

ZAMFARA STATE GOVERNMENT
ZAMFARA STATE INVESTMENT AND PROPERTY DEVELOPMENT COMPANY

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 Investment and Property Development Company (ZSIPDL) to Service Level Agreements (SLAs) for the Month of April, 2025. The service covered is the resolution of grievances received through the Lease Rental , covering operational delays and checkpoint issues, revenue, levy and billing issues, enforcement conduct, administrative and documentation issues, and goods handling and damage. 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.	Lease Rental	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. Lease Rental(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	Lease Rental	2	2	100%
	Overall	2	2	100%

5. TRENDS AND INSIGHT

MONTH	TOTAL REQUESTS	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)
January, 2025	2	2	100%
February, 2025	1	1	100%
March, 2025	2	2	100%
April, 2025	2	2	100%

6. Summary of Compliance Performance

Overall, SLA compliance for Lease Rental stands at 100% for the month of April, 2025. A total of two (2) complaints were received, all of which were resolved within the committed timeline. No complaint was carried forward to the following month.

For further information, contact

Zamfara State Investment and Property Development Company (ZSIPDL),

No. 29 J.B. Yakubu Road, Canteen Area, Gusau, Zamfara State.

09068000218, 08099407720, 08051038460

Website: zidc.zamfara.gov.ng

Signed:

Hajiya Amina Mustapha Ismail

Managing Director

Zamfara State Investment and Property Development Company (ZSIPDL)

April, 2025

ZAMFARA STATE GOVERNMENT
ZAMFARA STATE INVESTMENT AND PROPERTY DEVELOPMENT COMPANY

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 Investment and Property Development Company (ZSIPDL) to Rents on Government Properties for the Month of August, 2025. The service covered is the resolution of grievances received through the Grievance Redress Mechanism (GRM), covering operational delays and checkpoint issues, revenue, levy and billing issues, enforcement conduct, administrative and documentation issues, and goods handling and damage. 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.	Rents on Government Properties	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. Rents on Government Properties(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	Rents on Government Properties	1	1	100%
	Overall	1	1	100%

5. TRENDS AND INSIGHT

MONTH	TOTAL REQUESTS	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)
January, 2025	2	2	100%
February, 2025	1	1	100%
March, 2025	2	2	100%
April, 2025	2	2	100%
May, 2025	2	2	100%

MONTH	TOTAL REQUESTS	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)
June, 2025	1	1	100%
July, 2025	1	1	100%
August, 2025	1	1	100%

6. Summary of Compliance Performance

Overall, SLA compliance for Rents on Government Properties stands at 100% for the month of August, 2025. A total of one (1) complaint was received, which was resolved within the committed timeline. No complaint was carried forward to the following month.

For further information, contact

Zamfara State Investment and Property Development Company (ZSIPDL),
No. 29 J.B. Yakubu Road, Canteen Area, Gusau, Zamfara State.
09068000218, 08099407720, 08051038460
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Managing Director

Zamfara State Investment and Property Development Company (ZSIPDL)

August, 2025

ZAMFARA STATE GOVERNMENT
ZAMFARA STATE INVESTMENT AND PROPERTY DEVELOPMENT COMPANY

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 Investment and Property Development Company (ZSIPDL) to Service Level Agreements (SLAs) for the Month of December, 2025. The service covered is the resolution of grievances received through the Rents on Government Properties, covering operational delays and checkpoint issues, revenue, levy and billing issues, enforcement conduct, administrative and documentation issues, and goods handling and damage. 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.	Resolution of Grievances	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. Rents on Government Properties(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	Resolution of Grievances	1	1	100%
	Overall	1	1	100%

5. TRENDS AND INSIGHT

MONTH	TOTAL REQUESTS	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)
January, 2025	2	2	100%
February, 2025	1	1	100%
March, 2025	2	2	100%
April, 2025	2	2	100%
May, 2025	2	2	100%

MONTH	TOTAL REQUESTS	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)
June, 2025	1	1	100%
July, 2025	1	1	100%
August, 2025	1	1	100%
September, 2025	2	2	100%
October, 2025	1	1	100%
November, 2025	1	1	100%
December, 2025	1	1	100%

6. Summary of Compliance Performance

Overall, SLA compliance for Rents on Government Properties stands at 100% for the month of December, 2025. A total of one (1) complaint was received, which was resolved within the committed timeline. No complaint was carried forward to the following month.

