



GOVERNMENT OF ZAMFARA STATE

ZAMFARA STATE INVESTMENT AND PROPERTY DEVELOPMENT COMPANY (ZSIPDL)

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 investment and commercial property-related complaints and grievances received by ZSIPDL.

- provide a clear and accessible mechanism for lodging investment and commercial property-related grievances;
- ensure timely acknowledgement, investigation and resolution of complaints;
- promote transparency, accountability and fairness in investment and property-related services;
- provide investors, applicants, developers, property stakeholders and other affected parties with predictable response timelines; and
- establish a clear escalation mechanism where a grievance is not resolved within the committed timeframe.

2. Stakeholders

- Zamfara State Investment and Property Development Company (ZSIPDL): responsible for receiving, registering, investigating and resolving investment and commercial property-related grievances;
- State Ministries, Departments and Agencies: institutions involved in investment facilitation, land/property administration and related approvals;
- Investors, developers, applicants and property stakeholders: users and participants in investment and commercial property processes;
- Other affected stakeholders/general public: persons or entities with legitimate investment or commercial property-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 metrics and cross-reference documentation
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 State TGRM Committee Chairman)
5	Grievance Closure	Confirmed within 1 working day following a mutually accepted resolution

4. Grievance Handling Procedure

Step 1 – Receipt and Registration: Upon receipt of a complaint, ZSIPDL 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 cross-reference relevant documentation within 7 working days.

Step 3 – Resolution: ZSIPDL 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-day period, it shall be escalated to Level 2 – the State TGRM Committee Chairman.

Step 5 – Closure: Following a mutually accepted 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 information or clarification is required.

ZSIPDL 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 State TGRM Committee Chairman. Further escalation, where applicable under the State's investment, property 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 laws, regulations, policies and operational requirements.

8. Contact / Submission of Grievances

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

For inquiries and complaints:

09068000218, 08099407720, 08051038460

<https://zidc.zamfara.gov.ng>

Signed

Hajiya Amina Mustapha Ismail

Managing Director

Zamfara Investment and Property Development Company