

**ZAMFARA STATE GOVERNMENT ZAMFARA STATE
BUREAU OF PUBLIC PROCUREMENT**

**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 Bureau of Public Procurement (ZSBPP) to Service Level Agreements (SLAs) for the Month of April, 2025. The service covered is the resolution of grievances received through the Contract Processing , 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.	Contract Processing	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. Contract Processing (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 COMPLIAN CE (%)
1	Contract Processing	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 Contract Processing 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 Bureau of Public Procurement (ZSBPP),
Office of the Director General, Bureau for Public Procurement,
Government House, Gusau, Zamfara State.
Email: zamfarabpp@gmail.com

Signed:

Engr. Bashar Galadima

Director General

Zamfara State Bureau of Public Procurement (ZSBPP)

April, 2025

**ZAMFARA STATE GOVERNMENT ZAMFARA
STATE BUREAU OF PUBLIC PROCUREMENT**

**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 Bureau of Public Procurement (ZSBPP) to Service Level Agreements (SLAs) for the Month of August, 2025. The service covered is the resolution of grievances received through the Contract Registration 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.	Contract Registration	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. Contract Registration (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 COMPLIAN CE (%)
1	Contract Registration	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 Contract Registration 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 Bureau of Public Procurement (ZSBPP),
Office of the Director General, Bureau for Public Procurement,
Government House, Gusau, Zamfara State.
Email: zamfarabpp@gmail.com

Signed:

Engr. Bashar Galadima

Director General
Zamfara State Bureau of Public Procurement (ZSBPP)
August, 2025

**ZAMFARA STATE GOVERNMENT ZAMFARA STATE
BUREAU OF PUBLIC PROCUREMENT**

**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 Bureau of Public Procurement (ZSBPP) to Service Level Agreements (SLAs) for the Month of December, 2025. The service covered is the resolution of grievances received through the Contract Processing , 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.	Contract Processing	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. Contract Processing (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 COMPLIAN CE (%)
1	Contract Processing	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 Contract Processing 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 Bureau of Public Procurement (ZSBPP),
Office of the Director General, Bureau for Public Procurement,
Government House, Gusau, Zamfara State.
Email: zamfarabpp@gmail.com

Signed:

Engr. Bashar Galadima

Director General
Zamfara State Bureau of Public Procurement (ZSBPP)
December, 2025

**ZAMFARA STATE GOVERNMENT ZAMFARA
STATE BUREAU OF PUBLIC PROCUREMENT**

**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 Bureau of Public Procurement (ZSBPP) to Service Level Agreements (SLAs) for the Month of February, 2025. The service covered is the resolution of grievances received through the Contract Registration, 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.	Contract Registration	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. Contract Registration(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 COMPLIAN CE (%)
1	Contract Registration	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 Contract Registration 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 Bureau of Public Procurement (ZSBPP),
Office of the Director General, Bureau for Public Procurement,
Government House, Gusau, Zamfara State.
Email: zamfarabpp@gmail.com

Signed:

Engr. Bashar Galadima

Director General
Zamfara State Bureau of Public Procurement (ZSBPP)
February, 2025

**ZAMFARA STATE GOVERNMENT ZAMFARA
STATE BUREAU OF PUBLIC PROCUREMENT**

**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 Bureau of Public Procurement (ZSBPP) to Service Level Agreements (SLAs) for the Month of January, 2025. The service covered is the resolution of grievances received through the Contract Processing , 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.	Contract Processing	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. Contract Processing (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 COMPLIAN CE (%)
1	Contract Processing	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 Contract Processing stands at 100% for the month of January, 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 Bureau of Public Procurement (ZSBPP),
Office of the Director General, Bureau for Public Procurement,
Government House, Gusau, Zamfara State.
Email: zamfarabpp@gmail.com

Signed:

Engr. Bashar Galadima

Director General
Zamfara State Bureau of Public Procurement (ZSBPP)
January, 2025

**ZAMFARA STATE GOVERNMENT ZAMFARA
STATE BUREAU OF PUBLIC PROCUREMENT**

**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 Bureau of Public Procurement (ZSBPP) to Service Level Agreements (SLAs) for the Month of July, 2025. The service covered is the resolution of grievances received through the Contract Registration, 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.	Contract Registration	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. Contract Registration (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 COMPLIAN CE (%)
1	Contract Registration	1	1	100%
	Overall	1	1	100%

5. TRENDS AND INSIGHT

Monthly SLA Performance Trends for Resolution of Grievances

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 Contract Registration 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 Bureau of Public Procurement (ZSBPP),
Office of the Director General, Bureau for Public Procurement,
Government House, Gusau, Zamfara State.
Email: zamfarabpp@gmail.com

Signed:

