



GRIEVANCE REDRESS MECHANISM (SLA) COMPLIANCE STATISTICS REPORT FOR JANUARY 2025

1. Introduction

This monthly report provides an overview of Niger State Geographic Information System (NIGIS)'s adherence to GRIEVANCE REDRESS MECHANISMS (SLAs) for the Month of January 2025. The service covered is the resolution of grievances received through the Grievance Redress Mechanism (GRM), which is categorized into three tiers (Category A, B and C) with distinct committed turnaround times. 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 – Category A	5 working days
2.	Resolution of Grievances – Category B	10 working days
3.	Resolution of Grievances – Category C	15 working days

3. SLA COMPLIANCE STATISTICS

This section evaluates compliance with SLAs by measuring the percentage of total requests completed within the committed time, for each grievance category.

SLA Compliance Rate Formula = (Total Requests Completed on Time ÷ Total Requests Received) × 100%

- Resolution of Grievances – Category A (5 working days):
Total Requests completed on time = 1
Total Requests received = 1
Overall Compliance Rate = 100%
- Resolution of Grievances – Category B (10 working days):
Total Requests completed on time = 0
Total Requests received = 0
Overall Compliance Rate = N/A (no complaints received this month)
- Resolution of Grievances – Category C (15 working days):
Total Requests completed on time = 0
Total Requests received = 0
Overall Compliance Rate = N/A (no complaints received this month)

4. SLA COMPLIANCE BREAKDOWN BY PROCESS

S/N	REGULATORY PROCESS	TOTAL REQUEST S RECEIVED	REQUESTS COM- PLETED ON TIME	SLA COM- PLIANCE (%)
1	Resolution of Grievances – Category A	1	1	100%

2	Resolution of Grievances – Category B	0	0	N/A
3	Resolution of Grievances – Category C	0	0	N/A
	Overall (All Categories)	1	1	100%

5. TRENDS AND INSIGHT

Monthly SLA Performance Trends for Resolution of Grievances (All Categories Combined)

MONTH	TOTALREQUESTS	REQUESTS COMPLETED ON TIME	SLACOMPLIANCE (%)
January, 2025	1	1	100%

6. Summary of Compliance Performance

Overall, SLA compliance for Resolution of Grievances (across Categories A, B and C) stands at 100% for the month of January 2025. A total of 1 complaint was received, all of which fell under Category A (5 working days) and were treated within the committed timeline. No complaints were logged under Category B or Category C this month.

For further information, contact

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Signed:

Alh. Ahmed Abdullahi

General Manager

Niger State Geographic Information System (NIGIS)

January, 2025



GRIEVANCE REDRESS MECHANISM (SLA) COMPLIANCE STATISTICS REPORT FOR FEBRUARY 2025

1. Introduction

This monthly report provides an overview of Niger State Geographic Information System (NIGIS)'s adherence to GRIEVANCE REDRESS MECHANISMS (SLAs) for the Month of February, 2025. The service covered is the resolution of grievances received through the Grievance Redress Mechanism (GRM), which is categorized into three tiers (Category A, B and C) with distinct committed turnaround times. 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 – Category A	5 working days
2.	Resolution of Grievances – Category B	10 working days
3.	Resolution of Grievances – Category C	15 working days

3. SLA COMPLIANCE STATISTICS

This section evaluates compliance with SLAs by measuring the percentage of total requests completed within the committed time, for each grievance category.

SLA Compliance Rate Formula = (Total Requests Completed on Time ÷ Total Requests Received) × 100%

- Resolution of Grievances – Category A (5 working days):
Total Requests completed on time = 0
Total Requests received = 0
Overall Compliance Rate = N/A (no complaints received this month)
- Resolution of Grievances – Category B (10 working days):
Total Requests completed on time = 0
Total Requests received = 0
Overall Compliance Rate = N/A (no complaints received this month)
- Resolution of Grievances – Category C (15 working days):
Total Requests completed on time = 0
Total Requests received = 0
Overall Compliance Rate = N/A (no complaints received this month)

