



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

1. Introduction

This monthly report provides an overview of Niger State Signage & Advertisement Agency (NISSAA)'s adherence to Service Level Agreements (SLAs) for the Month of January, 2025. The services covered are the registration of on-premise (first-party) signs, site pre-scrutiny approval for commercial (third-party) billboards and the resolution of complaints received through the Grievance Redress Mechanism (GRM). 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.	On-Premise (First-Party) Sign Registration	10 working days
2.	Commercial Billboard: Site Pre-Scrutiny Approval	7 working days
3.	GRM Complaint Resolution	5 working days

3. SLA COMPLIANCE STATISTICS

This section evaluates compliance with SLAs by measuring the percentage of total requests completed within the committed time.

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

i. On-Premise (First-Party) Sign Registration:

Total Requests completed on time = 11; Total Requests received = 12; Overall Compliance Rate = 91.7%

ii. Commercial Billboard: Site Pre-Scrutiny Approval:

Total Requests completed on time = 4; Total Requests received = 4; Overall Compliance Rate = 100%

iii. GRM Complaint Resolution:

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	On-Premise (First-Party) Sign Registration	12	11	91.7%
2	Commercial Billboard: Site Pre-Scrutiny Approval	4	4	100%
3	GRM Complaint Resolution	1	1	100%
	ALL PROCESSES	17	16	94.1%

5. TRENDS AND INSIGHT

Monthly SLA Performance Trends (All Regulatory Processes)

MONTH	TOTAL REQUESTS	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)
January, 2025	17	16	94.1%

6. Summary of Compliance Performance

Overall, NISSAA received 17 requests across 3 regulatory processes with recorded activity in January, 2025 and completed 16 of them within the committed turnaround times, an overall SLA compliance rate of 94.1%. Requests that exceeded the committed timeline were: 1 request under On-Premise (First-Party) Sign Registration (10 working days). Corrective measures include closer tracking of pending files and earlier escalation of delayed requests to the responsible desk. 1 GRM complaint was received and resolved within the committed 5 working days.

For further information, contact

Niger State Signage & Advertisement Agency (NISSAA),

Revenue House, P.M.B. 28, Old Secretariat, Minna, Niger State.

Phone No.: +2348187900737, +2348187900684, +2349030891999

Email: nissaa.customercare@gmail.com

Signed:

Alhaji Shuaibu A. Baba

Managing Director

Niger State Signage & Advertisement Agency (NISSAA)

January, 2025



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

1. Introduction

This monthly report provides an overview of Niger State Signage & Advertisement Agency (NISSAA)'s adherence to Service Level Agreements (SLAs) for the Month of February, 2025. The services covered are the registration of on-premise (first-party) signs, final structural vetting and permit issuance for commercial (third-party) billboards and the resolution of complaints received through the Grievance Redress Mechanism (GRM). 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.	On-Premise (First-Party) Sign Registration	10 working days
2.	Commercial Billboard: Final Structural Vetting and Permit Issuance	21 working days
3.	GRM Complaint Resolution	5 working days

3. SLA COMPLIANCE STATISTICS

This section evaluates compliance with SLAs by measuring the percentage of total requests completed within the committed time.

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

i. On-Premise (First-Party) Sign Registration:

Total Requests completed on time = 9; Total Requests received = 9; Overall Compliance Rate = 100%

ii. Commercial Billboard: Final Structural Vetting and Permit Issuance:

Total Requests completed on time = 2; Total Requests received = 3; Overall Compliance Rate = 66.7%

iii. GRM Complaint Resolution:

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	On-Premise (First-Party) Sign Registration	9	9	100%
2	Commercial Billboard: Final Structural Vetting and Permit Issuance	3	2	66.7%
3	GRM Complaint Resolution	0	0	N/A
	ALL PROCESSES	12	11	91.7%

5. TRENDS AND INSIGHT

Monthly SLA Performance Trends (All Regulatory Processes)

MONTH	TOTAL REQUESTS	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)
January, 2025	17	16	94.1%
February, 2025	12	11	91.7%

6. Summary of Compliance Performance

Overall, NISSAA received 12 requests across 2 regulatory processes with recorded activity in February, 2025 and completed 11 of them within the committed turnaround times, an overall SLA compliance rate of 91.7%. Requests that exceeded the committed timeline were: 1 request under Commercial Billboard: Final Structural Vetting and Permit Issuance (21 working days). Corrective measures include closer tracking of pending files and earlier escalation of delayed requests to the responsible desk. No complaints were received under the Grievance Redress Mechanism (GRM) during the month, so the GRM compliance rate is not applicable (N/A).

