



## SERVICE LEVEL AGREEMENT (SLA) COMPLIANCE STATISTICS REPORT FOR JANUARY, 2025

### 1. Introduction

This monthly report provides an overview of Niger State Public-Private Partnership Agency (NSPPPA)'s adherence to Service Level Agreements (SLAs) for the Month of January, 2025. The services covered are the agency's core regulatory processes, namely the acknowledgment of registration forms, the processing and issuance of registration certificates, the scheduling of stakeholder meetings, and the referral of proposals to MDAs for implementation, each with a distinct committed turnaround time. 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.  | Acknowledgment of Registration Form                 | 2 working days                       |
| 2.  | Processing and Issuance of Registration Certificate | 7 working days                       |
| 3.  | Scheduling of Stakeholder Meetings                  | 14 working days                      |
| 4.  | Referral to MDAs for Implementation                 | 5 working days after proposal review |

### 3. SLA COMPLIANCE STATISTICS

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

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

i. Acknowledgment of Registration Form (2 working days):

Total Requests completed on time = 2

Total Requests received = 2

Overall Compliance Rate = 100%

ii. Processing and Issuance of Registration Certificate (7 working days):

Total Requests completed on time = 2

Total Requests received = 2

Overall Compliance Rate = 100%

iii. Scheduling of Stakeholder Meetings (14 working days):

Total Requests completed on time = 0

Total Requests received = 0

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

iv. Referral to MDAs for Implementation (5 working days after proposal review):

Total Requests completed on time = 0

Total Requests received = 0

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

#### 4. SLA COMPLIANCE BREAKDOWN BY PROCESS

| S/N | REGULATORY PROCESS                                  | TOTAL REQUESTS RECEIVED | REQUESTS COMPLETED ON TIME | SLA COMPLIANCE (%) |
|-----|-----------------------------------------------------|-------------------------|----------------------------|--------------------|
| 1   | Acknowledgment of Registration Form                 | 2                       | 2                          | 100%               |
| 2   | Processing and Issuance of Registration Certificate | 2                       | 2                          | 100%               |
| 3   | Scheduling of Stakeholder Meetings                  | 0                       | 0                          | N/A                |
| 4   | Referral to MDAs for Implementation                 | 0                       | 0                          | N/A                |
|     | <b>Overall (All Processes)</b>                      | <b>4</b>                | <b>4</b>                   | <b>100%</b>        |

#### 5. TRENDS AND INSIGHT

##### Monthly SLA Performance Trends for Regulatory Processes (All Processes Combined)

| MONTH         | TOTAL REQUESTS | REQUESTS COMPLETED ON TIME | SLA COMPLIANCE (%) |
|---------------|----------------|----------------------------|--------------------|
| January, 2025 | 4              | 4                          | 100%               |

#### 6. Summary of Compliance Performance

Overall, SLA compliance across the regulatory processes stands at 100% for the month of January, 2025. A total of 4 requests were received, comprising 2 under Acknowledgment of Registration Form (2 working days); 2 under Processing and Issuance of Registration Certificate (7 working days), all of which were treated within the committed timelines. No requests were logged under Scheduling of Stakeholder Meetings or Referral to MDAs for Implementation this month.

For further information, contact

Niger State Public-Private Partnership Agency (NSPPPA),

No. 6, Mu'azu Mohammed Road, Minna, Niger State.

GSM: +2349049741426

Email: nspppa01@gmail.com, Website: [www.nspppa.nigerstate.gov.ng](http://www.nspppa.nigerstate.gov.ng)

Signed:

**Mohammed Saidu Etsu**

Director General

Niger State Public-Private Partnership Agency (NSPPPA)

January, 2025



## SERVICE LEVEL AGREEMENT (SLA) COMPLIANCE STATISTICS REPORT FOR FEBRUARY, 2025

### 1. Introduction

This monthly report provides an overview of Niger State Public-Private Partnership Agency (NSPPPA)'s adherence to Service Level Agreements (SLAs) for the Month of February, 2025. The services covered are the agency's core regulatory processes, namely the acknowledgment of registration forms, the processing and issuance of registration certificates, the scheduling of stakeholder meetings, and the referral of proposals to MDAs for implementation, each with a distinct committed turnaround time. 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.  | Acknowledgment of Registration Form                 | 2 working days                       |
| 2.  | Processing and Issuance of Registration Certificate | 7 working days                       |
| 3.  | Scheduling of Stakeholder Meetings                  | 14 working days                      |
| 4.  | Referral to MDAs for Implementation                 | 5 working days after proposal review |

### 3. SLA COMPLIANCE STATISTICS

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

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

i. Acknowledgment of Registration Form (2 working days):

Total Requests completed on time = 0

Total Requests received = 0

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

ii. Processing and Issuance of Registration Certificate (7 working days):

Total Requests completed on time = 0

Total Requests received = 0

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

iii. Scheduling of Stakeholder Meetings (14 working days):

Total Requests completed on time = 1

Total Requests received = 1

Overall Compliance Rate = 100%

iv. Referral to MDAs for Implementation (5 working days after proposal review):

Total Requests completed on time = 1

Total Requests received = 1

Overall Compliance Rate = 100%

#### 4. SLA COMPLIANCE BREAKDOWN BY PROCESS

| S/N | REGULATORY PROCESS                                  | TOTAL REQUESTS RECEIVED | REQUESTS COMPLETED ON TIME | SLA COMPLIANCE (%) |
|-----|-----------------------------------------------------|-------------------------|----------------------------|--------------------|
| 1   | Acknowledgment of Registration Form                 | 0                       | 0                          | N/A                |
| 2   | Processing and Issuance of Registration Certificate | 0                       | 0                          | N/A                |
| 3   | Scheduling of Stakeholder Meetings                  | 1                       | 1                          | 100%               |
| 4   | Referral to MDAs for Implementation                 | 1                       | 1                          | 100%               |
|     | <b>Overall (All Processes)</b>                      | <b>2</b>                | <b>2</b>                   | <b>100%</b>        |

