



GOVERNMENT OF ZAMFARA STATE

ZAMFARA STATE BUREAU OF PUBLIC PROCUREMENT (ZSBPP)

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 procurement-related complaints and grievances received by the ZSBPP.

- provide a clear and accessible mechanism for lodging procurement-related grievances;
- ensure timely acknowledgement, investigation and resolution of complaints;
- promote transparency, accountability and fairness in procurement processes;
- provide applicants, contractors, bidders, vendors and other stakeholders with predictable response timelines; and
- establish a clear escalation mechanism where a grievance is not resolved within the committed timeframe.

2. Stakeholders

- Zamfara State Bureau of Public Procurement (ZSBPP): responsible for receiving, registering, investigating and resolving procurement-related grievances;
- Government MDAs: Ministries, Departments and Agencies involved in procurement activities;
- Contractors, bidders and vendors: participants in State procurement processes;
- Other affected stakeholders/general public: persons or entities with legitimate procurement-related complaints.

S/N	GRM Stage	Committed Turnaround Time
1	Acknowledgement of Complaint	Within 2 working days of submission
2	Grievance Investigation	Within 7 working days to evaluate case metrics
3	Final Resolution & Communication	Within 30 working days from the initial date of the complaint
4	Escalation Window	If unresolved after 30 days, automatically escalated to Level 2 (the TGRM Committee Chairman)
5	Grievance Closure	Confirmed within 1 working day following a successful resolution

4. Grievance Handling Procedure

Step 1 – Receipt and Registration: Upon receipt of a complaint, ZSBPP 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, obtain relevant records and assess the facts of the case within 7 working days.

Step 3 – Resolution: ZSBPP shall communicate the final decision/resolution to the complainant within 30 working days from the initial date of the complaint.

Step 4 – Escalation: Where the grievance remains unresolved after the 30-working-day period, it shall be escalated to Level 2 – the TGRM Committee Chairman.

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

5. Communication and Updates

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

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

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

7. Review and Validity

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

8. Contact / Submission of Grievances

Zamfara State Bureau of Public Procurement (ZSBPP)

Office of the Director General, Bureau for Public Procurement,

Government House, Gusau, Zamfara State

For inquiries and complaints:

zamfarabpp@gmail.com

Signed

Engr. Bashar Galadima

Director General

Zamfara State Bureau of Public Procurement