For further information, contact

Niger State Signage & Advertisement Agency (NISSAA),
Revenue House, P.M.B. 28, Old Secretariat, Minna, Niger State.
Phone No.: +2348187900737, +2348187900684, +2349030891999
Email: nissaa.customercare@gmail.com

Signed:

Alhaji Shuaibu A. Baba
Managing Director
Niger State Signage & Advertisement Agency (NISSAA)
February, 2025



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

1. Introduction

This monthly report provides an overview of Niger State Signage & Advertisement Agency (NISSAA)'s adherence to Service Level Agreements (SLAs) for the Month of March, 2025. The services covered are site pre-scrutiny approval for commercial (third-party) billboards, final structural vetting and permit issuance for commercial (third-party) billboards and the resolution of complaints received through the Grievance Redress Mechanism (GRM). 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.	Commercial Billboard: Site Pre-Scrutiny Approval	7 working days
2.	Commercial Billboard: Final Structural Vetting and Permit Issuance	21 working days
3.	GRM Complaint Resolution	5 working days

3. SLA COMPLIANCE STATISTICS

This section evaluates compliance with SLAs by measuring the percentage of total requests completed within the committed time.

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

i. Commercial Billboard: Site Pre-Scrutiny Approval:

Total Requests completed on time = 5; Total Requests received = 6; Overall Compliance Rate = 83.3%

ii. Commercial Billboard: Final Structural Vetting and Permit Issuance:

Total Requests completed on time = 4; Total Requests received = 4; Overall Compliance Rate = 100%

iii. GRM Complaint Resolution:

Total Requests completed on time = 3; Total Requests received = 3; Overall Compliance Rate = 100%

4. SLA COMPLIANCE BREAKDOWN BY PROCESS

S/N	REGULATORY PROCESS	TOTAL REQUESTS RECEIVED	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)
1	Commercial Billboard: Site Pre-Scrutiny Approval	6	5	83.3%
2	Commercial Billboard: Final Structural Vetting and Permit Issuance	4	4	100%
3	GRM Complaint Resolution	3	3	100%
	ALL PROCESSES	13	12	92.3%

5. TRENDS AND INSIGHT

Monthly SLA Performance Trends (All Regulatory Processes)

MONTH	TOTAL REQUESTS	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)
January, 2025	17	16	94.1%
February, 2025	12	11	91.7%
March, 2025	13	12	92.3%

6. Summary of Compliance Performance

Overall, NISSAA received 13 requests across 3 regulatory processes with recorded activity in March, 2025 and completed 12 of them within the committed turnaround times, an overall SLA compliance rate of 92.3%. Requests that exceeded the committed timeline were: 1 request under Commercial Billboard: Site Pre-Scrutiny Approval (7 working days). Corrective measures include closer tracking of pending files and earlier escalation of delayed requests to the responsible desk. 3 GRM complaints were received and resolved within the committed 5 working days.

For further information, contact

Niger State Signage & Advertisement Agency (NISSAA),
Revenue House, P.M.B. 28, Old Secretariat, Minna, Niger State.
Phone No.: +2348187900737, +2348187900684, +2349030891999
Email: nissaa.customercare@gmail.com

Signed:

Alhaji Shuaibu A. Baba
Managing Director
Niger State Signage & Advertisement Agency (NISSAA)
March, 2025



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

1. Introduction

This monthly report provides an overview of Niger State Signage & Advertisement Agency (NISSAA)'s adherence to Service Level Agreements (SLAs) for the Month of April, 2025. The services covered are the registration of on-premise (first-party) signs, site pre-scrutiny approval for commercial (third-party) billboards, final structural vetting and permit issuance for commercial (third-party) billboards and the resolution of complaints received through the Grievance Redress Mechanism (GRM). 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.	On-Premise (First-Party) Sign Registration	10 working days
2.	Commercial Billboard: Site Pre-Scrutiny Approval	7 working days
3.	Commercial Billboard: Final Structural Vetting and Permit Issuance	21 working days
4.	GRM Complaint Resolution	5 working days

3. SLA COMPLIANCE STATISTICS

This section evaluates compliance with SLAs by measuring the percentage of total requests completed within the committed time.