For further information, contact

Zamfara State Investment and Property Development Company (ZSIPDL),
No. 29 J.B. Yakubu Road, Canteen Area, Gusau, Zamfara State.
09068000218, 08099407720, 08051038460
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Hajiya Amina Mustapha Ismail

Managing Director

Zamfara State Investment and Property Development Company (ZSIPDL)

December, 2025

ZAMFARA STATE GOVERNMENT
ZAMFARA STATE INVESTMENT AND PROPERTY DEVELOPMENT COMPANY
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 Investment and Property Development Company (ZSIPDL) to Service Level Agreements (SLAs) for the Month of February, 2025. The service covered is the resolution of grievances received through the Lease Rental , covering operational delays and checkpoint issues, revenue, levy and billing issues, enforcement conduct, administrative and documentation issues, and goods handling and damage. 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.	Lease Rental	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. Lease Rental(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	Lease Rental	1	1	100%
	Overall	1	1	100%

5. TRENDS AND INSIGHT

MONTH	TOTAL REQUESTS	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)
January, 2025	2	2	100%
February, 2025	1	1	100%

6. Summary of Compliance Performance

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

For further information, contact

Zamfara State Investment and Property Development Company (ZSIPDL),
No. 29 J.B. Yakubu Road, Canteen Area, Gusau, Zamfara State.
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Zamfara State Investment and Property Development Company (ZSIPDL)

February, 2025

ZAMFARA STATE GOVERNMENT
ZAMFARA STATE INVESTMENT AND PROPERTY DEVELOPMENT COMPANY
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 Investment and Property Development Company (ZSIPDL) to Service Level Agreements (SLAs) for the Month of January, 2025. The service covered is the resolution of grievances received through the Lease Rental, covering operational delays and checkpoint issues, revenue, levy and billing issues, enforcement conduct, administrative and documentation issues, and goods handling and damage. 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.	Lease Rental	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. Lease Rental(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	Lease Rental	2	2	100%
	Overall	2	2	100%

5. TRENDS AND INSIGHT

MONTH	TOTAL REQUESTS	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)
January, 2025	2	2	100%

6. Summary of Compliance Performance

Overall, SLA compliance for Lease Rental which were resolved within the committed timeline. No complaint was carried forward to the following month.

For further information, contact

Zamfara State Investment and Property Development Company (ZSIPDL),
No. 29 J.B. Yakubu Road, Canteen Area, Gusau, Zamfara State.
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Hajiya Amina Mustapha Ismail

Managing Director

Zamfara State Investment and Property Development Company (ZSIPDL)

January, 2025

ZAMFARA STATE GOVERNMENT
ZAMFARA STATE INVESTMENT AND PROPERTY DEVELOPMENT COMPANY
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 Investment and Property Development Company (ZSIPDL) to Service Level Agreements (SLAs) for the Month of July, 2025. The service covered is the resolution of grievances received through the Lease Rental, covering operational delays and checkpoint issues, revenue, levy and billing issues, enforcement conduct, administrative and documentation issues, and goods handling and damage. 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.	Lease Rental	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. Lease Rental(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	Lease Rental	1	1	100%
	Overall	1	1	100%

5. TRENDS AND INSIGHT

MONTH	TOTAL REQUESTS	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)
January, 2025	2	2	100%
February, 2025	1	1	100%
March, 2025	2	2	100%
April, 2025	2	2	100%
May, 2025	2	2	100%

MONTH	TOTAL REQUESTS	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)
June, 2025	1	1	100%
July, 2025	1	1	100%

6. Summary of Compliance Performance

Overall, SLA compliance for Lease Rental stands at 100% for the month of July, 2025. A total of one (1) complaint was received, which was resolved within the committed timeline. No complaint was carried forward to the following month.