#### 5. TRENDS AND INSIGHT

##### Monthly SLA Performance Trends for Regulatory Processes (All Processes Combined)

| MONTH          | TOTAL REQUESTS | REQUESTS COMPLETED ON TIME | SLA COMPLIANCE (%) |
|----------------|----------------|----------------------------|--------------------|
| January, 2025  | 4              | 4                          | 100%               |
| February, 2025 | 2              | 2                          | 100%               |

#### 6. Summary of Compliance Performance

Overall, SLA compliance across the regulatory processes stands at 100% for the month of February, 2025. A total of 2 requests were received, comprising 1 under Scheduling of Stakeholder Meetings (14 working days); 1 under Referral to MDAs for Implementation (5 working days after proposal review), all of which were treated within the committed timelines. No requests were logged under Acknowledgment of Registration Form or Processing and Issuance of Registration Certificate this month.

For further information, contact

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Email: nspppa01@gmail.com, Website: [www.nspppa.nigerstate.gov.ng](http://www.nspppa.nigerstate.gov.ng)

Signed:

**Mohammed Saidu Etsu**

Director General

Niger State Public-Private Partnership Agency (NSPPPA)

February, 2025



## SERVICE LEVEL AGREEMENT (SLA) COMPLIANCE STATISTICS REPORT FOR MARCH, 2025

### 1. Introduction

This monthly report provides an overview of Niger State Public-Private Partnership Agency (NSPPPA)'s adherence to Service Level Agreements (SLAs) for the Month of March, 2025. The services covered are the agency's core regulatory processes, namely the acknowledgment of registration forms, the processing and issuance of registration certificates, the scheduling of stakeholder meetings, and the referral of proposals to MDAs for implementation, each with a distinct committed turnaround time. 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.  | Acknowledgment of Registration Form                 | 2 working days                       |
| 2.  | Processing and Issuance of Registration Certificate | 7 working days                       |
| 3.  | Scheduling of Stakeholder Meetings                  | 14 working days                      |
| 4.  | Referral to MDAs for Implementation                 | 5 working days after proposal review |

### 3. SLA COMPLIANCE STATISTICS

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

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

i. Acknowledgment of Registration Form (2 working days):

Total Requests completed on time = 3

Total Requests received = 3

Overall Compliance Rate = 100%

ii. Processing and Issuance of Registration Certificate (7 working days):

Total Requests completed on time = 3

Total Requests received = 3

Overall Compliance Rate = 100%

iii. Scheduling of Stakeholder Meetings (14 working days):

Total Requests completed on time = 1

Total Requests received = 1

Overall Compliance Rate = 100%

iv. Referral to MDAs for Implementation (5 working days after proposal review):

Total Requests completed on time = 0

Total Requests received = 0

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

#### 4. SLA COMPLIANCE BREAKDOWN BY PROCESS

| S/N | REGULATORY PROCESS                                  | TOTAL REQUESTS RECEIVED | REQUESTS COMPLETED ON TIME | SLA COMPLIANCE (%) |
|-----|-----------------------------------------------------|-------------------------|----------------------------|--------------------|
| 1   | Acknowledgment of Registration Form                 | 3                       | 3                          | 100%               |
| 2   | Processing and Issuance of Registration Certificate | 3                       | 3                          | 100%               |
| 3   | Scheduling of Stakeholder Meetings                  | 1                       | 1                          | 100%               |
| 4   | Referral to MDAs for Implementation                 | 0                       | 0                          | N/A                |
|     | <b>Overall (All Processes)</b>                      | <b>7</b>                | <b>7</b>                   | <b>100%</b>        |

#### 5. TRENDS AND INSIGHT

##### Monthly SLA Performance Trends for Regulatory Processes (All Processes Combined)

| MONTH          | TOTAL REQUESTS | REQUESTS COMPLETED ON TIME | SLA COMPLIANCE (%) |
|----------------|----------------|----------------------------|--------------------|
| January, 2025  | 4              | 4                          | 100%               |
| February, 2025 | 2              | 2                          | 100%               |
| March, 2025    | 7              | 7                          | 100%               |

#### 6. Summary of Compliance Performance

Overall, SLA compliance across the regulatory processes stands at 100% for the month of March, 2025. A total of 7 requests were received, comprising 3 under Acknowledgment of Registration Form (2 working days); 3 under Processing and Issuance of Registration Certificate (7 working days); 1 under Scheduling of Stakeholder Meetings (14 working days), all of which were treated within the committed timelines. No requests were logged under Referral to MDAs for Implementation this month.

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GSM: +2349049741426

Email: nspppa01@gmail.com, Website: [www.nspppa.nigerstate.gov.ng](http://www.nspppa.nigerstate.gov.ng)

Signed:

**Mohammed Saidu Etsu**

Director General

Niger State Public-Private Partnership Agency (NSPPPA)

March, 2025



## SERVICE LEVEL AGREEMENT (SLA) COMPLIANCE STATISTICS REPORT FOR APRIL, 2025

### 1. Introduction

This monthly report provides an overview of Niger State Public-Private Partnership Agency (NSPPPA)'s adherence to Service Level Agreements (SLAs) for the Month of April, 2025. The services covered are the agency's core regulatory processes, namely the acknowledgment of registration forms, the processing and issuance of registration certificates, the scheduling of stakeholder meetings, and the referral of proposals to MDAs for implementation, each with a distinct committed turnaround time. 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.  | Acknowledgment of Registration Form                 | 2 working days                       |
| 2.  | Processing and Issuance of Registration Certificate | 7 working days                       |
| 3.  | Scheduling of Stakeholder Meetings                  | 14 working days                      |
| 4.  | Referral to MDAs for Implementation                 | 5 working days after proposal review |

