



## SOKOTO STATE GOVERNMENT

### BUREAU FOR PUBLIC PROCUREMENT AND PUBLIC PRIVATE PARTNERSHIP (BPPPPP)

#### GRIEVANCE REDRESS MECHANISM (GRM) ANNUAL PERFORMANCE REPORT

**Reporting Period:** January 1, 2025 – December 31, 2025

**Date of Publication:** January 15, 2026

### 1. Executive Summary

The Grievance Redress Mechanism (GRM) of the Sokoto State Bureau for Public Procurement and Public Private Partnership (BPPPPP) received 26 grievances between January 1 and December 31, 2025, and resolved all 26. Of these, 24 grievances (92.3%) were resolved within the 10-working-day timeframe set in the Bureau's Service Level Agreement (SLA).

In summary:

- **24 grievances (92.3%)** were resolved within the SLA timeframe of 10 working days.
- **2 grievances (7.7%)** were resolved outside the SLA: one owing to a tax clearance verification delay with an external agency and one owing to the constitution of an independent review panel.
- **Average resolution time** was 7.8 working days.
- **Overall closure rate** was 100%; no grievance was carried over into 2026.

This performance exceeds the requirement that at least 75% of grievances be resolved within the SLA.

Grievances were received through the online GRM portal (10), email (8), in person at the Bureau's office (6) and by telephone (2). No fee was charged for filing a grievance. Complainants' personal data was processed in line with the Nigeria Data Protection Act 2023, and the GRM log in Section 5 is published in anonymised form.

### 2. GRM Overview

The GRM has operated throughout the reporting period as the Bureau's single channel for receiving, logging, investigating and resolving complaints from contractors, suppliers, bidders, investors and the public.

| Component          | Details                                                    |
|--------------------|------------------------------------------------------------|
| GRM Status         | Operational throughout January 1 – December 31, 2025       |
| SLA for Resolution | 10 working days from the date of receipt                   |
| GRM Channels       | (primary); in person at the Bureau's office, BLOCK 6 SHEHU |

| Component       | Details                                                                                                                                    |
|-----------------|--------------------------------------------------------------------------------------------------------------------------------------------|
|                 | KANGIWA SECRETARIAT, SOKOTO; email: admin@bpppppp.sk.gov.ng; telephone: +234 8035054661                                                    |
| Filing Fee      | None; grievances are filed free of charge                                                                                                  |
| Escalation      | Grievances not resolved at desk level are escalated to the relevant Director, then to the Director General                                 |
| Contact         | admin@bpppppp.sk.gov.ng                                                                                                                    |
| Phone           | +234 8035054661                                                                                                                            |
| Data Protection | Complainants' personal data is collected and processed in line with the Nigeria Data Protection Act 2023; published records are anonymised |

### 3. Summary of Grievances Received and Resolved (2025)

All 26 grievances received in 2025 were resolved, and every grievance was resolved within the SLA in Q2 and Q3.

| Quarter      | Received  | Resolved within SLA | Resolved outside SLA | Unresolved | % Resolved within SLA |
|--------------|-----------|---------------------|----------------------|------------|-----------------------|
| Q1 (Jan–Mar) | 6         | 5                   | 1                    | 0          | 83.3%                 |
| Q2 (Apr–Jun) | 7         | 7                   | 0                    | 0          | 100.0%                |
| Q3 (Jul–Sep) | 6         | 6                   | 0                    | 0          | 100.0%                |
| Q4 (Oct–Dec) | 7         | 6                   | 1                    | 0          | 85.7%                 |
| <b>Total</b> | <b>26</b> | <b>24</b>           | <b>2</b>             | <b>0</b>   | <b>92.3%</b>          |

**Target:** At least 75% of grievances resolved within SLA — **Achieved (92.3%)**

**Grievances by channel:** Online GRM portal 10 (38.5%); email 8 (30.8%); in person 6 (23.1%); telephone 2 (7.7%).

### 4. Nature of Complaints Received

Delays in contractor and supplier registration or renewal accounted for 7 of the 26 grievances (26.9%), the largest single category.

