

**MINISTRY OF LAND AND PHYSICAL PLANNING
KATSINA STATE**

Ja Abdulkadir Secretariat Complex, I.B.B Way, Dandagoro, Katsina

Contacts: 07041187817 or 07067339730

Email Address: mlppkatsina@gmail.com info@mols.kt.gov.ng

**SERVICE LEVEL AGREEMENT (SLA) ON
LAND TITLE PROCESSING AND APPROVAL**

Services Rendered	Timeline
Working Days	Monday - Thursday 9:00am - 3:00pm Fridays - 9:00am -12:00pm
i. Land Title Processing and Approval	
a) Upon application, applicant will be invited for a joint site inspection within 3 working days of submission of the application form via Telephone or Email	Three Working Days
b) Applicant will receive a response within 5 working days from the date of joint site inspection via Telephone or Email	Five working days
c) Successful applicant will receive an Offer of Right of Occupancy, an invoice of the final bill (Ground Rent, Premium and Development Levy) and a copy of Acceptance Letter within 5 working days from the date of notification from the Desk Officer.	Five working days
d) Evidence of Payment (Bank Teller/E-receipt) of fees as contained in item six and copy of the acceptance letter should be returned to the Desk Officer	Three Working Days
e) Preparation, Execution and Registration of Certificate of Occupancy will be concluded within 4 weeks	4 Weeks
f) Successful Applicant will be notified by phone or email for collection of Certificate of Occupancy (CofO) which will be issued by the Desk Officer Lands	1 Week
g) Rules for Upcoming Changes.	Any upcoming changes will be communicated to the general public a month to the effectives date of the change(s).

Signed:

Honourable Commissioner

Katsina State Ministry of Lands and Physical Planning.

December, 2023

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GRIEVANCES REDRESS MECHANISM (GRM)

1. **Address:** Ministry of Land and Physical Planning
Katsina State
2. **Working Hours:** Monday to Thursday 9:00am to 3:30pm
3. **Contact Person:** Grievance Redress Officer
Aminu Mijin Yawa
4. **Contact No.:** 07041187817 or 07067339730
5. **Email Address:** mlppkatsina@gmail.com info@mols.kt.gov.ng

STEPS FOR REDRESS MECHANISM:

STAGE	ACTION	RESPONSIBLE PARTY	TIMEFRAME
Identification of Grievance:	Clearly define the nature of the grievance related to land and physical planning issues.	Grievant (Traders)	1 day
Submission of Complaint:	Submit a written complaint to the designated authority within the ministry. Include details such as your name, contact information, and a thorough description of the grievance.	Grievant (Traders)	7 days
Acknowledgment of Complaint:	The ministry should acknowledge receipt of your complaint and provide a reference number for tracking purposes.	Grievance Redressal Officer	Within 2 working days
Investigation:	The ministry will conduct a thorough investigation into the grievance. This may involve reviewing relevant documents, conducting site visits, and gathering necessary information.	Grievance Redressal Team	Within 15 days
Resolution:	Based on the findings, the ministry will work towards resolving the grievance. This could involve corrective actions, policy changes, or other appropriate measures.	Grievance Redressal Officer	Within 30 days
Communication of Decision:	The ministry will communicate the decision and resolution to the complainant. This should include the rationale behind the decision and any actions to be taken.	Grievance Redressal Officer	Within 7 days
Appeal Process:	If the complainant is not satisfied with the decision, there may be provisions for an appeal. The appeal process should be clearly outlined, specifying the steps to be followed.	Appellate Authority	Within 14 days of resolution communication

Closure of Grievance:	Once the grievance is resolved and the appeal process (if any) is exhausted, the case is considered closed. The ministry may conduct a follow-up to ensure the implemented measures are effective.	Appellate Authority	Within 30 days of appeal submission
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Signed:

Honourable Commissioner

Katsina State Ministry of Lands and Physical Planning.

December, 2023

Saturday, December 30, 2023 1:46:55 PM