### 3. SLA COMPLIANCE STATISTICS

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

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

i. Acknowledgment of Registration Form (2 working days):

Total Requests completed on time = 0

Total Requests received = 0

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

ii. Processing and Issuance of Registration Certificate (7 working days):

Total Requests completed on time = 1

Total Requests received = 1

Overall Compliance Rate = 100%

iii. Scheduling of Stakeholder Meetings (14 working days):

Total Requests completed on time = 0

Total Requests received = 0

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

iv. Referral to MDAs for Implementation (5 working days after proposal review):

Total Requests completed on time = 2

Total Requests received = 2

Overall Compliance Rate = 100%

#### 4. SLA COMPLIANCE BREAKDOWN BY PROCESS

| S/N | REGULATORY PROCESS                                  | TOTAL REQUESTS RECEIVED | REQUESTS COMPLETED ON TIME | SLA COMPLIANCE (%) |
|-----|-----------------------------------------------------|-------------------------|----------------------------|--------------------|
| 1   | Acknowledgment of Registration Form                 | 0                       | 0                          | N/A                |
| 2   | Processing and Issuance of Registration Certificate | 1                       | 1                          | 100%               |
| 3   | Scheduling of Stakeholder Meetings                  | 0                       | 0                          | N/A                |
| 4   | Referral to MDAs for Implementation                 | 2                       | 2                          | 100%               |
|     | <b>Overall (All Processes)</b>                      | <b>3</b>                | <b>3</b>                   | <b>100%</b>        |

#### 5. TRENDS AND INSIGHT

##### Monthly SLA Performance Trends for Regulatory Processes (All Processes Combined)

| MONTH          | TOTAL REQUESTS | REQUESTS COMPLETED ON TIME | SLA COMPLIANCE (%) |
|----------------|----------------|----------------------------|--------------------|
| January, 2025  | 4              | 4                          | 100%               |
| February, 2025 | 2              | 2                          | 100%               |
| March, 2025    | 7              | 7                          | 100%               |
| April, 2025    | 3              | 3                          | 100%               |

#### 6. Summary of Compliance Performance

Overall, SLA compliance across the regulatory processes stands at 100% for the month of April, 2025. A total of 3 requests were received, comprising 1 under Processing and Issuance of Registration Certificate (7 working days); 2 under Referral to MDAs for Implementation (5 working days after proposal review), all of which were treated within the committed timelines. No requests were logged under Acknowledgment of Registration Form or Scheduling of Stakeholder Meetings this month.

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GSM: +2349049741426

Email: nspppa01@gmail.com, Website: [www.nspppa.nigerstate.gov.ng](http://www.nspppa.nigerstate.gov.ng)

Signed:

**Mohammed Saidu Etsu**

Director General

Niger State Public-Private Partnership Agency (NSPPPA)

April, 2025



## SERVICE LEVEL AGREEMENT (SLA) COMPLIANCE STATISTICS REPORT FOR MAY, 2025

### 1. Introduction

This monthly report provides an overview of Niger State Public-Private Partnership Agency (NSPPPA)'s adherence to Service Level Agreements (SLAs) for the Month of May, 2025. The services covered are the agency's core regulatory processes, namely the acknowledgment of registration forms, the processing and issuance of registration certificates, the scheduling of stakeholder meetings, and the referral of proposals to MDAs for implementation, each with a distinct committed turnaround time. 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.  | Acknowledgment of Registration Form                 | 2 working days                       |
| 2.  | Processing and Issuance of Registration Certificate | 7 working days                       |
| 3.  | Scheduling of Stakeholder Meetings                  | 14 working days                      |
| 4.  | Referral to MDAs for Implementation                 | 5 working days after proposal review |

### 3. SLA COMPLIANCE STATISTICS

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

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

i. Acknowledgment of Registration Form (2 working days):

Total Requests completed on time = 2

Total Requests received = 2

Overall Compliance Rate = 100%

ii. Processing and Issuance of Registration Certificate (7 working days):

Total Requests completed on time = 0

Total Requests received = 0

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

iii. Scheduling of Stakeholder Meetings (14 working days):

Total Requests completed on time = 2

Total Requests received = 2

Overall Compliance Rate = 100%

iv. Referral to MDAs for Implementation (5 working days after proposal review):

Total Requests completed on time = 0

Total Requests received = 0

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

#### 4. SLA COMPLIANCE BREAKDOWN BY PROCESS

| S/N | REGULATORY PROCESS                                  | TOTAL REQUESTS RECEIVED | REQUESTS COMPLETED ON TIME | SLA COMPLIANCE (%) |
|-----|-----------------------------------------------------|-------------------------|----------------------------|--------------------|
| 1   | Acknowledgment of Registration Form                 | 2                       | 2                          | 100%               |
| 2   | Processing and Issuance of Registration Certificate | 0                       | 0                          | N/A                |
| 3   | Scheduling of Stakeholder Meetings                  | 2                       | 2                          | 100%               |
| 4   | Referral to MDAs for Implementation                 | 0                       | 0                          | N/A                |
|     | <b>Overall (All Processes)</b>                      | <b>4</b>                | <b>4</b>                   | <b>100%</b>        |

#### 5. TRENDS AND INSIGHT

##### Monthly SLA Performance Trends for Regulatory Processes (All Processes Combined)

| MONTH          | TOTAL REQUESTS | REQUESTS COMPLETED ON TIME | SLA COMPLIANCE (%) |
|----------------|----------------|----------------------------|--------------------|
| January, 2025  | 4              | 4                          | 100%               |
| February, 2025 | 2              | 2                          | 100%               |
| March, 2025    | 7              | 7                          | 100%               |
| April, 2025    | 3              | 3                          | 100%               |
| May, 2025      | 4              | 4                          | 100%               |

#### 6. Summary of Compliance Performance

Overall, SLA compliance across the regulatory processes stands at 100% for the month of May, 2025. A total of 4 requests were received, comprising 2 under Acknowledgment of Registration Form (2 working days); 2 under Scheduling of Stakeholder Meetings (14 working days), all of which were treated within the committed timelines. No requests were logged under Processing and Issuance of Registration Certificate or Referral to MDAs for Implementation this month.