| Nature of Complaint                                   | Count | Percentage |
|-------------------------------------------------------|-------|------------|
| Delay in contractor/supplier registration or renewal  | 7     | 26.9%      |
| Complaints on bidding, evaluation and award processes | 5     | 19.2%      |

| Nature of Complaint                                | Count     | Percentage  |
|----------------------------------------------------|-----------|-------------|
| Requests for procurement information and documents | 4         | 15.4%       |
| Delay in issuance of Certificate of No Objection   | 3         | 11.5%       |
| Alleged demand for unofficial payments             | 3         | 11.5%       |
| E-procurement portal difficulties                  | 2         | 7.7%        |
| PPP enquiries and feedback on proposals            | 2         | 7.7%        |
| <b>Total</b>                                       | <b>26</b> | <b>100%</b> |

## 5. GRM Log

The log records all 26 grievances in order of receipt; complainants' identities are withheld in line with the Nigeria Data Protection Act 2023.

| S/N | Date Received | Nature of Complaint                                                       | Channel   | Date Resolved | Action Taken                                                                       | SLA Met? | Remarks                                   |
|-----|---------------|---------------------------------------------------------------------------|-----------|---------------|------------------------------------------------------------------------------------|----------|-------------------------------------------|
| 1   | 2025-01-09    | Delay in renewal of contractor registration certificate                   | In person | 2025-01-21    | Documents verified; renewed registration certificate issued                        | Yes      | Applicant notified by email               |
| 2   | 2025-01-16    | Bid rejected at bid opening without reasons communicated (works contract) | Email     | 2025-01-29    | Bid opening records reviewed; written reasons (late submission) provided to bidder | Yes      | Bid opening register extract shared       |
| 3   | 2025-02-05    | Request for list of contracts awarded in Q4 2024                          | Email     | 2025-02-12    | Contract award summary provided                                                    | Yes      | Summary published on the Bureau's website |
| 4   | 2025-02-18    | Alleged demand for ₦50,000 "facilitation fee" to                          | In person | 2025-02-28    | Investigation opened; officer queried and removed from registration                | Yes      | Registration fees are payable only into   |

| S/N | Date Received | Nature of Complaint                                                    | Channel   | Date Resolved | Action Taken                                                                             | SLA Met? | Remarks                                        |
|-----|---------------|------------------------------------------------------------------------|-----------|---------------|------------------------------------------------------------------------------------------|----------|------------------------------------------------|
|     |               | expedite contractor registration                                       |           |               | desk                                                                                     |          | the State TSA                                  |
| 5   | 2025-03-04    | Unable to upload registration documents on e-procurement portal        | Telephone | 2025-03-11    | IT support provided; documents uploaded successfully                                     | Yes      | Portal user guide published                    |
| 6   | 2025-03-18    | Delay in contractor registration pending tax clearance verification    | In person | 2025-04-08    | Coordinated with State revenue authority; tax clearance verified; registration completed | No       | Inter-agency verification delay                |
| 7   | 2025-04-03    | Delay in registration of a new supplier                                | In person | 2025-04-15    | File processed; registration certificate issued                                          | Yes      | Applicant notified by SMS                      |
| 8   | 2025-04-14    | Unsuccessful bidder not notified of evaluation outcome                 | Email     | 2025-04-25    | Procuring entity directed to issue notification letter; bidder debriefed                 | Yes      | MDAs reminded of bid notification requirements |
| 9   | 2025-05-06    | Request for PPP project pipeline and expression-of-interest guidelines | Email     | 2025-05-13    | PPP project list and EOI guidelines shared                                               | Yes      | PPP pipeline uploaded to the Bureau's website  |
| 10  | 2025-05-15    | Alleged favouritism in award of a supply                               | In person | 2025-05-29    | Procurement records reviewed; due process found                                          | Yes      | Review report filed                            |