4. SLA COMPLIANCE BREAKDOWN BY PROCESS

S/N	REGULATORY PROCESS	TOTAL REQUEST RECEIVED	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)
1	Resolution of Grievances – Category A	0	0	N/A

2	Resolution of Grievances – Category B	0	0	N/A
3	Resolution of Grievances – Category C	0	0	N/A
	Overall (All Categories)	0	0	N/A

5. TRENDS AND INSIGHT

Monthly SLA Performance Trends for Resolution of Grievances (All Categories Combined)

MONTH	TOTALREQUESTS	REQUESTS COMPLETED ON TIME	SLACOMPLIANCE (%)
January, 2025	1	1	100%
February, 2025	0	0	N/A

6. Summary of Compliance Performance

No complaints were received under the Grievance Redress Mechanism (GRM) for the month of February, 2025, across any of the three grievance categories. As no requests were logged during this period, the SLA compliance rate is not applicable (N/A) for this month.

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February, 2025



GRIEVANCE REDRESS MECHANISM (SLA) COMPLIANCE STATISTICS REPORT FOR MARCH, 2025

1. Introduction

This monthly report provides an overview of Niger State Geographic Information System (NIGIS)'s adherence to GRIEVANCE REDRESS MECHANISMS (SLAs) for the Month of March, 2025. The service covered is the resolution of grievances received through the Grievance Redress Mechanism (GRM), which is categorized into three tiers (Category A, B and C) with distinct committed turnaround times. 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 – Category A	5 working days
2.	Resolution of Grievances – Category B	10 working days
3.	Resolution of Grievances – Category C	15 working days

3. SLA COMPLIANCE STATISTICS

This section evaluates compliance with SLAs by measuring the percentage of total requests completed within the committed time, for each grievance category.

SLA Compliance Rate Formula = (Total Requests Completed on Time ÷ Total Requests Received) × 100%

i. Resolution of Grievances – Category A (5 working days):

Total Requests completed on time = 3

Total Requests received = 3

Overall Compliance Rate = 100%

ii. Resolution of Grievances – Category B (10 working days):

Total Requests completed on time = 0

Total Requests received = 0

Overall Compliance Rate = N/A (no complaints received this month)

iii. Resolution of Grievances – Category C (15 working days):

Total Requests completed on time = 0

Total Requests received = 0

Overall Compliance Rate = N/A (no complaints received this month)

4. SLA COMPLIANCE BREAKDOWN BY PROCESS

S/N	REGULATORY PROCESS	TOTAL REQUEST S RECEIVED	REQUESTS COM- PLETED ON TIME	SLA COM- PLIANCE (%)
1	Resolution of Grievances – Category A	3	3	100%

2	Resolution of Grievances – Category B	0	0	N/A
3	Resolution of Grievances – Category C	0	0	N/A
	Overall (All Categories)	3	3	100%

5. TRENDS AND INSIGHT

Monthly SLA Performance Trends for Resolution of Grievances (All Categories Combined)

MONTH	TOTAL REQUESTS	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)
January, 2025	1	1	100%
February, 2025	0	0	N/A
March, 2025	3	3	100%

6. Summary of Compliance Performance

Overall, SLA compliance for Resolution of Grievances (across Categories A, B and C) stands at 100% for the month of March, 2025. A total of 3 complaints were received, all of which fell under Category A (5 working days) and were treated within the committed timeline. No complaints were logged under Category B or Category C this month.

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Signed:

Alh. Ahmed Abdullahi

General Manager

Niger State Geographic Information System (NIGIS) March,
2025



GRIEVANCE REDRESS MECHANISM (SLA) COMPLIANCE STATISTICS REPORT FOR APRIL, 2025

1. Introduction

This monthly report provides an overview of Niger State Geographic Information System (NIGIS)'s adherence to GRIEVANCE REDRESS MECHANISMS (SLAs) for the Month of April, 2025. The service covered is the resolution of grievances received through the Grievance Redress Mechanism (GRM), which is categorized into three tiers (Category A, B and C) with distinct committed turnaround times. 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 – Category A	5 working days
2.	Resolution of Grievances – Category B	10 working days
3.	Resolution of Grievances – Category C	15 working days

3. SLA COMPLIANCE STATISTICS

This section evaluates compliance with SLAs by measuring the percentage of total requests completed within the committed time, for each grievance category.

