



KATSINA STATE URBAN AND REGIONAL PLANNING BOARD SERVICE LEVEL AGREEMENT

The Agreement describes the Katsina State Urban and Regional Planning Board's key services and the standards committed to service delivery to the general public.

1. Goal and Objectives

This Service Level Agreement (SLA) outlines the services provided by the Katsina State Urban and Regional Planning Board and the standards committed to service delivery. The objectives of this SLA are:

- **Define Service Standards:** Clearly outline the specific services the URPB will provide, including their quality, timeliness, and cost.
- **Establish Performance Metrics:** Set measurable performance indicators to track the URPB's progress in achieving its goals.
- **Outline Responsibilities:** Clearly define the roles and responsibilities of both the URPB and its stakeholders in fulfilling the terms of the SLA.
- **Implement Grievance Procedures:** Establish a mechanism for handling complaints and grievances related to the URPB's services.

The key stakeholders involved in this SLA include:

- **Local Governments:** The URPB works closely with local governments within Katsina State to implement urban and regional planning policies.

- **Developers and Investors:** Developers and investors involved in real estate development and infrastructure projects are key stakeholders as they rely on the URPB for planning approvals and guidance.
- **Residents and Communities:** The URPB serves the needs of residents and communities within Katsina State. Their input and feedback are essential for effective planning and development.
- **Non-Governmental Organizations (NGOs):** NGOs working on urban and regional development issues can be valuable stakeholders, providing expertise and advocacy.
- **Government Agencies:** Other government agencies involved in related fields, such as transportation, infrastructure, and environmental protection, may be stakeholders in the URPB's activities.
- **Professional Bodies:** Professional bodies related to urban planning, architecture, and engineering can provide technical expertise and guidance.

3. Periodic Review

This SLA will be reviewed annually or as required to ensure its continued relevance and effectiveness. Reviews will consider feedback from stakeholders and any changes in procurement laws, regulations, or operational needs.

4. Scope of Services

S/N	Department Responsible	Service	Cost (NGN)	Beneficiaries	Requirements/Steps/Procedures	Response Timelines	Validity
1	URPB	Signage Application	See the process guidelines for details	Vehicle Owners	1. Submit a written application to: The General Manager, Katsina State Urban and Regional Planning Board, 9 Sarki Abdulrahman Way, Katsina. +234 803 751 5948 2. Provide the following to process the signage placement application <ul style="list-style-type: none"> • Intended location of Signage • Size of signage to be placed • Purpose (Political, Governmental, Business) • Content and Sample of Signage design 3. Applicant will be contacted within 24	Five days	

					<p>hours of application for joint inspection.</p> <p>4. Applicant goes ahead to make payment after inspection to Sterling Bank, account no. 0063562960</p> <p>5. Submit evidence of payment to the cashier at the Katsina State Urban and Regional Planning Board, located at 9 Sarki Abdulrahman Way, Katsina, to obtain the receipt of payment.</p> <p>6. Applicant is informed of approval or disapproval within five working days.</p> <p>7. Successful applicants to collect placement approval from the desk officer.</p>		
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5. Service Standards

- **Inspection:** The URPB must inspect conduct a thorough inspection of the site
- **Placement Approval Time:** The approval is issued within five working days of application.
- **Communication:** Applicants will receive updates on the status of their applications within 24 hours of any changes.
- **Customer Satisfaction:** Based on feedback from contractors and vendors, the Bureau will aim for a satisfaction rate of 90% or higher.
- **Compliance Rate:** The URPB should ensure 95% compliance with all applicable procurement laws and regulations.

6. Penalties for Non-Compliance

- **For the URPB Department:** Failure to issue the signage placement approval within the agreed timeline without a valid reason will result in a formal review and potential disciplinary action.
- **For Applicants:** Failure to provide accurate documentation or to follow the application procedure may result in delays or disapproval of the application.
- **Dispute Resolution:** Any disputes or grievances related to the SLA will be addressed through the agency’s Grievance Redress Mechanism, with escalation to the State Ministry of Justice if unresolved within five working days.

7. Validity and Review

This SLA is valid for one year from the date of signing and will be automatically renewed unless significant changes in the procurement laws or processes necessitate a revision.

For further information, contact:
Katsina State Urban and Regional Planning Board,
No. 9 Sarki Abdulrahman Way, Katsina.
Or call +234 803 751 5948 or email info@urpb.kt.ng.gov.

Signed:
General Manager
Katsina State Urban and Regional Planning Board.
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