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

i. On-Premise (First-Party) Sign Registration:

Total Requests completed on time = 13; Total Requests received = 15; Overall Compliance Rate = 86.7%

ii. Commercial Billboard: Site Pre-Scrutiny Approval:

Total Requests completed on time = 5; Total Requests received = 5; Overall Compliance Rate = 100%

iii. Commercial Billboard: Final Structural Vetting and Permit Issuance:

Total Requests completed on time = 2; Total Requests received = 2; Overall Compliance Rate = 100%

iv. GRM Complaint Resolution:

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	On-Premise (First-Party) Sign Registration	15	13	86.7%
2	Commercial Billboard: Site Pre-Scrutiny Approval	5	5	100%
3	Commercial Billboard: Final Structural Vetting and Permit Issuance	2	2	100%
4	GRM Complaint Resolution	0	0	N/A
	ALL PROCESSES	22	20	90.9%

5. TRENDS AND INSIGHT

Monthly SLA Performance Trends (All Regulatory Processes)

MONTH	TOTAL REQUESTS	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)
January, 2025	17	16	94.1%
February, 2025	12	11	91.7%
March, 2025	13	12	92.3%
April, 2025	22	20	90.9%

6. Summary of Compliance Performance

Overall, NISSAA received 22 requests across 3 regulatory processes with recorded activity in April, 2025 and completed 20 of them within the committed turnaround times, an overall SLA compliance rate of 90.9%. Requests that exceeded the committed timeline were: 2 requests under On-Premise (First-Party) Sign Registration (10 working days). Corrective measures include closer tracking of pending files and earlier escalation of delayed requests to the responsible desk. No complaints were received under the Grievance Redress Mechanism (GRM) during the month, so the GRM compliance rate is not applicable (N/A).

For further information, contact
Niger State Signage & Advertisement Agency (NISSAA),
Revenue House, P.M.B. 28, Old Secretariat, Minna, Niger State.
Phone No.: +2348187900737, +2348187900684, +2349030891999
Email: nissaa.customercare@gmail.com

Signed:

Alhaji Shuaibu A. Baba
Managing Director
Niger State Signage & Advertisement Agency (NISSAA)
April, 2025



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

1. Introduction

This monthly report provides an overview of Niger State Signage & Advertisement Agency (NISSAA)'s adherence to Service Level Agreements (SLAs) for the Month of May, 2025. The services covered are the registration of on-premise (first-party) signs, final structural vetting and permit issuance for commercial (third-party) billboards and the resolution of complaints received through the Grievance Redress Mechanism (GRM). 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.	On-Premise (First-Party) Sign Registration	10 working days
2.	Commercial Billboard: Final Structural Vetting and Permit Issuance	21 working days
3.	GRM Complaint Resolution	5 working days

3. SLA COMPLIANCE STATISTICS

This section evaluates compliance with SLAs by measuring the percentage of total requests completed within the committed time.

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

i. On-Premise (First-Party) Sign Registration:

Total Requests completed on time = 11; Total Requests received = 11; Overall Compliance Rate = 100%

ii. Commercial Billboard: Final Structural Vetting and Permit Issuance:

Total Requests completed on time = 3; Total Requests received = 3; Overall Compliance Rate = 100%

iii. GRM Complaint Resolution:

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	On-Premise (First-Party) Sign Registration	11	11	100%
2	Commercial Billboard: Final Structural Vetting and Permit Issuance	3	3	100%
3	GRM Complaint Resolution	0	0	N/A
	ALL PROCESSES	14	14	100%

5. TRENDS AND INSIGHT

Monthly SLA Performance Trends (All Regulatory Processes)

MONTH	TOTAL REQUESTS	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)
January, 2025	17	16	94.1%
February, 2025	12	11	91.7%
March, 2025	13	12	92.3%
April, 2025	22	20	90.9%
May, 2025	14	14	100%

6. Summary of Compliance Performance

Overall, NISSAA received 14 requests across 2 regulatory processes with recorded activity in May, 2025 and completed 14 of them within the committed turnaround times, an overall SLA compliance rate of 100%. All requests were completed within the committed turnaround times for each process. No complaints were received under the Grievance Redress Mechanism (GRM) during the month, so the GRM compliance rate is not applicable (N/A).