SLA Compliance Rate Formula = (Total Requests Completed on Time ÷ Total Requests Received) × 100%

i. Resolution of Grievances – Category A (5 working days):

Total Requests completed on time = 0

Total Requests received = 0

Overall Compliance Rate = N/A (no complaints received this month)

ii. Resolution of Grievances – Category B (10 working days):

Total Requests completed on time = 0

Total Requests received = 0

Overall Compliance Rate = N/A (no complaints received this month)

iii. Resolution of Grievances – Category C (15 working days):

Total Requests completed on time = 0

Total Requests received = 0

Overall Compliance Rate = N/A (no complaints received this month)

4. SLA COMPLIANCE BREAKDOWN BY PROCESS

S/N	REGULATORY PROCESS	TOTAL REQUEST S RECEIVED	REQUESTS COM- PLETED ON TIME	SLA COM- PLIANCE (%)
1	Resolution of Grievances – Category A	0	0	N/A

2	Resolution of Grievances – Category B	0	0	N/A
3	Resolution of Grievances – Category C	0	0	N/A
	Overall (All Categories)	0	0	N/A

5. TRENDS AND INSIGHT

Monthly SLA Performance Trends for Resolution of Grievances (All Categories Combined)

MONTH	TOTALREQUESTS	REQUESTS COMPLETED ON TIME	SLACOMPLIANCE (%)
January, 2025	1	1	100%
February, 2025	0	0	N/A
March, 2025	3	3	100%
April, 2025	0	0	N/A

6. Summary of Compliance Performance

No complaints were received under the Grievance Redress Mechanism (GRM) for the month of April, 2025, across any of the three grievance categories. As no requests were logged during this period, the SLA compliance rate is not applicable (N/A) for this month.

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Alh. Ahmed Abdullahi
General Manager
Niger State Geographic Information System (NIGIS) April,
2025



GRIEVANCE REDRESS MECHANISM (SLA) COMPLIANCE STATISTICS REPORT FOR MAY, 2025

1. Introduction

This monthly report provides an overview of Niger State Geographic Information System (NIGIS)'s adherence to GRIEVANCE REDRESS MECHANISMS (SLAs) for the Month of May, 2025. The service covered is the resolution of grievances received through the Grievance Redress Mechanism (GRM), which is categorized into three tiers (Category A, B and C) with distinct committed turnaround times. 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 – Category A	5 working days
2.	Resolution of Grievances – Category B	10 working days
3.	Resolution of Grievances – Category C	15 working days

3. SLA COMPLIANCE STATISTICS

This section evaluates compliance with SLAs by measuring the percentage of total requests completed within the committed time, for each grievance category.

SLA Compliance Rate Formula = (Total Requests Completed on Time ÷ Total Requests Received) × 100%

i. Resolution of Grievances – Category A (5 working days):

Total Requests completed on time = 0

Total Requests received = 0

Overall Compliance Rate = N/A (no complaints received this month)

ii. Resolution of Grievances – Category B (10 working days):

Total Requests completed on time = 0

Total Requests received = 0

Overall Compliance Rate = N/A (no complaints received this month)

iii. Resolution of Grievances – Category C (15 working days):

Total Requests completed on time = 0

Total Requests received = 0

Overall Compliance Rate = N/A (no complaints received this month)

4. SLA COMPLIANCE BREAKDOWN BY PROCESS

S/N	REGULATORY PROCESS	TOTAL REQUEST S RECEIVED	REQUESTS COM- PLETED ON TIME	SLA COM- PLIANCE (%)
1	Resolution of Grievances – Category A	0	0	N/A

2	Resolution of Grievances – Category B	0	0	N/A
3	Resolution of Grievances – Category C	0	0	N/A
	Overall (All Categories)	0	0	N/A

5. TRENDS AND INSIGHT

Monthly SLA Performance Trends for Resolution of Grievances (All Categories Combined)

MONTH	TOTALREQUESTS	REQUESTS COMPLETED ON TIME	SLACOMPLIANCE (%)
January, 2025	1	1	100%
February, 2025	0	0	N/A
March, 2025	3	3	100%
April, 2025	0	0	N/A
May, 2025	0	0	N/A

6. Summary of Compliance Performance

No complaints were received under the Grievance Redress Mechanism (GRM) for the month of May, 2025, across any of the three grievance categories. As no requests were logged during this period, the SLA compliance rate is not applicable (N/A) for this month.

