfara State Geographic Information Service (ZAGIS) to Service Level Agreements (SLAs) for the Month of July, 2025. The service process covered is Deed of Mortgage Fees, a revenue line of ZAGIS under the Zamfara State 2025 Approved Revised Budget. It summarizes request volumes, performance within SLA timelines, and corrective measures to improve service delivery outcomes.

**2. CORE REGULATORY PROCESSES AND COMMITTED TURNAROUND TIMES**

| S/N | REGULATORY PROCESS    | COMMITTED TURNAROUND TIME |
|-----|-----------------------|---------------------------|
| 1.  | Deed of Mortgage Fees | 30 working days           |

**3. SLA COMPLIANCE STATISTICS**

This section evaluates compliance with SLAs by measuring the percentage of total requests completed within the committed time.

**SLA Compliance Rate Formula = (Total Requests Completed on Time ÷ Total Requests Received) × 100%**

- i. Deed of Mortgage Fees (30 working days):  
Total Requests completed on time = 1  
Total Requests received = 1  
Overall Compliance Rate =  $(1 \div 1) \times 100\% = 100\%$

**4. SLA COMPLIANCE BREAKDOWN BY PROCESS**

| S/N | REGULATORY PROCESS    | TOTAL REQUESTS RECEIVED | REQUESTS COMPLETED ON TIME | SLA COMPLIANCE (%) |
|-----|-----------------------|-------------------------|----------------------------|--------------------|
| 1   | Deed of Mortgage Fees | 1                       | 1                          | 100%               |
|     | <b>Overall</b>        | <b>1</b>                | <b>1</b>                   | <b>100%</b>        |

**5. TRENDS AND INSIGHT**

**Monthly SLA Performance Trends by Regulatory Process**

| MONTH          | REGULATORY PROCESS    | TOTAL REQUESTS | REQUESTS COMPLETED ON TIME | SLA COMPLIANCE (%) |
|----------------|-----------------------|----------------|----------------------------|--------------------|
| January, 2025  | Deed of Mortgage Fees | 2              | 2                          | 100%               |
| February, 2025 | Power of Attorney     | 1              | 1                          | 100%               |
| March, 2025    | Search Fees           | 2              | 2                          | 100%               |
| April, 2025    | Deed of Mortgage Fees | 2              | 2                          | 100%               |
| May, 2025      | Power of Attorney     | 2              | 2                          | 100%               |
| June, 2025     | Search Fees           | 1              | 1                          | 100%               |
| July, 2025     | Deed of Mortgage Fees | 1              | 1                          | 100%               |

**6. Summary of Compliance Performance**

Overall, SLA compliance for Deed of Mortgage Fees stands at 100% for the month of July, 2025. A total of one (1) request was received, which was completed within the committed timeline. No request was carried forward to the following month.

**For further information, contact**

Zamfara State Geographic Information Service (ZAGIS),  
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**Signed:**

**ESV Abubakar Muhammad Mafara**

Executive Secretary

Zamfara State Geographic Information Service (ZAGIS)

July, 2025

**ZAMFARA STATE GOVERNMENT**  
**ZAMFARA STATE GEOGRAPHIC INFORMATION SERVICE (ZAGIS)**

**SERVICE LEVEL AGREEMENT (SLA) COMPLIANCE STATISTICS REPORT**  
**FOR AUGUST, 2025**

**1. Introduction**

This monthly report provides an overview of the adherence of the Zamfara State Geographic Information Service (ZAGIS) to Service Level Agreements (SLAs) for the Month of August, 2025. The service process covered is Power of Attorney, a revenue line of ZAGIS under the Zamfara State 2025 Approved Revised Budget. It summarizes request volumes, performance within SLA timelines, and corrective measures to improve service delivery outcomes.

**2. CORE REGULATORY PROCESSES AND COMMITTED TURNAROUND TIMES**

| S/N | REGULATORY PROCESS | COMMITTED TURNAROUND TIME |
|-----|--------------------|---------------------------|
| 1.  | Power of Attorney  | 30 working days           |

**3. SLA COMPLIANCE STATISTICS**

This section evaluates compliance with SLAs by measuring the percentage of total requests completed within the committed time.