Engr. Bashar Galadima

Director General
Zamfara State Bureau of Public Procurement (ZSBPP)
July, 2025

**ZAMFARA STATE GOVERNMENT ZAMFARA
STATE BUREAU OF PUBLIC PROCUREMENT**

**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 Bureau of Public Procurement (ZSBPP) to Service Level Agreements (SLAs) for the Month of June, 2025. The service covered is the resolution of grievances received through the Contract Processing, 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.	Contract Processing	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. Contract Processing (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 COMPLIAN CE (%)
1	Contract Processing	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 Contract Processing 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 Bureau of Public Procurement (ZSBPP),
Office of the Director General, Bureau for Public Procurement,
Government House, Gusau, Zamfara State.
Email: zamfarabpp@gmail.com

Signed:

Engr. Bashar Galadima

Director General

Zamfara State Bureau of Public Procurement (ZSBPP)

June, 2025

**ZAMFARA STATE GOVERNMENT ZAMFARA
STATE BUREAU OF PUBLIC PROCUREMENT**

**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 Bureau of Public Procurement (ZSBPP) to Service Level Agreements (SLAs) for the Month of March, 2025. The service covered is the resolution of grievances received through the Contract Registration, 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.	Contract Registration	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. Contract Registration (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 COMPLIAN CE (%)
1	Contract Registration	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 Contract Registration 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 Bureau of Public Procurement (ZSBPP),
Office of the Director General, Bureau for Public Procurement,
Government House, Gusau, Zamfara State.
Email: zamfarabpp@gmail.com

Signed:

Engr. Bashar Galadima

Director General
Zamfara State Bureau of Public Procurement (ZSBPP)
March, 2025

**ZAMFARA STATE GOVERNMENT ZAMFARA
STATE BUREAU OF PUBLIC PROCUREMENT**

**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 Bureau of Public Procurement (ZSBPP) to Service Level Agreements (SLAs) for the Month of May, 2025. The service covered is the resolution of grievances received through the Contract Processing , 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.	Contract Processing	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. Contract Processing (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 COMPLIAN CE (%)
1	Contract Processing	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 Contract Processing 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 Bureau of Public Procurement (ZSBPP),
Office of the Director General, Bureau for Public Procurement,
Government House, Gusau, Zamfara State.
Email: zamfarabpp@gmail.com

Signed:

Engr. Bashar Galadima

Director General
Zamfara State Bureau of Public Procurement (ZSBPP)
May, 2025

**ZAMFARA STATE GOVERNMENT ZAMFARA
STATE BUREAU OF PUBLIC PROCUREMENT**

**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 Bureau of Public Procurement (ZSBPP) to Service Level Agreements (SLAs) for the Month of November, 2025. The service covered is the resolution of grievances received through the Contract Processing , 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.	Contract Processing	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. Contract Processing (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 COMPLIAN CE (%)
1	Contract Processing	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 Contract Processing 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 Bureau of Public Procurement (ZSBPP),
Office of the Director General, Bureau for Public Procurement,
Government House, Gusau, Zamfara State.
Email: zamfarabpp@gmail.com

Signed:

Engr. Bashar Galadima

Director General
Zamfara State Bureau of Public Procurement (ZSBPP)
November, 2025

**ZAMFARA STATE GOVERNMENT ZAMFARA
STATE BUREAU OF PUBLIC PROCUREMENT**

**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 Bureau of Public Procurement (ZSBPP) to Service Level Agreements (SLAs) for the Month of October, 2025. The service covered is through the Contract Processing , 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.	Contract Processing	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. Contract Processing (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 COMPLIAN CE (%)
1	Contract Processing	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 Contract Processing 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 Bureau of Public Procurement (ZSBPP),
Office of the Director General, Bureau for Public Procurement,
Government House, Gusau, Zamfara State.
Email: zamfarabpp@gmail.com

Signed:

Engr. Bashar Galadima

Director General
Zamfara State Bureau of Public Procurement (ZSBPP)
October, 2025

**ZAMFARA STATE GOVERNMENT ZAMFARA
STATE BUREAU OF PUBLIC PROCUREMENT**

**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 Bureau of Public Procurement (ZSBPP) to Service Level Agreements (SLAs) for the Month of September, 2025. The service covered is the resolution of grievances received through the Contract Processing , 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.	Contract Processing	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. Contract Processing (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 COMPLIAN CE (%)
1	Contract Processing	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 Contract Processing 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

Zamfara State Bureau of Public Procurement (ZSBPP),
Office of the Director General, Bureau for Public Procurement,
Government House, Gusau, Zamfara State.
Email: zamfarabpp@gmail.com

Signed:

Engr. Bashar Galadima

Director General
Zamfara State Bureau of Public Procurement (ZSBPP)
September, 2025