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Signed:
Alh. Ahmed Abdullahi
General Manager
Niger State Geographic Information System (NIGIS) May,
2025



GRIEVANCE REDRESS MECHANISM (SLA) COMPLIANCE STATISTICS REPORT FOR JUNE, 2025

1. Introduction

This monthly report provides an overview of Niger State Geographic Information System (NIGIS)'s adherence to GRIEVANCE REDRESS MECHANISMS (SLAs) for the Month of June, 2025. The service covered is the resolution of grievances received through the Grievance Redress Mechanism (GRM), which is categorized into three tiers (Category A, B and C) with distinct committed turnaround times. 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 – Category A	5 working days
2.	Resolution of Grievances – Category B	10 working days
3.	Resolution of Grievances – Category C	15 working days

3. SLA COMPLIANCE STATISTICS

This section evaluates compliance with SLAs by measuring the percentage of total requests completed within the committed time, for each grievance category.

SLA Compliance Rate Formula = (Total Requests Completed on Time ÷ Total Requests Received) × 100%

- Resolution of Grievances – Category A (5 working days):
Total Requests completed on time = 0
Total Requests received = 0
Overall Compliance Rate = N/A (no complaints received this month)
- Resolution of Grievances – Category B (10 working days):
Total Requests completed on time = 0
Total Requests received = 0
Overall Compliance Rate = N/A (no complaints received this month)
- Resolution of Grievances – Category C (15 working days):
Total Requests completed on time = 0
Total Requests received = 0
Overall Compliance Rate = N/A (no complaints received this month)

4. SLA COMPLIANCE BREAKDOWN BY PROCESS

S/N	REGULATORY PROCESS	TOTALREQUEST SRECEIVED	REQUESTSCOMP LETEDON TIME	SLACO MPLIAN CE(%)
1	Resolution of Grievances – Category A	0	0	N/A

2	Resolution of Grievances – Category B	0	0	N/A
3	Resolution of Grievances – Category C	0	0	N/A
	Overall (All Categories)	0	0	N/A

5. TRENDS AND INSIGHT

Monthly SLA Performance Trends for Resolution of Grievances (All Categories Combined)

MONTH	TOTAL REQUESTS	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)
January, 2025	1	1	100%
February, 2025	0	0	N/A
March, 2025	3	3	100%
April, 2025	0	0	N/A
May, 2025	0	0	N/A
June, 2025	0	0	N/A

6. Summary of Compliance Performance

No complaints were received under the Grievance Redress Mechanism (GRM) for the month of June, 2025, across any of the three grievance categories. As no requests were logged during this period, the SLA compliance rate is not applicable (N/A) for this month.

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Signed:
Alh. Ahmed Abdullahi
General Manager
Niger State Geographic Information System (NIGIS) June,
2025



GRIEVANCE REDRESS MECHANISM (SLA) COMPLIANCE STATISTICS REPORT FOR JULY, 2025

1. Introduction

This monthly report provides an overview of Niger State Geographic Information System (NIGIS)'s adherence to GRIEVANCE REDRESS MECHANISMS (SLAs) for the Month of July, 2025. The service covered is the resolution of grievances received through the Grievance Redress Mechanism (GRM), which is categorized into three tiers (Category A, B and C) with distinct committed turnaround times. 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	COMMITTEDTURNAROUND TIME
1.	Resolution of Grievances – Category A	5 working days
2.	Resolution of Grievances – Category B	10 working days
3.	Resolution of Grievances – Category C	15 working days

3. SLA COMPLIANCE STATISTICS

This section evaluates compliance with SLAs by measuring the percentage of total requests completed within the committed time, for each grievance category.