For further information, contact

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GSM: +2349049741426

Email: nspppa01@gmail.com, Website: [www.nspppa.nigerstate.gov.ng](http://www.nspppa.nigerstate.gov.ng)

Signed:

**Mohammed Saidu Etsu**

Director General

Niger State Public-Private Partnership Agency (NSPPPA)

May, 2025



## SERVICE LEVEL AGREEMENT (SLA) COMPLIANCE STATISTICS REPORT FOR JUNE, 2025

### 1. Introduction

This monthly report provides an overview of Niger State Public-Private Partnership Agency (NSPPPA)'s adherence to Service Level Agreements (SLAs) for the Month of June, 2025. The services covered are the agency's core regulatory processes, namely the acknowledgment of registration forms, the processing and issuance of registration certificates, the scheduling of stakeholder meetings, and the referral of proposals to MDAs for implementation, each with a distinct committed turnaround time. 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.  | Acknowledgment of Registration Form                 | 2 working days                       |
| 2.  | Processing and Issuance of Registration Certificate | 7 working days                       |
| 3.  | Scheduling of Stakeholder Meetings                  | 14 working days                      |
| 4.  | Referral to MDAs for Implementation                 | 5 working days after proposal review |

### 3. SLA COMPLIANCE STATISTICS

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

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

i. Acknowledgment of Registration Form (2 working days):

Total Requests completed on time = 1

Total Requests received = 1

Overall Compliance Rate = 100%

ii. Processing and Issuance of Registration Certificate (7 working days):

Total Requests completed on time = 1

Total Requests received = 1

Overall Compliance Rate = 100%

iii. Scheduling of Stakeholder Meetings (14 working days):

Total Requests completed on time = 0

Total Requests received = 0

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

iv. Referral to MDAs for Implementation (5 working days after proposal review):

Total Requests completed on time = 0

Total Requests received = 0

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

#### 4. SLA COMPLIANCE BREAKDOWN BY PROCESS

| S/N | REGULATORY PROCESS                                  | TOTAL REQUESTS RECEIVED | REQUESTS COMPLETED ON TIME | SLA COMPLIANCE (%) |
|-----|-----------------------------------------------------|-------------------------|----------------------------|--------------------|
| 1   | Acknowledgment of Registration Form                 | 1                       | 1                          | 100%               |
| 2   | Processing and Issuance of Registration Certificate | 1                       | 1                          | 100%               |
| 3   | Scheduling of Stakeholder Meetings                  | 0                       | 0                          | N/A                |
| 4   | Referral to MDAs for Implementation                 | 0                       | 0                          | N/A                |
|     | <b>Overall (All Processes)</b>                      | <b>2</b>                | <b>2</b>                   | <b>100%</b>        |

#### 5. TRENDS AND INSIGHT

##### Monthly SLA Performance Trends for Regulatory Processes (All Processes Combined)

| MONTH          | TOTAL REQUESTS | REQUESTS COMPLETED ON TIME | SLA COMPLIANCE (%) |
|----------------|----------------|----------------------------|--------------------|
| January, 2025  | 4              | 4                          | 100%               |
| February, 2025 | 2              | 2                          | 100%               |
| March, 2025    | 7              | 7                          | 100%               |
| April, 2025    | 3              | 3                          | 100%               |
| May, 2025      | 4              | 4                          | 100%               |
| June, 2025     | 2              | 2                          | 100%               |

#### 6. Summary of Compliance Performance

Overall, SLA compliance across the regulatory processes stands at 100% for the month of June, 2025. A total of 2 requests were received, comprising 1 under Acknowledgment of Registration Form (2 working days); 1 under Processing and Issuance of Registration Certificate (7 working days), all of which were treated within the committed timelines. No requests were logged under Scheduling of Stakeholder Meetings or Referral to MDAs for Implementation this month.

For further information, contact

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GSM: +2349049741426

Email: nspppa01@gmail.com, Website: [www.nspppa.nigerstate.gov.ng](http://www.nspppa.nigerstate.gov.ng)

Signed:

**Mohammed Saidu Etsu**

Director General

Niger State Public-Private Partnership Agency (NSPPPA)

June, 2025



## SERVICE LEVEL AGREEMENT (SLA) COMPLIANCE STATISTICS REPORT FOR JULY, 2025

### 1. Introduction

This monthly report provides an overview of Niger State Public-Private Partnership Agency (NSPPPA)'s adherence to Service Level Agreements (SLAs) for the Month of July, 2025. The services covered are the agency's core regulatory processes, namely the acknowledgment of registration forms, the processing and issuance of registration certificates, the scheduling of stakeholder meetings, and the referral of proposals to MDAs for implementation, each with a distinct committed turnaround time. 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.  | Acknowledgment of Registration Form                 | 2 working days                       |
| 2.  | Processing and Issuance of Registration Certificate | 7 working days                       |
| 3.  | Scheduling of Stakeholder Meetings                  | 14 working days                      |
| 4.  | Referral to MDAs for Implementation                 | 5 working days after proposal review |

### 3. SLA COMPLIANCE STATISTICS

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

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

i. Acknowledgment of Registration Form (2 working days):

Total Requests completed on time = 0

Total Requests received = 0

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

ii. Processing and Issuance of Registration Certificate (7 working days):

Total Requests completed on time = 0

Total Requests received = 0

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

iii. Scheduling of Stakeholder Meetings (14 working days):

