



## **NIGER STATE PUBLIC-PRIVATE PARTNERSHIP AGENCY (NSPPPA)**

**Office Address:** No. 6, Mu'azu Mohammed Road, Minna, Niger State.

**Website:** [www.nspppa.nigerstate.gov.ng](http://www.nspppa.nigerstate.gov.ng)

**E-mail Address:** [nspppa01@gmail.com](mailto:nspppa01@gmail.com)

**GSM:** +2349049741426

The Public Private Partnership Agency (PPPA) in Niger State was established in 2007, and operates under the 2011 PPPA Law to tackle infrastructure challenges.

### **GRIEVANCE REDRESS MECHANISM (GRM)**

The **Grievance Redress Mechanism (GRM)** is designed to address concerns and resolve disputes arising during the PPP registration and implementation process effectively and transparently. Below is the GRM framework:

#### **Objective:**

To provide a clear, fair, and transparent process for handling grievances from stakeholders, investors, and the public regarding PPP projects.

#### **Steps for Grievance Resolution:**

##### **1. Submission of Grievance:**

- Aggrieved parties can submit complaints through the following channels:
  - Email: [Nspppa01@gmail.com](mailto:Nspppa01@gmail.com)
  - Phone: 09049741426
  - Walk-in: Visit NSPPPA's office at No. 6, Mu'azu Mohammed Road, Minna, Niger State.
- A **Grievance Submission Form** must be completed, detailing the nature of the grievance.

## 2. **Acknowledgment of Complaint:**

- Complaints will be acknowledged within **2 working days** of receipt.
- A reference number will be issued for tracking purposes.

## 3. **Assessment and Categorization:**

- The grievance will be assessed and categorized as follows:
  - **Category A:** Administrative issues (e.g., delays in certificate issuance).
  - **Category B:** Financial disputes (e.g., incorrect fees or refunds).
  - **Category C:** Implementation issues (e.g., non-compliance with project terms).

## 4. **Investigation and Resolution:**

- The Grievance Redress Team (GRT) will investigate the matter within **10 working days**.
- For complex issues, an additional **5 working days** may be required.

## 5. **Feedback to Complainant:**

- A formal response will be provided, outlining the findings and resolution steps.
- If unresolved, the complainant may escalate the issue to the **Director General** for further action.

## 6. **Appeal Mechanism:**

- If the complainant is unsatisfied, they may appeal to the **Niger State Arbitration Panel** or seek redress through legal means.

**GRM Structure:**

- **Grievance Officer:** First point of contact for complaints.
- **Grievance Redress Team (GRT):** A multi-disciplinary team that investigates and resolves grievances.
- **Director General:** Handles escalated cases.



**Director General**  
**Niger State Public Private Partnership Agency**  
**30<sup>th</sup> December, 2023**

December 30, 2023 5:22:13 PM