SLA Compliance Rate Formula = (Total Requests Completed on Time ÷ Total Requests Received) × 100%

i. Resolution of Grievances – Category A (5 working days):

Total Requests completed on time = 0

Total Requests received = 0

Overall Compliance Rate = N/A (no complaints received this month)

ii. Resolution of Grievances – Category B (10 working days):

Total Requests completed on time = 0

Total Requests received = 0

Overall Compliance Rate = N/A (no complaints received this month)

iii. Resolution of Grievances – Category C (15 working days):

Total Requests completed on time = 0

Total Requests received = 0

Overall Compliance Rate = N/A (no complaints received this month)

4. SLA COMPLIANCE BREAKDOWN BY PROCESS

S/N	REGULATORY PROCESS	TOTALREQUEST SRECEIVED	REQUESTSCOMP LETEDON TIME	SLACO MPLIAN CE(%)
1	Resolution of Grievances – Category A	0	0	N/A

2	Resolution of Grievances – Category B	0	0	N/A
3	Resolution of Grievances – Category C	0	0	N/A
	Overall (All Categories)	0	0	N/A

5. TRENDS AND INSIGHT

Monthly SLA Performance Trends for Resolution of Grievances (All Categories Combined)

MONTH	TOTALREQUESTS	REQUESTSCOMPLETED ON TIME	SLACOMPLIA NCE (%)
January, 2025	1	1	100%
February, 2025	0	0	N/A
March, 2025	3	3	100%
April, 2025	0	0	N/A
May, 2025	0	0	N/A
June, 2025	0	0	N/A
July, 2025	0	0	N/A

6. Summary of Compliance Performance

No complaints were received under the Grievance Redress Mechanism (GRM) for the month of July, 2025, across any of the three grievance categories. As no requests were logged during this period, the SLA compliance rate is not applicable (N/A) for this month.

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Signed:
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Niger State Geographic Information System (NIGIS) July,
2025



GRIEVANCE REDRESS MECHANISM (SLA) COMPLIANCE STATISTICS REPORT FOR AUGUST, 2025

1. Introduction

This monthly report provides an overview of Niger State Geographic Information System (NIGIS)'s adherence to GRIEVANCE REDRESS MECHANISMS (SLAs) for the Month of August, 2025. The service covered is the resolution of grievances received through the Grievance Redress Mechanism (GRM), which is categorized into three tiers (Category A, B and C) with distinct committed turnaround times. 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 – Category A	5 working days
2.	Resolution of Grievances – Category B	10 working days
3.	Resolution of Grievances – Category C	15 working days

3. SLA COMPLIANCE STATISTICS

This section evaluates compliance with SLAs by measuring the percentage of total requests completed within the committed time, for each grievance category.

SLA Compliance Rate Formula = (Total Requests Completed on Time ÷ Total Requests Received) × 100%

i. Resolution of Grievances – Category A (5 working days):

Total Requests completed on time = 1

Total Requests received = 1

Overall Compliance Rate = 100%

ii. Resolution of Grievances – Category B (10 working days):

Total Requests completed on time = 0

Total Requests received = 0

Overall Compliance Rate = N/A (no complaints received this month)

iii. Resolution of Grievances – Category C (15 working days):

Total Requests completed on time = 0

Total Requests received = 0

Overall Compliance Rate = N/A (no complaints received this month)

4. SLA COMPLIANCE BREAKDOWN BY PROCESS

S/N	REGULATORY PROCESS	TOTAL REQUESTS RECEIVED	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)
1	Resolution of Grievances – Category A	1	1	100%

2	Resolution of Grievances – Category B	0	0	N/A
3	Resolution of Grievances – Category C	0	0	N/A
	Overall (All Categories)	1	1	100%

5. TRENDS AND INSIGHT

Monthly SLA Performance Trends for Resolution of Grievances (All Categories Combined)

MONTH	TOTAL REQUESTS	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)
January, 2025	1	1	100%
February, 2025	0	0	N/A
March, 2025	3	3	100%
April, 2025	0	0	N/A
May, 2025	0	0	N/A
June, 2025	0	0	N/A
July, 2025	0	0	N/A
August, 2025	1	1	100%

6. Summary of Compliance Performance

Overall, SLA compliance for Resolution of Grievances (across Categories A, B and C) stands at 100% for the month of August, 2025. A total of 1 complaint was received, all of which fell under Category A (5 working days) and were treated within the committed timeline. No complaints were logged under Category B or Category C this month.