For further information, contact
Niger State Signage & Advertisement Agency (NISSAA),
Revenue House, P.M.B. 28, Old Secretariat, Minna, Niger State.
Phone No.: +2348187900737, +2348187900684, +2349030891999
Email: nissaa.customercare@gmail.com

Signed:

Alhaji Shuaibu A. Baba
Managing Director
Niger State Signage & Advertisement Agency (NISSAA)
May, 2025



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

1. Introduction

This monthly report provides an overview of Niger State Signage & Advertisement Agency (NISSAA)'s adherence to Service Level Agreements (SLAs) for the Month of June, 2025. The services covered are the registration of on-premise (first-party) signs, site pre-scrutiny approval for commercial (third-party) billboards and the resolution of complaints received through the Grievance Redress Mechanism (GRM). 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.	On-Premise (First-Party) Sign Registration	10 working days
2.	Commercial Billboard: Site Pre-Scrutiny Approval	7 working days
3.	GRM Complaint Resolution	5 working days

3. SLA COMPLIANCE STATISTICS

This section evaluates compliance with SLAs by measuring the percentage of total requests completed within the committed time.

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

i. On-Premise (First-Party) Sign Registration:

Total Requests completed on time = 12; Total Requests received = 14; Overall Compliance Rate = 85.7%

ii. Commercial Billboard: Site Pre-Scrutiny Approval:

Total Requests completed on time = 6; Total Requests received = 7; Overall Compliance Rate = 85.7%

iii. GRM Complaint Resolution:

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	On-Premise (First-Party) Sign Registration	14	12	85.7%
2	Commercial Billboard: Site Pre-Scrutiny Approval	7	6	85.7%
3	GRM Complaint Resolution	0	0	N/A
	ALL PROCESSES	21	18	85.7%

5. TRENDS AND INSIGHT

Monthly SLA Performance Trends (All Regulatory Processes)

MONTH	TOTAL REQUESTS	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)
January, 2025	17	16	94.1%
February, 2025	12	11	91.7%
March, 2025	13	12	92.3%
April, 2025	22	20	90.9%
May, 2025	14	14	100%
June, 2025	21	18	85.7%

6. Summary of Compliance Performance

Overall, NISSAA received 21 requests across 2 regulatory processes with recorded activity in June, 2025 and completed 18 of them within the committed turnaround times, an overall SLA compliance rate of 85.7%. Requests that exceeded the committed timeline were: 2 requests under On-Premise (First-Party) Sign Registration (10 working days); 1 request under Commercial Billboard: Site Pre-Scrutiny Approval (7 working days). Corrective measures include closer tracking of pending files and earlier escalation of delayed requests to the responsible desk. No complaints were received under the Grievance Redress Mechanism (GRM) during the month, so the GRM compliance rate is not applicable (N/A).

For further information, contact

Niger State Signage & Advertisement Agency (NISSAA),
Revenue House, P.M.B. 28, Old Secretariat, Minna, Niger State.
Phone No.: +2348187900737, +2348187900684, +2349030891999
Email: nissaa.customercare@gmail.com

Signed:

Alhaji Shuaibu A. Baba
Managing Director
Niger State Signage & Advertisement Agency (NISSAA)
June, 2025



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

1. Introduction

This monthly report provides an overview of Niger State Signage & Advertisement Agency (NISSAA)'s adherence to Service Level Agreements (SLAs) for the Month of July, 2025. The services covered are the registration of on-premise (first-party) signs, site pre-scrutiny approval for commercial (third-party) billboards, final structural vetting and permit issuance for commercial (third-party) billboards and the resolution of complaints received through the Grievance Redress Mechanism (GRM). 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.	On-Premise (First-Party) Sign Registration	10 working days
2.	Commercial Billboard: Site Pre-Scrutiny Approval	7 working days
3.	Commercial Billboard: Final Structural Vetting and Permit Issuance	21 working days
4.	GRM Complaint Resolution	5 working days

3. SLA COMPLIANCE STATISTICS

This section evaluates compliance with SLAs by measuring the percentage of total requests completed within the committed time.