Total Requests completed on time = 1

Total Requests received = 1

Overall Compliance Rate = 100%

iv. Referral to MDAs for Implementation (5 working days after proposal review):

Total Requests completed on time = 1

Total Requests received = 1

Overall Compliance Rate = 100%

#### 4. SLA COMPLIANCE BREAKDOWN BY PROCESS

| S/N | REGULATORY PROCESS                                  | TOTAL REQUESTS RECEIVED | REQUESTS COMPLETED ON TIME | SLA COMPLIANCE (%) |
|-----|-----------------------------------------------------|-------------------------|----------------------------|--------------------|
| 1   | Acknowledgment of Registration Form                 | 0                       | 0                          | N/A                |
| 2   | Processing and Issuance of Registration Certificate | 0                       | 0                          | N/A                |
| 3   | Scheduling of Stakeholder Meetings                  | 1                       | 1                          | 100%               |
| 4   | Referral to MDAs for Implementation                 | 1                       | 1                          | 100%               |
|     | <b>Overall (All Processes)</b>                      | <b>2</b>                | <b>2</b>                   | <b>100%</b>        |

#### 5. TRENDS AND INSIGHT

##### Monthly SLA Performance Trends for Regulatory Processes (All Processes Combined)

| MONTH          | TOTAL REQUESTS | REQUESTS COMPLETED ON TIME | SLA COMPLIANCE (%) |
|----------------|----------------|----------------------------|--------------------|
| January, 2025  | 4              | 4                          | 100%               |
| February, 2025 | 2              | 2                          | 100%               |
| March, 2025    | 7              | 7                          | 100%               |
| April, 2025    | 3              | 3                          | 100%               |
| May, 2025      | 4              | 4                          | 100%               |
| June, 2025     | 2              | 2                          | 100%               |
| July, 2025     | 2              | 2                          | 100%               |

#### 6. Summary of Compliance Performance

Overall, SLA compliance across the regulatory processes stands at 100% for the month of July, 2025. A total of 2 requests were received, comprising 1 under Scheduling of Stakeholder Meetings (14 working days); 1 under Referral to MDAs for Implementation (5 working days after proposal review), all of which were treated within the committed timelines. No requests were logged under Acknowledgment of Registration Form or Processing and Issuance of Registration Certificate this month.

For further information, contact

Niger State Public-Private Partnership Agency (NSPPPA),

No. 6, Mu'azu Mohammed Road, Minna, Niger State.

GSM: +2349049741426

Email: nspppa01@gmail.com, Website: [www.nspppa.nigerstate.gov.ng](http://www.nspppa.nigerstate.gov.ng)

Signed:

**Mohammed Saidu Etsu**

Director General

Niger State Public-Private Partnership Agency (NSPPPA)

July, 2025



## SERVICE LEVEL AGREEMENT (SLA) COMPLIANCE STATISTICS REPORT FOR AUGUST, 2025

### 1. Introduction

This monthly report provides an overview of Niger State Public-Private Partnership Agency (NSPPPA)'s adherence to Service Level Agreements (SLAs) for the Month of August, 2025. The services covered are the agency's core regulatory processes, namely the acknowledgment of registration forms, the processing and issuance of registration certificates, the scheduling of stakeholder meetings, and the referral of proposals to MDAs for implementation, each with a distinct committed turnaround time. 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.  | Acknowledgment of Registration Form                 | 2 working days                       |
| 2.  | Processing and Issuance of Registration Certificate | 7 working days                       |
| 3.  | Scheduling of Stakeholder Meetings                  | 14 working days                      |
| 4.  | Referral to MDAs for Implementation                 | 5 working days after proposal review |

### 3. SLA COMPLIANCE STATISTICS

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

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

i. Acknowledgment of Registration Form (2 working days):

Total Requests completed on time = 2

Total Requests received = 2

Overall Compliance Rate = 100%

ii. Processing and Issuance of Registration Certificate (7 working days):

Total Requests completed on time = 2

Total Requests received = 2

Overall Compliance Rate = 100%

iii. Scheduling of Stakeholder Meetings (14 working days):

Total Requests completed on time = 0

Total Requests received = 0

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

iv. Referral to MDAs for Implementation (5 working days after proposal review):

Total Requests completed on time = 1

Total Requests received = 1

Overall Compliance Rate = 100%

#### 4. SLA COMPLIANCE BREAKDOWN BY PROCESS

| S/N | REGULATORY PROCESS                                  | TOTAL REQUESTS RECEIVED | REQUESTS COMPLETED ON TIME | SLA COMPLIANCE (%) |
|-----|-----------------------------------------------------|-------------------------|----------------------------|--------------------|
| 1   | Acknowledgment of Registration Form                 | 2                       | 2                          | 100%               |
| 2   | Processing and Issuance of Registration Certificate | 2                       | 2                          | 100%               |
| 3   | Scheduling of Stakeholder Meetings                  | 0                       | 0                          | N/A                |
| 4   | Referral to MDAs for Implementation                 | 1                       | 1                          | 100%               |
|     | <b>Overall (All Processes)</b>                      | <b>5</b>                | <b>5</b>                   | <b>100%</b>        |

#### 5. TRENDS AND INSIGHT

##### Monthly SLA Performance Trends for Regulatory Processes (All Processes Combined)

| MONTH          | TOTAL REQUESTS | REQUESTS COMPLETED ON TIME | SLA COMPLIANCE (%) |
|----------------|----------------|----------------------------|--------------------|
| January, 2025  | 4              | 4                          | 100%               |
| February, 2025 | 2              | 2                          | 100%               |
| March, 2025    | 7              | 7                          | 100%               |
| April, 2025    | 3              | 3                          | 100%               |
| May, 2025      | 4              | 4                          | 100%               |
| June, 2025     | 2              | 2                          | 100%               |
| July, 2025     | 2              | 2                          | 100%               |
| August, 2025   | 5              | 5                          | 100%               |

#### 6. Summary of Compliance Performance

Overall, SLA compliance across the regulatory processes stands at 100% for the month of August, 2025. A total of 5 requests were received, comprising 2 under Acknowledgment of Registration Form (2 working days); 2 under Processing and Issuance of Registration Certificate (7 working days); 1 under Referral to MDAs for Implementation (5 working days after proposal review), all of which were treated within the committed timelines. No requests were logged under Scheduling of Stakeholder Meetings this month.