For further information, contact

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Niger State Geographic Information System (NIGIS)

August, 2025



GRIEVANCE REDRESS MECHANISM (SLA) COMPLIANCE STATISTICS REPORT FOR SEPTEMBER, 2025

1. Introduction

This monthly report provides an overview of Niger State Geographic Information System (NIGIS)'s adherence to GRIEVANCE REDRESS MECHANISMS (SLAs) for the Month of September, 2025. The service covered is the resolution of grievances received through the Grievance Redress Mechanism (GRM), which is categorized into three tiers (Category A, B and C) with distinct committed turnaround times. 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 – Category A	5 working days
2.	Resolution of Grievances – Category B	10 working days
3.	Resolution of Grievances – Category C	15 working days

3. SLA COMPLIANCE STATISTICS

This section evaluates compliance with SLAs by measuring the percentage of total requests completed within the committed time, for each grievance category.

SLA Compliance Rate Formula = (Total Requests Completed on Time ÷ Total Requests Received) × 100%

i. Resolution of Grievances – Category A (5 working days):

Total Requests completed on time = 0

Total Requests received = 0

Overall Compliance Rate = N/A (no complaints received this month)

ii. Resolution of Grievances – Category B (10 working days):

Total Requests completed on time = 0

Total Requests received = 0

Overall Compliance Rate = N/A (no complaints received this month)

iii. Resolution of Grievances – Category C (15 working days):

Total Requests completed on time = 0

Total Requests received = 0

Overall Compliance Rate = N/A (no complaints received this month)

4. SLA COMPLIANCE BREAKDOWN BY PROCESS

S/N	REGULATORY PROCESS	TOTAL REQUEST S RECEIVED	REQUESTS COM- PLETED ON TIME	SLA COM- PLIANCE (%)
1	Resolution of Grievances – Category A	0	0	N/A

2	Resolution of Grievances – Category B	0	0	N/A
3	Resolution of Grievances – Category C	0	0	N/A
	Overall (All Categories)	0	0	N/A

5. TRENDS AND INSIGHT

Monthly SLA Performance Trends for Resolution of Grievances (All Categories Combined)

MONTH	TOTALREQUESTS	REQUESTS COMPLETED ON TIME	SLACOMPLIANCE (%)
January, 2025	1	1	100%
February, 2025	0	0	N/A
March, 2025	3	3	100%
April, 2025	0	0	N/A
May, 2025	0	0	N/A
June, 2025	0	0	N/A
July, 2025	0	0	N/A
August, 2025	1	1	100%
September, 2025	0	0	N/A

6. Summary of Compliance Performance

No complaints were received under the Grievance Redress Mechanism (GRM) for the month of September, 2025, across any of the three grievance categories. As no requests were logged during this period, the SLA compliance rate is not applicable (N/A) for this month.

For further information, contact
Niger State Geographic Information System (NIGIS), Off
Ibrahim Badamasi Way, Ladi Kwali Road, Minna, Niger
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GSM: 08136533331 or 09075451282
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Signed:
Alh. Ahmed Abdullahi
General Manager
Niger State Geographic Information System (NIGIS)
September, 2025



GRIEVANCE REDRESS MECHANISM (SLA) COMPLIANCE STATISTICS REPORT FOR OCTOBER, 2025

1. Introduction

This monthly report provides an overview of Niger State Geographic Information System (NIGIS)'s adherence to GRIEVANCE REDRESS MECHANISMS (SLAs) for the Month of October, 2025. The service covered is the resolution of grievances received through the Grievance Redress Mechanism (GRM), which is categorized into three tiers (Category A, B and C) with distinct committed turnaround times. 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 – Category A	5 working days
2.	Resolution of Grievances – Category B	10 working days
3.	Resolution of Grievances – Category C	15 working days

3. SLA COMPLIANCE STATISTICS

This section evaluates compliance with SLAs by measuring the percentage of total requests completed within the committed time, for each grievance category.

