



URBAN AND REGIONAL PLANNING BOARD KATSINA STATE

No. 9 Sarki Abdurrahman Way, PMB 2083, Katsina, Katsina State.

Contacts: 08175476053

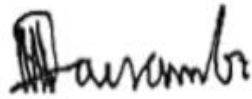
Email Address: mlppkatsina@gmail.com info@mols.kt.gov.ng

SERVICE LEVEL AGREEMENT (SLA) FOR URBAN AND REGIONAL PLANNING BOARD

Urban Regional and Planning

Services Rendered	Timeline
Working Days	Monday - Thursday 9:00am - 3:00pm Fridays - 9:00am -12:00pm
i. Urban Regional and Planning	
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 Approval, 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 Approval by	1 Week

Urban and Regional Planning Board which will be issued by the Desk Officer URPB	
g) Rules for Upcoming Changes.	Any upcoming changes will be communicated to the general public a month to the effective date of the change(s).



General Manager,
Katsina State Urban and Regional Planning Board, December, 2023

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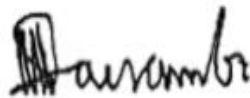
GRIEVANCES REDRESS MECHANISM (GRM)

- 1. Address:** Urban and Regional Planning Board
Katsina State
- 2. Working Hours:** Monday to Thursday 9:00am to 3:30pm
- 3. Contact Person:** Grievance Redress Officer
TPL. Abbas Sambo
- 4. Contact No.:** 08175476053
- 5. Website:** info@urpb.kt.gov.ng

STEPS FOR REDRESS MECHANISM:

STAGE	ACTION	RESPONSIBLE PARTY	TIMEFRAME
Submission of Grievance:	Citizens can submit their grievances in writing to the designated authority of the Urban and Regional Planning Board.	Grievant (Traders)	Within 5 days
Acknowledgment:	The board acknowledges receipt of the grievance and provides a reference number for tracking purposes.	Grievance Redressal Officer	Within 2 business days upon receiving of the grievance
Preliminary Review:	The board conducts a preliminary review of the grievance to assess its validity and relevance to urban and regional planning matters.	Grievance Redressal Team	Within 5 days

Formal Investigation:	If deemed necessary, a formal investigation is initiated to gather more information and assess the impact of the grievance on planning decisions.	Grievance Redressal Team	Within 5 days
Consultation:	The team may consult with relevant stakeholders, experts, or community representatives to gather diverse perspectives on the grievance.	Grievance Redressal Team	Within 5 days
Decision and Resolution:	Based on the findings, the Team makes a decision and communicates the resolution to the concerned parties.	Grievance Redressal Team and Concern Party	Within 5 days
Appeal Process:	A transparent appeal process is established for individuals dissatisfied with the initial resolution. This may involve a higher-level review or an independent body.	Appellate Authority	Within 10 days of resolution communication
Feedback Mechanism:	The GRM should include a feedback mechanism for citizens to provide comments on the grievance handling process, ensuring continuous improvement.	Grievant (Traders)	Within 10 days of resolution communication
Documentation:	All stages of the GRM, including submissions, reviews, decisions, and resolutions, are documented to maintain transparency and accountability.	Grievant Redressal Team	Within 10 days of resolution communication



General Manager,

Katsina State Urban and Regional Planning Board, December, 2023

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