**SLA Compliance Rate Formula = (Total Requests Completed on Time ÷ Total Requests Received) × 100%**

- i. Power of Attorney (30 working days):  
Total Requests completed on time = 1  
Total Requests received = 1  
Overall Compliance Rate =  $(1 \div 1) \times 100\% = 100\%$

**4. SLA COMPLIANCE BREAKDOWN BY PROCESS**

| S/N | REGULATORY PROCESS | TOTAL REQUESTS RECEIVED | REQUESTS COMPLETED ON TIME | SLA COMPLIANCE (%) |
|-----|--------------------|-------------------------|----------------------------|--------------------|
| 1   | Power of Attorney  | 1                       | 1                          | 100%               |
|     | <b>Overall</b>     | <b>1</b>                | <b>1</b>                   | <b>100%</b>        |

**5. TRENDS AND INSIGHT**

**Monthly SLA Performance Trends by Regulatory Process**

| MONTH          | REGULATORY PROCESS    | TOTAL REQUESTS | REQUESTS COMPLETED ON TIME | SLA COMPLIANCE (%) |
|----------------|-----------------------|----------------|----------------------------|--------------------|
| January, 2025  | Deed of Mortgage Fees | 2              | 2                          | 100%               |
| February, 2025 | Power of Attorney     | 1              | 1                          | 100%               |
| March, 2025    | Search Fees           | 2              | 2                          | 100%               |
| April, 2025    | Deed of Mortgage Fees | 2              | 2                          | 100%               |
| May, 2025      | Power of Attorney     | 2              | 2                          | 100%               |
| June, 2025     | Search Fees           | 1              | 1                          | 100%               |
| July, 2025     | Deed of Mortgage Fees | 1              | 1                          | 100%               |
| August, 2025   | Power of Attorney     | 1              | 1                          | 100%               |

## **6. Summary of Compliance Performance**

Overall, SLA compliance for Power of Attorney stands at 100% for the month of August, 2025. A total of one (1) request was received, which was completed within the committed timeline. No request was carried forward to the following month.

### **For further information, contact**

Zamfara State Geographic Information Service (ZAGIS),  
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### **Signed:**

### **ESV Abubakar Muhammad Mafara**

Executive Secretary  
Zamfara State Geographic Information Service (ZAGIS)  
August, 2025

**ZAMFARA STATE GOVERNMENT**  
**ZAMFARA STATE GEOGRAPHIC INFORMATION SERVICE (ZAGIS)**

**SERVICE LEVEL AGREEMENT (SLA) COMPLIANCE STATISTICS REPORT**  
**FOR SEPTEMBER, 2025**

**1. Introduction**

This monthly report provides an overview of the adherence of the Zamfara State Geographic Information Service (ZAGIS) to Service Level Agreements (SLAs) for the Month of September, 2025. The service process covered is Search Fees, a revenue line of ZAGIS under the Zamfara State 2025 Approved Revised Budget. It summarizes request volumes, performance within SLA timelines, and corrective measures to improve service delivery outcomes.

**2. CORE REGULATORY PROCESSES AND COMMITTED TURNAROUND TIMES**

| S/N | REGULATORY PROCESS | COMMITTED TURNAROUND TIME |
|-----|--------------------|---------------------------|
| 1.  | Search Fees        | 30 working days           |

**3. SLA COMPLIANCE STATISTICS**

This section evaluates compliance with SLAs by measuring the percentage of total requests completed within the committed time.

**SLA Compliance Rate Formula = (Total Requests Completed on Time ÷ Total Requests Received) × 100%**

i. Search Fees (30 working days):

Total Requests completed on time = 2

Total Requests received = 2

Overall Compliance Rate =  $(2 \div 2) \times 100\% = 100\%$

**4. SLA COMPLIANCE BREAKDOWN BY PROCESS**

| S/N | REGULATORY PROCESS | TOTAL REQUESTS RECEIVED | REQUESTS COMPLETED ON TIME | SLA COMPLIANCE (%) |
|-----|--------------------|-------------------------|----------------------------|--------------------|
| 1   | Search Fees        | 2                       | 2                          | 100%               |
|     | <b>Overall</b>     | <b>2</b>                | <b>2</b>                   | <b>100%</b>        |