SLA Compliance Rate Formula = (Total Requests Completed on Time ÷ Total Requests Received) × 100%

- Resolution of Grievances – Category A (5 working days):
Total Requests completed on time = 0
Total Requests received = 0
Overall Compliance Rate = N/A (no complaints received this month)
- Resolution of Grievances – Category B (10 working days):
Total Requests completed on time = 0
Total Requests received = 0
Overall Compliance Rate = N/A (no complaints received this month)
- Resolution of Grievances – Category C (15 working days):
Total Requests completed on time = 0
Total Requests received = 0
Overall Compliance Rate = N/A (no complaints received this month)

4. SLA COMPLIANCE BREAKDOWN BY PROCESS

S/N	REGULATORY PROCESS	TOTALREQUEST SRECEIVED	REQUESTSCOMP LETEDON TIME	SLACO MPLIAN CE(%)
1	Resolution of Grievances – Category A	0	0	N/A

2	Resolution of Grievances – Category B	0	0	N/A
3	Resolution of Grievances – Category C	0	0	N/A
	Overall (All Categories)	0	0	N/A

5. TRENDS AND INSIGHT

Monthly SLA Performance Trends for Resolution of Grievances (All Categories Combined)

MONTH	TOTAL REQUESTS	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)
January, 2025	1	1	100%
February, 2025	0	0	N/A
March, 2025	3	3	100%
April, 2025	0	0	N/A
May, 2025	0	0	N/A
June, 2025	0	0	N/A
July, 2025	0	0	N/A
August, 2025	1	1	100%
September, 2025	0	0	N/A
October, 2025	0	0	N/A

6. Summary of Compliance Performance

No complaints were received under the Grievance Redress Mechanism (GRM) for the month of October, 2025, across any of the three grievance categories. As no requests were logged during this period, the SLA compliance rate is not applicable (N/A) for this month.

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Signed:
Alh. Ahmed Abdullahi
General Manager
Niger State Geographic Information System (NIGIS)
October, 2025



GRIEVANCE REDRESS MECHANISM (SLA) COMPLIANCE STATISTICS REPORT FOR NOVEMBER, 2025

1. Introduction

This monthly report provides an overview of Niger State Geographic Information System (NIGIS)'s adherence to GRIEVANCE REDRESS MECHANISMS (SLAs) for the Month of November, 2025. The service covered is the resolution of grievances received through the Grievance Redress Mechanism (GRM), which is categorized into three tiers (Category A, B and C) with distinct committed turnaround times. 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 – Category A	5 working days
2.	Resolution of Grievances – Category B	10 working days
3.	Resolution of Grievances – Category C	15 working days

3. SLA COMPLIANCE STATISTICS

This section evaluates compliance with SLAs by measuring the percentage of total requests completed within the committed time, for each grievance category.

SLA Compliance Rate Formula = (Total Requests Completed on Time ÷ Total Requests Received) × 100%

i. Resolution of Grievances – Category A (5 working days):

Total Requests completed on time = 1

Total Requests received = 1

Overall Compliance Rate = 100%

ii. Resolution of Grievances – Category B (10 working days):

Total Requests completed on time = 0

Total Requests received = 0

Overall Compliance Rate = N/A (no complaints received this month)

iii. Resolution of Grievances – Category C (15 working days):

Total Requests completed on time = 0

Total Requests received = 0

Overall Compliance Rate = N/A (no complaints received this month)

4. SLA COMPLIANCE BREAKDOWN BY PROCESS

S/N	REGULATORY PROCESS	TOTAL REQUEST S RECEIVED	REQUESTS COMPLE TED ON TIME	SLA COMPLIANCE (%)
1	Resolution of Grievances – Category A	1	1	100%