For further information, contact

Zamfara State Investment and Property Development Company (ZSIPDL),
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Zamfara State Investment and Property Development Company (ZSIPDL)

July, 2025

ZAMFARA STATE GOVERNMENT
ZAMFARA STATE INVESTMENT AND PROPERTY DEVELOPMENT COMPANY
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 Investment and Property Development Company (ZSIPDL) to Service Level Agreements (SLAs) for the Month of June, 2025. The service covered is the resolution of grievances received through the Rents on Government Properties , covering operational delays and checkpoint issues, revenue, levy and billing issues, enforcement conduct, administrative and documentation issues, and goods handling and damage. 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.	Rents on Government Properties	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. Rents on Government Properties(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	Rents on Government Properties	1	1	100%
	Overall	1	1	100%

5. TRENDS AND INSIGHT

MONTH	TOTAL REQUESTS	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)
January, 2025	2	2	100%
February, 2025	1	1	100%
March, 2025	2	2	100%
April, 2025	2	2	100%
May, 2025	2	2	100%

MONTH	TOTAL REQUESTS	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)
June, 2025	1	1	100%

6. Summary of Compliance Performance

Overall, SLA compliance for Rents on Government Properties stands at 100% for the month of June, 2025. A total of one (1) complaint was received, which was resolved within the committed timeline. No complaint was carried forward to the following month.

For further information, contact

Zamfara State Investment and Property Development Company (ZSIPDL),
No. 29 J.B. Yakubu Road, Canteen Area, Gusau, Zamfara State.
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Managing Director

Zamfara State Investment and Property Development Company (ZSIPDL)

June, 2025

ZAMFARA STATE GOVERNMENT
ZAMFARA STATE INVESTMENT AND PROPERTY DEVELOPMENT COMPANY
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 Investment and Property Development Company (ZSIPDL) to Service Level Agreements (SLAs) for the Month of March, 2025. The service covered is the resolution of grievances received through the Rents on Government Properties , covering operational delays and checkpoint issues, revenue, levy and billing issues, enforcement conduct, administrative and documentation issues, and goods handling and damage. 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.	Rents on Government Properties	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. Rents on Government Properties(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	Rents on Government Properties	2	2	100%
	Overall	2	2	100%

5. TRENDS AND INSIGHT

MONTH	TOTAL REQUESTS	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)
January, 2025	2	2	100%
February, 2025	1	1	100%
March, 2025	2	2	100%

6. Summary of Compliance Performance

Overall, SLA compliance for Rents on Government Properties stands at 100% for the month of March, 2025. A total of two (2) complaints were received, all of which were resolved within the committed timeline. No complaint was carried forward to the following month.

For further information, contact

Zamfara State Investment and Property Development Company (ZSIPDL),
No. 29 J.B. Yakubu Road, Canteen Area, Gusau, Zamfara State.
09068000218, 08099407720, 08051038460
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Hajiya Amina Mustapha Ismail

Managing Director
Zamfara State Investment and Property Development Company (ZSIPDL)
March, 2025

ZAMFARA STATE GOVERNMENT
ZAMFARA STATE INVESTMENT AND PROPERTY DEVELOPMENT COMPANY
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 Investment and Property Development Company (ZSIPDL) to Service Level Agreements (SLAs) for the Month of May, 2025. The service covered is the resolution of grievances received through the Rents on Government Properties , covering operational delays and checkpoint issues, revenue, levy and billing issues, enforcement conduct, administrative and documentation issues, and goods handling and damage. 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.	Rents on Government Properties	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. Rents on Government Properties(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	Rents on Government Properties	2	2	100%
	Overall	2	2	100%

5. TRENDS AND INSIGHT

MONTH	TOTAL REQUESTS	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)
January, 2025	2	2	100%
February, 2025	1	1	100%
March, 2025	2	2	100%
April, 2025	2	2	100%
May, 2025	2	2	100%

6. Summary of Compliance Performance

Overall, SLA compliance for Rents on Government Properties stands at 100% for the month of May, 2025. A total of two (2) complaints were received, all of which were resolved within the committed timeline. No complaint was carried forward to the following month.

For further information, contact

Zamfara State Investment and Property Development Company (ZSIPDL),
No. 29 J.B. Yakubu Road, Canteen Area, Gusau, Zamfara State.
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Signed:

Hajiya Amina Mustapha Ismail

Managing Director

Zamfara State Investment and Property Development Company (ZSIPDL)

May, 2025

ZAMFARA STATE GOVERNMENT
ZAMFARA STATE INVESTMENT AND PROPERTY DEVELOPMENT COMPANY
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 Investment and Property Development Company (ZSIPDL) to Service Level Agreements (SLAs) for the Month of November, 2025. The service covered is the resolution of grievances received through the Rents on Government Properties, covering operational delays and checkpoint issues, revenue, levy and billing issues, enforcement conduct, administrative and documentation issues, and goods handling and damage. 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.	Rents on Government Properties	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. Rents on Government Properties(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	Rents on Government Properties	1	1	100%
	Overall	1	1	100%