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

i. On-Premise (First-Party) Sign Registration:

Total Requests completed on time = 10; Total Requests received = 10; Overall Compliance Rate = 100%

ii. Commercial Billboard: Site Pre-Scrutiny Approval:

Total Requests completed on time = 4; Total Requests received = 4; Overall Compliance Rate = 100%

iii. Commercial Billboard: Final Structural Vetting and Permit Issuance:

Total Requests completed on time = 4; Total Requests received = 5; Overall Compliance Rate = 80%

iv. GRM Complaint Resolution:

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	On-Premise (First-Party) Sign Registration	10	10	100%
2	Commercial Billboard: Site Pre-Scrutiny Approval	4	4	100%
3	Commercial Billboard: Final Structural Vetting and Permit Issuance	5	4	80%
4	GRM Complaint Resolution	0	0	N/A
	ALL PROCESSES	19	18	94.7%

5. TRENDS AND INSIGHT

Monthly SLA Performance Trends (All Regulatory Processes)

MONTH	TOTAL REQUESTS	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)
January, 2025	17	16	94.1%
February, 2025	12	11	91.7%
March, 2025	13	12	92.3%
April, 2025	22	20	90.9%
May, 2025	14	14	100%
June, 2025	21	18	85.7%
July, 2025	19	18	94.7%

6. Summary of Compliance Performance

Overall, NISSAA received 19 requests across 3 regulatory processes with recorded activity in July, 2025 and completed 18 of them within the committed turnaround times, an overall SLA compliance rate of 94.7%. Requests that exceeded the committed timeline were: 1 request under Commercial Billboard: Final Structural Vetting and Permit Issuance (21 working days). Corrective measures include closer tracking of pending files and earlier escalation of delayed requests to the responsible desk. No complaints were received under the Grievance Redress Mechanism (GRM) during the month, so the GRM compliance rate is not applicable (N/A).

For further information, contact
Niger State Signage & Advertisement Agency (NISSAA),
Revenue House, P.M.B. 28, Old Secretariat, Minna, Niger State.
Phone No.: +2348187900737, +2348187900684, +2349030891999
Email: nissaa.customercare@gmail.com

Signed:

Alhaji Shuaibu A. Baba
Managing Director
Niger State Signage & Advertisement Agency (NISSAA)
July, 2025



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

1. Introduction

This monthly report provides an overview of Niger State Signage & Advertisement Agency (NISSAA)'s adherence to Service Level Agreements (SLAs) for the Month of August, 2025. The services covered are the registration of on-premise (first-party) signs, final structural vetting and permit issuance for commercial (third-party) billboards and the resolution of complaints received through the Grievance Redress Mechanism (GRM). 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.	On-Premise (First-Party) Sign Registration	10 working days
2.	Commercial Billboard: Final Structural Vetting and Permit Issuance	21 working days
3.	GRM Complaint Resolution	5 working days

3. SLA COMPLIANCE STATISTICS

This section evaluates compliance with SLAs by measuring the percentage of total requests completed within the committed time.

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

i. On-Premise (First-Party) Sign Registration:

Total Requests completed on time = 12; Total Requests received = 13; Overall Compliance Rate = 92.3%

ii. Commercial Billboard: Final Structural Vetting and Permit Issuance:

Total Requests completed on time = 2; Total Requests received = 2; Overall Compliance Rate = 100%

iii. GRM Complaint Resolution:

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	On-Premise (First-Party) Sign Registration	13	12	92.3%
2	Commercial Billboard: Final Structural Vetting and Permit Issuance	2	2	100%
3	GRM Complaint Resolution	1	1	100%
	ALL PROCESSES	16	15	93.8%

5. TRENDS AND INSIGHT

Monthly SLA Performance Trends (All Regulatory Processes)

MONTH	TOTAL REQUESTS	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)
January, 2025	17	16	94.1%
February, 2025	12	11	91.7%
March, 2025	13	12	92.3%
April, 2025	22	20	90.9%
May, 2025	14	14	100%
June, 2025	21	18	85.7%
July, 2025	19	18	94.7%
August, 2025	16	15	93.8%

6. Summary of Compliance Performance

Overall, NISSAA received 16 requests across 3 regulatory processes with recorded activity in August, 2025 and completed 15 of them within the committed turnaround times, an overall SLA compliance rate of 93.8%. Requests that exceeded the committed timeline were: 1 request under On-Premise (First-Party) Sign Registration (10 working days). Corrective measures include closer tracking of pending files and earlier escalation of delayed requests to the responsible desk. 1 GRM complaint was received and resolved within the committed 5 working days.