2	Resolution of Grievances – Category B	0	0	N/A
3	Resolution of Grievances – Category C	0	0	N/A
	Overall (All Categories)	1	1	100%

5. TRENDS AND INSIGHT

Monthly SLA Performance Trends for Resolution of Grievances (All Categories Combined)

MONTH	TOTAL REQUESTS	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)
January, 2025	1	1	100%
February, 2025	0	0	N/A
March, 2025	3	3	100%
April, 2025	0	0	N/A
May, 2025	0	0	N/A
June, 2025	0	0	N/A
July, 2025	0	0	N/A
August, 2025	1	1	100%
September, 2025	0	0	N/A
October, 2025	0	0	N/A
November, 2025	1	1	100%

6. Summary of Compliance Performance

Overall, SLA compliance for Resolution of Grievances (across Categories A, B and C) stands at 100% for the month of November, 2025. A total of 1 complaint was received, all of which fell under Category A (5 working days) and were treated within the committed timeline. No complaints were logged under Category B or Category C this month.

For further information, contact

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Signed:

Alh. Ahmed Abdullahi

General Manager

Niger State Geographic Information System (NIGIS)

November, 2025



GRIEVANCE REDRESS MECHANISM (SLA) COMPLIANCE STATISTICS REPORT FOR DECEMBER, 2025

1. Introduction

This monthly report provides an overview of Niger State Geographic Information System (NIGIS)'s adherence to GRIEVANCE REDRESS MECHANISMS (SLAs) for the Month of December, 2025. The service covered is the resolution of grievances received through the Grievance Redress Mechanism (GRM), which is categorized into three tiers (Category A, B and C) with distinct committed turnaround times. 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 – Category A	5 working days
2.	Resolution of Grievances – Category B	10 working days
3.	Resolution of Grievances – Category C	15 working days

3. SLA COMPLIANCE STATISTICS

This section evaluates compliance with SLAs by measuring the percentage of total requests completed within the committed time, for each grievance category.

SLA Compliance Rate Formula = (Total Requests Completed on Time ÷ Total Requests Received) × 100%

i. Resolution of Grievances – Category A (5 working days):

Total Requests completed on time = 1

Total Requests received = 1

Overall Compliance Rate = 100%

ii. Resolution of Grievances – Category B (10 working days):

Total Requests completed on time = 0

Total Requests received = 0

Overall Compliance Rate = N/A (no complaints received this month)

iii. Resolution of Grievances – Category C (15 working days):

Total Requests completed on time = 0

Total Requests received = 0

Overall Compliance Rate = N/A (no complaints received this month)

4. SLA COMPLIANCE BREAKDOWN BY PROCESS

S/N	REGULATORY PROCESS	TOTAL REQUEST S RECEIVED	REQUESTS COM- PLETED ON TIME	SLA COM- PLIANCE (%)
1	Resolution of Grievances – Category A	1	1	100%

2	Resolution of Grievances – Category B	0	0	N/A
3	Resolution of Grievances – Category C	0	0	N/A
	Overall (All Categories)	1	1	100%

5. TRENDS AND INSIGHT

Monthly SLA Performance Trends for Resolution of Grievances (All Categories Combined)

MONTH	TOTAL REQUESTS	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)
January, 2025	1	1	100%
February, 2025	0	0	N/A
March, 2025	3	3	100%
April, 2025	0	0	N/A
May, 2025	0	0	N/A
June, 2025	0	0	N/A
July, 2025	0	0	N/A
August, 2025	1	1	100%
September, 2025	0	0	N/A
October, 2025	0	0	N/A
November, 2025	1	1	100%
December, 2025	1	1	100%

6. Summary of Compliance Performance

Overall, SLA compliance for Resolution of Grievances (across Categories A, B and C) stands at 100% for the month of December, 2025. A total of 1 complaint was received, all of which fell under Category A (5 working days) and were treated within the committed timeline. No complaints were logged under Category B or Category C this month.

For further information, contact

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Signed:

Alh. Ahmed Abdullahi

General Manager

Niger State Geographic Information System (NIGIS)

December, 2025