**5. TRENDS AND INSIGHT**

**Monthly SLA Performance Trends by Regulatory Process**

| MONTH           | REGULATORY PROCESS    | TOTAL REQUESTS | REQUESTS COMPLETED ON TIME | SLA COMPLIANCE (%) |
|-----------------|-----------------------|----------------|----------------------------|--------------------|
| January, 2025   | Deed of Mortgage Fees | 2              | 2                          | 100%               |
| February, 2025  | Power of Attorney     | 1              | 1                          | 100%               |
| March, 2025     | Search Fees           | 2              | 2                          | 100%               |
| April, 2025     | Deed of Mortgage Fees | 2              | 2                          | 100%               |
| May, 2025       | Power of Attorney     | 2              | 2                          | 100%               |
| June, 2025      | Search Fees           | 1              | 1                          | 100%               |
| July, 2025      | Deed of Mortgage Fees | 1              | 1                          | 100%               |
| August, 2025    | Power of Attorney     | 1              | 1                          | 100%               |
| September, 2025 | Search Fees           | 2              | 2                          | 100%               |

## **6. Summary of Compliance Performance**

Overall, SLA compliance for Search Fees stands at 100% for the month of September, 2025. A total of two (2) requests were received, all of which were completed within the committed timeline. No request was carried forward to the following month.

### **For further information, contact**

Zamfara State Geographic Information Service (ZAGIS),  
Olusegun Obasanjo Drive, Adjacent J.B. Yakubu Secretariat, Gusau, Zamfara State  
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Email: [info@zagis.org](mailto:info@zagis.org), Website: [www.zagis.zm.gov.ng](http://www.zagis.zm.gov.ng)

### **Signed:**

### **ESV Abubakar Muhammad Mafara**

Executive Secretary  
Zamfara State Geographic Information Service (ZAGIS)  
September, 2025

**ZAMFARA STATE GOVERNMENT**  
**ZAMFARA STATE GEOGRAPHIC INFORMATION SERVICE (ZAGIS)**

**SERVICE LEVEL AGREEMENT (SLA) COMPLIANCE STATISTICS REPORT**  
**FOR OCTOBER, 2025**

**1. Introduction**

This monthly report provides an overview of the adherence of the Zamfara State Geographic Information Service (ZAGIS) to Service Level Agreements (SLAs) for the Month of October, 2025. The service process covered is Deed of Mortgage Fees, a revenue line of ZAGIS under the Zamfara State 2025 Approved Revised Budget. It summarizes request volumes, performance within SLA timelines, and corrective measures to improve service delivery outcomes.

**2. CORE REGULATORY PROCESSES AND COMMITTED TURNAROUND TIMES**

| S/N | REGULATORY PROCESS    | COMMITTED TURNAROUND TIME |
|-----|-----------------------|---------------------------|
| 1.  | Deed of Mortgage Fees | 30 working days           |

**3. SLA COMPLIANCE STATISTICS**

This section evaluates compliance with SLAs by measuring the percentage of total requests completed within the committed time.

**SLA Compliance Rate Formula = (Total Requests Completed on Time ÷ Total Requests Received) × 100%**

i. Deed of Mortgage Fees (30 working days):

Total Requests completed on time = 1

Total Requests received = 1

Overall Compliance Rate =  $(1 \div 1) \times 100\% = 100\%$

**4. SLA COMPLIANCE BREAKDOWN BY PROCESS**

| S/N | REGULATORY PROCESS    | TOTAL REQUESTS RECEIVED | REQUESTS COMPLETED ON TIME | SLA COMPLIANCE (%) |
|-----|-----------------------|-------------------------|----------------------------|--------------------|
| 1   | Deed of Mortgage Fees | 1                       | 1                          | 100%               |
|     | <b>Overall</b>        | <b>1</b>                | <b>1</b>                   | <b>100%</b>        |

**5. TRENDS AND INSIGHT**

**Monthly SLA Performance Trends by Regulatory Process**

| MONTH           | REGULATORY PROCESS    | TOTAL REQUESTS | REQUESTS COMPLETED ON TIME | SLA COMPLIANCE (%) |
|-----------------|-----------------------|----------------|----------------------------|--------------------|
| January, 2025   | Deed of Mortgage Fees | 2              | 2                          | 100%               |
| February, 2025  | Power of Attorney     | 1              | 1                          | 100%               |
| March, 2025     | Search Fees           | 2              | 2                          | 100%               |
| April, 2025     | Deed of Mortgage Fees | 2              | 2                          | 100%               |
| May, 2025       | Power of Attorney     | 2              | 2                          | 100%               |
| June, 2025      | Search Fees           | 1              | 1                          | 100%               |
| July, 2025      | Deed of Mortgage Fees | 1              | 1                          | 100%               |
| August, 2025    | Power of Attorney     | 1              | 1                          | 100%               |
| September, 2025 | Search Fees           | 2              | 2                          | 100%               |
| October, 2025   | Deed of Mortgage Fees | 1              | 1                          | 100%               |