For further information, contact

Niger State Signage & Advertisement Agency (NISSAA),
Revenue House, P.M.B. 28, Old Secretariat, Minna, Niger State.
Phone No.: +2348187900737, +2348187900684, +2349030891999
Email: nissaa.customercare@gmail.com

Signed:

Alhaji Shuaibu A. Baba
Managing Director
Niger State Signage & Advertisement Agency (NISSAA)
August, 2025



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

1. Introduction

This monthly report provides an overview of Niger State Signage & Advertisement Agency (NISSAA)'s adherence to Service Level Agreements (SLAs) for the Month of September, 2025. The services covered are the registration of on-premise (first-party) signs, site pre-scrutiny approval for commercial (third-party) billboards and the resolution of complaints received through the Grievance Redress Mechanism (GRM). 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.	On-Premise (First-Party) Sign Registration	10 working days
2.	Commercial Billboard: Site Pre-Scrutiny Approval	7 working days
3.	GRM Complaint Resolution	5 working days

3. SLA COMPLIANCE STATISTICS

This section evaluates compliance with SLAs by measuring the percentage of total requests completed within the committed time.

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

i. On-Premise (First-Party) Sign Registration:

Total Requests completed on time = 15; Total Requests received = 16; Overall Compliance Rate = 93.8%

ii. Commercial Billboard: Site Pre-Scrutiny Approval:

Total Requests completed on time = 6; Total Requests received = 6; Overall Compliance Rate = 100%

iii. GRM Complaint Resolution:

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	On-Premise (First-Party) Sign Registration	16	15	93.8%
2	Commercial Billboard: Site Pre-Scrutiny Approval	6	6	100%
3	GRM Complaint Resolution	0	0	N/A
	ALL PROCESSES	22	21	95.5%

5. TRENDS AND INSIGHT

Monthly SLA Performance Trends (All Regulatory Processes)

MONTH	TOTAL REQUESTS	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)
January, 2025	17	16	94.1%
February, 2025	12	11	91.7%
March, 2025	13	12	92.3%
April, 2025	22	20	90.9%
May, 2025	14	14	100%
June, 2025	21	18	85.7%
July, 2025	19	18	94.7%
August, 2025	16	15	93.8%
September, 2025	22	21	95.5%

6. Summary of Compliance Performance

Overall, NISSAA received 22 requests across 2 regulatory processes with recorded activity in September, 2025 and completed 21 of them within the committed turnaround times, an overall SLA compliance rate of 95.5%. Requests that exceeded the committed timeline were: 1 request under On-Premise (First-Party) Sign Registration (10 working days). Corrective measures include closer tracking of pending files and earlier escalation of delayed requests to the responsible desk. No complaints were received under the Grievance Redress Mechanism (GRM) during the month, so the GRM compliance rate is not applicable (N/A).

For further information, contact
Niger State Signage & Advertisement Agency (NISSAA),
Revenue House, P.M.B. 28, Old Secretariat, Minna, Niger State.
Phone No.: +2348187900737, +2348187900684, +2349030891999
Email: nissaa.customercare@gmail.com

Signed:

Alhaji Shuaibu A. Baba
Managing Director
Niger State Signage & Advertisement Agency (NISSAA)
September, 2025



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

1. Introduction

This monthly report provides an overview of Niger State Signage & Advertisement Agency (NISSAA)'s adherence to Service Level Agreements (SLAs) for the Month of October, 2025. The services covered are the registration of on-premise (first-party) signs, site pre-scrutiny approval for commercial (third-party) billboards, final structural vetting and permit issuance for commercial (third-party) billboards and the resolution of complaints received through the Grievance Redress Mechanism (GRM). 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.	On-Premise (First-Party) Sign Registration	10 working days
2.	Commercial Billboard: Site Pre-Scrutiny Approval	7 working days
3.	Commercial Billboard: Final Structural Vetting and Permit Issuance	21 working days
4.	GRM Complaint Resolution	5 working days

3. SLA COMPLIANCE STATISTICS

This section evaluates compliance with SLAs by measuring the percentage of total requests completed within the committed time.