For further information, contact

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GSM: +2349049741426

Email: nspppa01@gmail.com, Website: [www.nspppa.nigerstate.gov.ng](http://www.nspppa.nigerstate.gov.ng)

Signed:

**Mohammed Saidu Etsu**

Director General

Niger State Public-Private Partnership Agency (NSPPPA)

August, 2025



## SERVICE LEVEL AGREEMENT (SLA) COMPLIANCE STATISTICS REPORT FOR SEPTEMBER, 2025

### 1. Introduction

This monthly report provides an overview of Niger State Public-Private Partnership Agency (NSPPPA)'s adherence to Service Level Agreements (SLAs) for the Month of September, 2025. The services covered are the agency's core regulatory processes, namely the acknowledgment of registration forms, the processing and issuance of registration certificates, the scheduling of stakeholder meetings, and the referral of proposals to MDAs for implementation, each with a distinct committed turnaround time. 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.  | Acknowledgment of Registration Form                 | 2 working days                       |
| 2.  | Processing and Issuance of Registration Certificate | 7 working days                       |
| 3.  | Scheduling of Stakeholder Meetings                  | 14 working days                      |
| 4.  | Referral to MDAs for Implementation                 | 5 working days after proposal review |

### 3. SLA COMPLIANCE STATISTICS

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

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

i. Acknowledgment of Registration Form (2 working days):

Total Requests completed on time = 0

Total Requests received = 0

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

ii. Processing and Issuance of Registration Certificate (7 working days):

Total Requests completed on time = 2

Total Requests received = 2

Overall Compliance Rate = 100%

iii. Scheduling of Stakeholder Meetings (14 working days):

Total Requests completed on time = 1

Total Requests received = 1

Overall Compliance Rate = 100%

iv. Referral to MDAs for Implementation (5 working days after proposal review):

Total Requests completed on time = 0

Total Requests received = 0

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

#### 4. SLA COMPLIANCE BREAKDOWN BY PROCESS

| S/N | REGULATORY PROCESS                                  | TOTAL REQUESTS RECEIVED | REQUESTS COMPLETED ON TIME | SLA COMPLIANCE (%) |
|-----|-----------------------------------------------------|-------------------------|----------------------------|--------------------|
| 1   | Acknowledgment of Registration Form                 | 0                       | 0                          | N/A                |
| 2   | Processing and Issuance of Registration Certificate | 2                       | 2                          | 100%               |
| 3   | Scheduling of Stakeholder Meetings                  | 1                       | 1                          | 100%               |
| 4   | Referral to MDAs for Implementation                 | 0                       | 0                          | N/A                |
|     | <b>Overall (All Processes)</b>                      | <b>3</b>                | <b>3</b>                   | <b>100%</b>        |

#### 5. TRENDS AND INSIGHT

##### Monthly SLA Performance Trends for Regulatory Processes (All Processes Combined)

| MONTH           | TOTAL REQUESTS | REQUESTS COMPLETED ON TIME | SLA COMPLIANCE (%) |
|-----------------|----------------|----------------------------|--------------------|
| January, 2025   | 4              | 4                          | 100%               |
| February, 2025  | 2              | 2                          | 100%               |
| March, 2025     | 7              | 7                          | 100%               |
| April, 2025     | 3              | 3                          | 100%               |
| May, 2025       | 4              | 4                          | 100%               |
| June, 2025      | 2              | 2                          | 100%               |
| July, 2025      | 2              | 2                          | 100%               |
| August, 2025    | 5              | 5                          | 100%               |
| September, 2025 | 3              | 3                          | 100%               |

#### 6. Summary of Compliance Performance

Overall, SLA compliance across the regulatory processes stands at 100% for the month of September, 2025. A total of 3 requests were received, comprising 2 under Processing and Issuance of Registration Certificate (7 working days); 1 under Scheduling of Stakeholder Meetings (14 working days), all of which were treated within the committed timelines. No requests were logged under Acknowledgment of Registration Form or Referral to MDAs for Implementation this month.

For further information, contact

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GSM: +2349049741426

Email: nspppa01@gmail.com, Website: [www.nspppa.nigerstate.gov.ng](http://www.nspppa.nigerstate.gov.ng)

Signed:

**Mohammed Saidu Etsu**

Director General

Niger State Public-Private Partnership Agency (NSPPPA)

September, 2025



## SERVICE LEVEL AGREEMENT (SLA) COMPLIANCE STATISTICS REPORT FOR OCTOBER, 2025

### 1. Introduction

This monthly report provides an overview of Niger State Public-Private Partnership Agency (NSPPPA)'s adherence to Service Level Agreements (SLAs) for the Month of October, 2025. The services covered are the agency's core regulatory processes, namely the acknowledgment of registration forms, the processing and issuance of registration certificates, the scheduling of stakeholder meetings, and the referral of proposals to MDAs for implementation, each with a distinct committed turnaround time. 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.  | Acknowledgment of Registration Form                 | 2 working days                       |
| 2.  | Processing and Issuance of Registration Certificate | 7 working days                       |
| 3.  | Scheduling of Stakeholder Meetings                  | 14 working days                      |
| 4.  | Referral to MDAs for Implementation                 | 5 working days after proposal review |

### 3. SLA COMPLIANCE STATISTICS

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

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

i. Acknowledgment of Registration Form (2 working days):