## **6. Summary of Compliance Performance**

Overall, SLA compliance for Deed of Mortgage Fees stands at 100% for the month of October, 2025. A total of one (1) request was received, which was completed within the committed timeline. No request was carried forward to the following month.

### **For further information, contact**

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### **Signed:**

### **ESV Abubakar Muhammad Mafara**

Executive Secretary  
Zamfara State Geographic Information Service (ZAGIS)  
October, 2025

**ZAMFARA STATE GOVERNMENT**  
**ZAMFARA STATE GEOGRAPHIC INFORMATION SERVICE (ZAGIS)**

**SERVICE LEVEL AGREEMENT (SLA) COMPLIANCE STATISTICS REPORT**  
**FOR NOVEMBER, 2025**

**1. Introduction**

This monthly report provides an overview of the adherence of the Zamfara State Geographic Information Service (ZAGIS) to Service Level Agreements (SLAs) for the Month of November, 2025. The service process covered is Power of Attorney, a revenue line of ZAGIS under the Zamfara State 2025 Approved Revised Budget. It summarizes request volumes, performance within SLA timelines, and corrective measures to improve service delivery outcomes.

**2. CORE REGULATORY PROCESSES AND COMMITTED TURNAROUND TIMES**

| S/N | REGULATORY PROCESS | COMMITTED TURNAROUND TIME |
|-----|--------------------|---------------------------|
| 1.  | Power of Attorney  | 30 working days           |

**3. SLA COMPLIANCE STATISTICS**

This section evaluates compliance with SLAs by measuring the percentage of total requests completed within the committed time.

**SLA Compliance Rate Formula = (Total Requests Completed on Time ÷ Total Requests Received) × 100%**

- i. Power of Attorney (30 working days):  
Total Requests completed on time = 1  
Total Requests received = 1  
Overall Compliance Rate =  $(1 \div 1) \times 100\% = 100\%$

**4. SLA COMPLIANCE BREAKDOWN BY PROCESS**

| S/N | REGULATORY PROCESS | TOTAL REQUESTS RECEIVED | REQUESTS COMPLETED ON TIME | SLA COMPLIANCE (%) |
|-----|--------------------|-------------------------|----------------------------|--------------------|
| 1   | Power of Attorney  | 1                       | 1                          | 100%               |
|     | <b>Overall</b>     | <b>1</b>                | <b>1</b>                   | <b>100%</b>        |

**5. TRENDS AND INSIGHT**

**Monthly SLA Performance Trends by Regulatory Process**

| MONTH           | REGULATORY PROCESS    | TOTAL REQUESTS | REQUESTS COMPLETED ON TIME | SLA COMPLIANCE (%) |
|-----------------|-----------------------|----------------|----------------------------|--------------------|
| January, 2025   | Deed of Mortgage Fees | 2              | 2                          | 100%               |
| February, 2025  | Power of Attorney     | 1              | 1                          | 100%               |
| March, 2025     | Search Fees           | 2              | 2                          | 100%               |
| April, 2025     | Deed of Mortgage Fees | 2              | 2                          | 100%               |
| May, 2025       | Power of Attorney     | 2              | 2                          | 100%               |
| June, 2025      | Search Fees           | 1              | 1                          | 100%               |
| July, 2025      | Deed of Mortgage Fees | 1              | 1                          | 100%               |
| August, 2025    | Power of Attorney     | 1              | 1                          | 100%               |
| September, 2025 | Search Fees           | 2              | 2                          | 100%               |
| October, 2025   | Deed of Mortgage Fees | 1              | 1                          | 100%               |
| November, 2025  | Power of Attorney     | 1              | 1                          | 100%               |

## **6. Summary of Compliance Performance**

Overall, SLA compliance for Power of Attorney stands at 100% for the month of November, 2025. A total of one (1) request was received, which was completed within the committed timeline. No request was carried forward to the following month.