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

i. On-Premise (First-Party) Sign Registration:

Total Requests completed on time = 12; Total Requests received = 12; Overall Compliance Rate = 100%

ii. Commercial Billboard: Site Pre-Scrutiny Approval:

Total Requests completed on time = 4; Total Requests received = 5; Overall Compliance Rate = 80%

iii. Commercial Billboard: Final Structural Vetting and Permit Issuance:

Total Requests completed on time = 3; Total Requests received = 4; Overall Compliance Rate = 75%

iv. GRM Complaint Resolution:

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	On-Premise (First-Party) Sign Registration	12	12	100%
2	Commercial Billboard: Site Pre-Scrutiny Approval	5	4	80%
3	Commercial Billboard: Final Structural Vetting and Permit Issuance	4	3	75%
4	GRM Complaint Resolution	0	0	N/A
	ALL PROCESSES	21	19	90.5%

5. TRENDS AND INSIGHT

Monthly SLA Performance Trends (All Regulatory Processes)

MONTH	TOTAL REQUESTS	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)
January, 2025	17	16	94.1%
February, 2025	12	11	91.7%
March, 2025	13	12	92.3%
April, 2025	22	20	90.9%
May, 2025	14	14	100%
June, 2025	21	18	85.7%
July, 2025	19	18	94.7%
August, 2025	16	15	93.8%
September, 2025	22	21	95.5%
October, 2025	21	19	90.5%

6. Summary of Compliance Performance

Overall, NISSAA received 21 requests across 3 regulatory processes with recorded activity in October, 2025 and completed 19 of them within the committed turnaround times, an overall SLA compliance rate of 90.5%. Requests that exceeded the committed timeline were: 1 request under Commercial Billboard: Site Pre-Scrutiny Approval (7 working days); 1 request under Commercial Billboard: Final Structural Vetting and Permit Issuance (21 working days). Corrective measures include closer tracking of pending files and earlier escalation of delayed requests to the responsible desk. No complaints were received under the Grievance Redress Mechanism (GRM) during the month, so the GRM compliance rate is not applicable (N/A).

For further information, contact
Niger State Signage & Advertisement Agency (NISSAA),
Revenue House, P.M.B. 28, Old Secretariat, Minna, Niger State.
Phone No.: +2348187900737, +2348187900684, +2349030891999
Email: nissaa.customercare@gmail.com

Signed:

Alhaji Shuaibu A. Baba
Managing Director
Niger State Signage & Advertisement Agency (NISSAA)
October, 2025



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

1. Introduction

This monthly report provides an overview of Niger State Signage & Advertisement Agency (NISSAA)'s adherence to Service Level Agreements (SLAs) for the Month of November, 2025. The services covered are the registration of on-premise (first-party) signs, site pre-scrutiny approval for commercial (third-party) billboards, final structural vetting and permit issuance for commercial (third-party) billboards and the resolution of complaints received through the Grievance Redress Mechanism (GRM). 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.	On-Premise (First-Party) Sign Registration	10 working days
2.	Commercial Billboard: Site Pre-Scrutiny Approval	7 working days
3.	Commercial Billboard: Final Structural Vetting and Permit Issuance	21 working days
4.	GRM Complaint Resolution	5 working days

3. SLA COMPLIANCE STATISTICS

This section evaluates compliance with SLAs by measuring the percentage of total requests completed within the committed time.