Total Requests completed on time = 1

Total Requests received = 1

Overall Compliance Rate = 100%

ii. Processing and Issuance of Registration Certificate (7 working days):

Total Requests completed on time = 0

Total Requests received = 0

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

iii. Scheduling of Stakeholder Meetings (14 working days):

Total Requests completed on time = 0

Total Requests received = 0

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

iv. Referral to MDAs for Implementation (5 working days after proposal review):

Total Requests completed on time = 1

Total Requests received = 1

Overall Compliance Rate = 100%

#### 4. SLA COMPLIANCE BREAKDOWN BY PROCESS

| S/N | REGULATORY PROCESS                                  | TOTAL REQUESTS RECEIVED | REQUESTS COMPLETED ON TIME | SLA COMPLIANCE (%) |
|-----|-----------------------------------------------------|-------------------------|----------------------------|--------------------|
| 1   | Acknowledgment of Registration Form                 | 1                       | 1                          | 100%               |
| 2   | Processing and Issuance of Registration Certificate | 0                       | 0                          | N/A                |
| 3   | Scheduling of Stakeholder Meetings                  | 0                       | 0                          | N/A                |
| 4   | Referral to MDAs for Implementation                 | 1                       | 1                          | 100%               |
|     | <b>Overall (All Processes)</b>                      | <b>2</b>                | <b>2</b>                   | <b>100%</b>        |

#### 5. TRENDS AND INSIGHT

##### Monthly SLA Performance Trends for Regulatory Processes (All Processes Combined)

| MONTH           | TOTAL REQUESTS | REQUESTS COMPLETED ON TIME | SLA COMPLIANCE (%) |
|-----------------|----------------|----------------------------|--------------------|
| January, 2025   | 4              | 4                          | 100%               |
| February, 2025  | 2              | 2                          | 100%               |
| March, 2025     | 7              | 7                          | 100%               |
| April, 2025     | 3              | 3                          | 100%               |
| May, 2025       | 4              | 4                          | 100%               |
| June, 2025      | 2              | 2                          | 100%               |
| July, 2025      | 2              | 2                          | 100%               |
| August, 2025    | 5              | 5                          | 100%               |
| September, 2025 | 3              | 3                          | 100%               |
| October, 2025   | 2              | 2                          | 100%               |

#### 6. Summary of Compliance Performance

Overall, SLA compliance across the regulatory processes stands at 100% for the month of October, 2025. A total of 2 requests were received, comprising 1 under Acknowledgment of Registration Form (2 working days); 1 under Referral to MDAs for Implementation (5 working days after proposal review), all of which were treated within the committed timelines. No requests were logged under Processing and Issuance of Registration Certificate or Scheduling of Stakeholder Meetings this month.

For further information, contact

Niger State Public-Private Partnership Agency (NSPPPA),

No. 6, Mu'azu Mohammed Road, Minna, Niger State.

GSM: +2349049741426

Email: nspppa01@gmail.com, Website: [www.nspppa.nigerstate.gov.ng](http://www.nspppa.nigerstate.gov.ng)

Signed:

**Mohammed Saidu Etsu**

Director General

Niger State Public-Private Partnership Agency (NSPPPA)

October, 2025



## SERVICE LEVEL AGREEMENT (SLA) COMPLIANCE STATISTICS REPORT FOR NOVEMBER, 2025

### 1. Introduction

This monthly report provides an overview of Niger State Public-Private Partnership Agency (NSPPPA)'s adherence to Service Level Agreements (SLAs) for the Month of November, 2025. The services covered are the agency's core regulatory processes, namely the acknowledgment of registration forms, the processing and issuance of registration certificates, the scheduling of stakeholder meetings, and the referral of proposals to MDAs for implementation, each with a distinct committed turnaround time. 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.  | Acknowledgment of Registration Form                 | 2 working days                       |
| 2.  | Processing and Issuance of Registration Certificate | 7 working days                       |
| 3.  | Scheduling of Stakeholder Meetings                  | 14 working days                      |
| 4.  | Referral to MDAs for Implementation                 | 5 working days after proposal review |

### 3. SLA COMPLIANCE STATISTICS

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

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

i. Acknowledgment of Registration Form (2 working days):

Total Requests completed on time = 2

Total Requests received = 2

Overall Compliance Rate = 100%

ii. Processing and Issuance of Registration Certificate (7 working days):

Total Requests completed on time = 2

Total Requests received = 2

Overall Compliance Rate = 100%

iii. Scheduling of Stakeholder Meetings (14 working days):

Total Requests completed on time = 1

Total Requests received = 1

Overall Compliance Rate = 100%

iv. Referral to MDAs for Implementation (5 working days after proposal review):

Total Requests completed on time = 0

Total Requests received = 0

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

#### 4. SLA COMPLIANCE BREAKDOWN BY PROCESS

| S/N | REGULATORY PROCESS                                  | TOTAL REQUESTS RECEIVED | REQUESTS COMPLETED ON TIME | SLA COMPLIANCE (%) |
|-----|-----------------------------------------------------|-------------------------|----------------------------|--------------------|
| 1   | Acknowledgment of Registration Form                 | 2                       | 2                          | 100%               |
| 2   | Processing and Issuance of Registration Certificate | 2                       | 2                          | 100%               |
| 3   | Scheduling of Stakeholder Meetings                  | 1                       | 1                          | 100%               |
| 4   | Referral to MDAs for Implementation                 | 0                       | 0                          | N/A                |
|     | <b>Overall (All Processes)</b>                      | <b>5</b>                | <b>5</b>                   | <b>100%</b>        |