### **For further information, contact**

Zamfara State Geographic Information Service (ZAGIS),  
Olusegun Obasanjo Drive, Adjacent J.B. Yakubu Secretariat, Gusau, Zamfara State  
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### **Signed:**

### **ESV Abubakar Muhammad Mafara**

Executive Secretary  
Zamfara State Geographic Information Service (ZAGIS)  
November, 2025

**ZAMFARA STATE GOVERNMENT**  
**ZAMFARA STATE GEOGRAPHIC INFORMATION SERVICE (ZAGIS)**

**SERVICE LEVEL AGREEMENT (SLA) COMPLIANCE STATISTICS REPORT**  
**FOR DECEMBER, 2025**

**1. Introduction**

This monthly report provides an overview of the adherence of the Zamfara State Geographic Information Service (ZAGIS) to Service Level Agreements (SLAs) for the Month of December, 2025. The service process covered is Search Fees, a revenue line of ZAGIS under the Zamfara State 2025 Approved Revised Budget. It summarizes request volumes, performance within SLA timelines, and corrective measures to improve service delivery outcomes.

**2. CORE REGULATORY PROCESSES AND COMMITTED TURNAROUND TIMES**

| S/N | REGULATORY PROCESS | COMMITTED TURNAROUND TIME |
|-----|--------------------|---------------------------|
| 1.  | Search Fees        | 30 working days           |

**3. SLA COMPLIANCE STATISTICS**

This section evaluates compliance with SLAs by measuring the percentage of total requests completed within the committed time.

**SLA Compliance Rate Formula = (Total Requests Completed on Time ÷ Total Requests Received) × 100%**

i. Search Fees (30 working days):

Total Requests completed on time = 1

Total Requests received = 1

Overall Compliance Rate =  $(1 \div 1) \times 100\% = 100\%$

**4. SLA COMPLIANCE BREAKDOWN BY PROCESS**

| S/N | REGULATORY PROCESS | TOTAL REQUESTS RECEIVED | REQUESTS COMPLETED ON TIME | SLA COMPLIANCE (%) |
|-----|--------------------|-------------------------|----------------------------|--------------------|
| 1   | Search Fees        | 1                       | 1                          | 100%               |
|     | <b>Overall</b>     | <b>1</b>                | <b>1</b>                   | <b>100%</b>        |

**5. TRENDS AND INSIGHT**

**Monthly SLA Performance Trends by Regulatory Process**

| MONTH           | REGULATORY PROCESS    | TOTAL REQUESTS | REQUESTS COMPLETED ON TIME | SLA COMPLIANCE (%) |
|-----------------|-----------------------|----------------|----------------------------|--------------------|
| January, 2025   | Deed of Mortgage Fees | 2              | 2                          | 100%               |
| February, 2025  | Power of Attorney     | 1              | 1                          | 100%               |
| March, 2025     | Search Fees           | 2              | 2                          | 100%               |
| April, 2025     | Deed of Mortgage Fees | 2              | 2                          | 100%               |
| May, 2025       | Power of Attorney     | 2              | 2                          | 100%               |
| June, 2025      | Search Fees           | 1              | 1                          | 100%               |
| July, 2025      | Deed of Mortgage Fees | 1              | 1                          | 100%               |
| August, 2025    | Power of Attorney     | 1              | 1                          | 100%               |
| September, 2025 | Search Fees           | 2              | 2                          | 100%               |
| October, 2025   | Deed of Mortgage Fees | 1              | 1                          | 100%               |
| November, 2025  | Power of Attorney     | 1              | 1                          | 100%               |

| MONTH          | REGULATORY PROCESS | TOTAL REQUESTS | REQUESTS COMPLETED ON TIME | SLA COMPLIANCE (%) |
|----------------|--------------------|----------------|----------------------------|--------------------|
| December, 2025 | Search Fees        | 1              | 1                          | 100%               |

## 6. Summary of Compliance Performance

Overall, SLA compliance for Search Fees stands at 100% for the month of December, 2025. A total of one (1) request was received, which was completed within the committed timeline. No request was carried forward to the following month.

### For further information, contact

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**ESV Abubakar Muhammad Mafara**

Executive Secretary  
 Zamfara State Geographic Information Service (ZAGIS)  
 December, 2025