5. TRENDS AND INSIGHT

MONTH	TOTAL REQUESTS	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)
January, 2025	2	2	100%
February, 2025	1	1	100%
March, 2025	2	2	100%
April, 2025	2	2	100%
May, 2025	2	2	100%

MONTH	TOTAL REQUESTS	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)
June, 2025	1	1	100%
July, 2025	1	1	100%
August, 2025	1	1	100%
September, 2025	2	2	100%
October, 2025	1	1	100%
November, 2025	1	1	100%

6. Summary of Compliance Performance

Overall, SLA compliance for Rents on Government Properties stands at 100% for the month of November, 2025. A total of one (1) complaint was received, which was resolved within the committed timeline. No complaint was carried forward to the following month.

For further information, contact

Zamfara State Investment and Property Development Company (ZSIPDL),
No. 29 J.B. Yakubu Road, Canteen Area, Gusau, Zamfara State.
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Hajiya Amina Mustapha Ismail

Managing Director

Zamfara State Investment and Property Development Company (ZSIPDL)

November, 2025

ZAMFARA STATE GOVERNMENT
ZAMFARA STATE INVESTMENT AND PROPERTY DEVELOPMENT COMPANY
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 Investment and Property Development Company (ZSIPDL) to Service Level Agreements (SLAs) for the Month of October, 2025. The service covered is the resolution of grievances received through the Lease Rental , covering operational delays and checkpoint issues, revenue, levy and billing issues, enforcement conduct, administrative and documentation issues, and goods handling and damage. 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.	Lease Rental	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. Lease Rental (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	Lease Rental	1	1	100%
	Overall	1	1	100%

5. TRENDS AND INSIGHT

MONTH	TOTAL REQUESTS	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)
January, 2025	2	2	100%
February, 2025	1	1	100%
March, 2025	2	2	100%
April, 2025	2	2	100%
May, 2025	2	2	100%

MONTH	TOTAL REQUESTS	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)
June, 2025	1	1	100%
July, 2025	1	1	100%
August, 2025	1	1	100%
September, 2025	2	2	100%
October, 2025	1	1	100%

6. Summary of Compliance Performance

Overall, SLA compliance for Resolution of Grievances stands at 100% for the month of October, 2025. A total of one (1) complaint was received, which was resolved within the committed timeline. No complaint was carried forward to the following month.

For further information, contact

Zamfara State Investment and Property Development Company (ZSIPDL),
No. 29 J.B. Yakubu Road, Canteen Area, Gusau, Zamfara State.
09068000218, 08099407720, 08051038460
Website: zidc.zamfara.gov.ng

Signed:

Hajiya Amina Mustapha Ismail

Managing Director

Zamfara State Investment and Property Development Company (ZSIPDL)

October, 2025

ZAMFARA STATE GOVERNMENT
ZAMFARA STATE INVESTMENT AND PROPERTY DEVELOPMENT COMPANY
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 Investment and Property Development Company (ZSIPDL) to Service Level Agreements (SLAs) for the Month of September, 2025. The service covered is the resolution of grievances received through the Lease Rental, covering operational delays and checkpoint issues, revenue, levy and billing issues, enforcement conduct, administrative and documentation issues, and goods handling and damage. 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.	Lease Rental	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. Resolution of Grievances (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	Lease Rental	2	2	100%
	Overall	2	2	100%

5. TRENDS AND INSIGHT

MONTH	TOTAL REQUESTS	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)
January, 2025	2	2	100%
February, 2025	1	1	100%
March, 2025	2	2	100%
April, 2025	2	2	100%
May, 2025	2	2	100%

MONTH	TOTAL REQUESTS	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)
June, 2025	1	1	100%
July, 2025	1	1	100%
August, 2025	1	1	100%
September, 2025	2	2	100%

6. Summary of Compliance Performance

Overall, SLA compliance for Lease Rental stands at 100% for the month of September, 2025. A total of two (2) complaints were received, all of which were resolved within the committed timeline. No complaint was carried forward to the following month.

For further information, contact

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September, 2025