#### 5. TRENDS AND INSIGHT

##### Monthly SLA Performance Trends for Regulatory Processes (All Processes Combined)

| MONTH           | TOTAL REQUESTS | REQUESTS COMPLETED ON TIME | SLA COMPLIANCE (%) |
|-----------------|----------------|----------------------------|--------------------|
| January, 2025   | 4              | 4                          | 100%               |
| February, 2025  | 2              | 2                          | 100%               |
| March, 2025     | 7              | 7                          | 100%               |
| April, 2025     | 3              | 3                          | 100%               |
| May, 2025       | 4              | 4                          | 100%               |
| June, 2025      | 2              | 2                          | 100%               |
| July, 2025      | 2              | 2                          | 100%               |
| August, 2025    | 5              | 5                          | 100%               |
| September, 2025 | 3              | 3                          | 100%               |
| October, 2025   | 2              | 2                          | 100%               |
| November, 2025  | 5              | 5                          | 100%               |

#### 6. Summary of Compliance Performance

Overall, SLA compliance across the regulatory processes stands at 100% for the month of November, 2025. A total of 5 requests were received, comprising 2 under Acknowledgment of Registration Form (2 working days); 2 under Processing and Issuance of Registration Certificate (7 working days); 1 under Scheduling of Stakeholder Meetings (14 working days), all of which were treated within the committed timelines. No requests were logged under Referral to MDAs for Implementation this month.

For further information, contact

Niger State Public-Private Partnership Agency (NSPPPA),

No. 6, Mu'azu Mohammed Road, Minna, Niger State.

GSM: +2349049741426

Email: nspppa01@gmail.com, Website: [www.nspppa.nigerstate.gov.ng](http://www.nspppa.nigerstate.gov.ng)

Signed:

**Mohammed Saidu Etsu**

Director General

Niger State Public-Private Partnership Agency (NSPPPA)

November, 2025



## SERVICE LEVEL AGREEMENT (SLA) COMPLIANCE STATISTICS REPORT FOR DECEMBER, 2025

### 1. Introduction

This monthly report provides an overview of Niger State Public-Private Partnership Agency (NSPPPA)'s adherence to Service Level Agreements (SLAs) for the Month of December, 2025. The services covered are the agency's core regulatory processes, namely the acknowledgment of registration forms, the processing and issuance of registration certificates, the scheduling of stakeholder meetings, and the referral of proposals to MDAs for implementation, each with a distinct committed turnaround time. 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.  | Acknowledgment of Registration Form                 | 2 working days                       |
| 2.  | Processing and Issuance of Registration Certificate | 7 working days                       |
| 3.  | Scheduling of Stakeholder Meetings                  | 14 working days                      |
| 4.  | Referral to MDAs for Implementation                 | 5 working days after proposal review |

### 3. SLA COMPLIANCE STATISTICS

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

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

i. Acknowledgment of Registration Form (2 working days):

Total Requests completed on time = 1

Total Requests received = 1

Overall Compliance Rate = 100%

ii. Processing and Issuance of Registration Certificate (7 working days):

Total Requests completed on time = 1

Total Requests received = 1

Overall Compliance Rate = 100%

iii. Scheduling of Stakeholder Meetings (14 working days):

Total Requests completed on time = 1

Total Requests received = 1

Overall Compliance Rate = 100%

iv. Referral to MDAs for Implementation (5 working days after proposal review):

Total Requests completed on time = 1

Total Requests received = 1

Overall Compliance Rate = 100%

#### 4. SLA COMPLIANCE BREAKDOWN BY PROCESS

| S/N | REGULATORY PROCESS                                  | TOTAL REQUESTS RECEIVED | REQUESTS COMPLETED ON TIME | SLA COMPLIANCE (%) |
|-----|-----------------------------------------------------|-------------------------|----------------------------|--------------------|
| 1   | Acknowledgment of Registration Form                 | 1                       | 1                          | 100%               |
| 2   | Processing and Issuance of Registration Certificate | 1                       | 1                          | 100%               |
| 3   | Scheduling of Stakeholder Meetings                  | 1                       | 1                          | 100%               |
| 4   | Referral to MDAs for Implementation                 | 1                       | 1                          | 100%               |
|     | <b>Overall (All Processes)</b>                      | <b>4</b>                | <b>4</b>                   | <b>100%</b>        |

#### 5. TRENDS AND INSIGHT

##### Monthly SLA Performance Trends for Regulatory Processes (All Processes Combined)

| MONTH           | TOTAL REQUESTS | REQUESTS COMPLETED ON TIME | SLA COMPLIANCE (%) |
|-----------------|----------------|----------------------------|--------------------|
| January, 2025   | 4              | 4                          | 100%               |
| February, 2025  | 2              | 2                          | 100%               |
| March, 2025     | 7              | 7                          | 100%               |
| April, 2025     | 3              | 3                          | 100%               |
| May, 2025       | 4              | 4                          | 100%               |
| June, 2025      | 2              | 2                          | 100%               |
| July, 2025      | 2              | 2                          | 100%               |
| August, 2025    | 5              | 5                          | 100%               |
| September, 2025 | 3              | 3                          | 100%               |
| October, 2025   | 2              | 2                          | 100%               |
| November, 2025  | 5              | 5                          | 100%               |
| December, 2025  | 4              | 4                          | 100%               |

#### 6. Summary of Compliance Performance

Overall, SLA compliance across the regulatory processes stands at 100% for the month of December, 2025. A total of 4 requests were received, comprising 1 under Acknowledgment of Registration Form (2 working days); 1 under Processing and Issuance of Registration Certificate (7 working days); 1 under Scheduling of Stakeholder Meetings (14 working days); 1 under Referral to MDAs for Implementation (5 working days after proposal review), all of which were treated within the committed timelines.

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Email: nspppa01@gmail.com, Website: [www.nspppa.nigerstate.gov.ng](http://www.nspppa.nigerstate.gov.ng)

Signed:

**Mohammed Saidu Etsu**

Director General

Niger State Public-Private Partnership Agency (NSPPPA)

December, 2025