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

i. On-Premise (First-Party) Sign Registration:

Total Requests completed on time = 10; Total Requests received = 10; Overall Compliance Rate = 100%

ii. Commercial Billboard: Site Pre-Scrutiny Approval:

Total Requests completed on time = 3; Total Requests received = 3; Overall Compliance Rate = 100%

iii. Commercial Billboard: Final Structural Vetting and Permit Issuance:

Total Requests completed on time = 3; Total Requests received = 3; Overall Compliance Rate = 100%

iv. GRM Complaint Resolution:

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	On-Premise (First-Party) Sign Registration	10	10	100%
2	Commercial Billboard: Site Pre-Scrutiny Approval	3	3	100%
3	Commercial Billboard: Final Structural Vetting and Permit Issuance	3	3	100%
4	GRM Complaint Resolution	1	1	100%
	ALL PROCESSES	17	17	100%

5. TRENDS AND INSIGHT

Monthly SLA Performance Trends (All Regulatory Processes)

MONTH	TOTAL REQUESTS	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)
January, 2025	17	16	94.1%
February, 2025	12	11	91.7%
March, 2025	13	12	92.3%
April, 2025	22	20	90.9%
May, 2025	14	14	100%
June, 2025	21	18	85.7%
July, 2025	19	18	94.7%
August, 2025	16	15	93.8%
September, 2025	22	21	95.5%
October, 2025	21	19	90.5%
November, 2025	17	17	100%

6. Summary of Compliance Performance

Overall, NISSAA received 17 requests across 4 regulatory processes with recorded activity in November, 2025 and completed 17 of them within the committed turnaround times, an overall SLA compliance rate of 100%. All requests were completed within the committed turnaround times for each process. 1 GRM complaint was received and resolved within the committed 5 working days.

For further information, contact
Niger State Signage & Advertisement Agency (NISSAA),
Revenue House, P.M.B. 28, Old Secretariat, Minna, Niger State.
Phone No.: +2348187900737, +2348187900684, +2349030891999
Email: nissaa.customercare@gmail.com

Signed:

Alhaji Shuaibu A. Baba
Managing Director
Niger State Signage & Advertisement Agency (NISSAA)
November, 2025



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

1. Introduction

This monthly report provides an overview of Niger State Signage & Advertisement Agency (NISSAA)'s adherence to Service Level Agreements (SLAs) for the Month of December, 2025. The services covered are the registration of on-premise (first-party) signs, final structural vetting and permit issuance for commercial (third-party) billboards and the resolution of complaints received through the Grievance Redress Mechanism (GRM). 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.	On-Premise (First-Party) Sign Registration	10 working days
2.	Commercial Billboard: Final Structural Vetting and Permit Issuance	21 working days
3.	GRM Complaint Resolution	5 working days

3. SLA COMPLIANCE STATISTICS

This section evaluates compliance with SLAs by measuring the percentage of total requests completed within the committed time.

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

i. On-Premise (First-Party) Sign Registration:

Total Requests completed on time = 8; Total Requests received = 8; Overall Compliance Rate = 100%

ii. Commercial Billboard: Final Structural Vetting and Permit Issuance:

Total Requests completed on time = 2; Total Requests received = 2; Overall Compliance Rate = 100%

iii. GRM Complaint Resolution:

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	On-Premise (First-Party) Sign Registration	8	8	100%
2	Commercial Billboard: Final Structural Vetting and Permit Issuance	2	2	100%
3	GRM Complaint Resolution	1	1	100%
	ALL PROCESSES	11	11	100%

5. TRENDS AND INSIGHT

Monthly SLA Performance Trends (All Regulatory Processes)

MONTH	TOTAL REQUESTS	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)
January, 2025	17	16	94.1%
February, 2025	12	11	91.7%
March, 2025	13	12	92.3%
April, 2025	22	20	90.9%
May, 2025	14	14	100%
June, 2025	21	18	85.7%
July, 2025	19	18	94.7%
August, 2025	16	15	93.8%
September, 2025	22	21	95.5%
October, 2025	21	19	90.5%
November, 2025	17	17	100%
December, 2025	11	11	100%

6. Summary of Compliance Performance

Overall, NISSAA received 11 requests across 3 regulatory processes with recorded activity in December, 2025 and completed 11 of them within the committed turnaround times, an overall SLA compliance rate of 100%. All requests were completed within the committed turnaround times for each process. 1 GRM complaint was received and resolved within the committed 5 working days.

For further information, contact

Niger State Signage & Advertisement Agency (NISSAA),

Revenue House, P.M.B. 28, Old Secretariat, Minna, Niger State.

Phone No.: +2348187900737, +2348187900684, +2349030891999

Email: nissaa.customercare@gmail.com

Signed:

Alhaji Shuaibu A. Baba

Managing Director

Niger State Signage & Advertisement Agency (NISSAA)

December, 2025