| S/N | Date Received | Nature of Complaint                                                 | Channel   | Date Resolved | Action Taken                                                                  | SLA Met? | Remarks                                |
|-----|---------------|---------------------------------------------------------------------|-----------|---------------|-------------------------------------------------------------------------------|----------|----------------------------------------|
|     |               | contract                                                            |           |               | to have been followed; findings communicated                                  |          |                                        |
| 11  | 2025-05-27    | Delay in issuance of Certificate of No Objection for contract award | In person | 2025-06-05    | Review completed; certificate issued to procuring entity; contractor informed | Yes      | Review checklist shared with MDAs      |
| 12  | 2025-06-10    | Repeated failure of password reset on e-procurement portal          | Email     | 2025-06-17    | User account reset; access restored                                           | Yes      | Password reset function repaired       |
| 13  | 2025-06-23    | Request for bid documents for an advertised tender                  | In person | 2025-06-30    | Bid documents provided; tender notice link shared                             | Yes      | Tender notices consolidated on website |
| 14  | 2025-07-08    | Delay in upgrade of contractor registration category                | In person | 2025-07-18    | Category upgrade approved; revised certificate issued                         | Yes      | Applicant notified by email            |
| 15  | 2025-07-21    | Bid security requirement in tender document above prescribed limit  | Email     | 2025-07-31    | Tender document reviewed; addendum issued correcting requirement              | Yes      | Addendum circulated to all bidders     |
| 16  | 2025-08-      | Alleged demand for                                                  | In person | 2025-08-      | Allegation substantiated;                                                     | Yes      | Notice on cashless                     |

| S/N | Date Received | Nature of Complaint                                            | Channel   | Date Resolved | Action Taken                                                                                   | SLA Met? | Remarks                                                                        |
|-----|---------------|----------------------------------------------------------------|-----------|---------------|------------------------------------------------------------------------------------------------|----------|--------------------------------------------------------------------------------|
|     | 05            | cash payment for bid documents                                 |           | 15            | officer referred to Disciplinary Committee                                                     |          | payment posted at the Bureau                                                   |
| 17  | 2025-08-19    | Request for contract award information (open contracting data) | In person | 2025-08-26    | Contract award data provided                                                                   | Yes      | Open contracting data updated on website                                       |
| 18  | 2025-09-09    | Delay in issuance of Certificate of No Objection               | In person | 2025-09-19    | Outstanding documents obtained from procuring entity; certificate issued                       | Yes      | Contractor informed by email                                                   |
| 19  | 2025-09-22    | No feedback on submitted unsolicited PPP proposal              | Email     | 2025-10-02    | Acknowledgement issued with review timeline                                                    | Yes      | Unsolicited proposals register introduced                                      |
| 20  | 2025-10-07    | Delay in renewal of contractor registration                    | In person | 2025-10-16    | Renewal processed; certificate issued                                                          | Yes      | Applicant notified by SMS                                                      |
| 21  | 2025-10-14    | Bidder disputed disqualification at technical evaluation       | In person | 2025-11-04    | Independent review panel constituted; disqualification upheld; reasons communicated in writing | No       | Panel constitution delayed resolution ; complainant informed of further review |

| S/N | Date Received | Nature of Complaint                                       | Channel   | Date Resolved | Action Taken                                                                       | SLA Met? | Remarks                                           |
|-----|---------------|-----------------------------------------------------------|-----------|---------------|------------------------------------------------------------------------------------|----------|---------------------------------------------------|
|     |               |                                                           |           |               |                                                                                    |          | options                                           |
| 22  | 2025-10-28    | Alleged demand for gratification by registration officer  | Telephone | 2025-11-07    | Investigation conducted; insufficient evidence; registration desk officers rotated | Yes      | Anonymo us reporting option publicised            |
| 23  | 2025-11-05    | Request for a ministry's annual procurement plan          | Email     | 2025-11-13    | Procurement plan provided                                                          | Yes      | Procurem ent plans to be published on website     |
| 24  | 2025-11-18    | Delay in issuance of Certificate of No Objection          | In person | 2025-11-28    | Review expedited; certificate issued                                               | Yes      | Contracto r informed in writing                   |
| 25  | 2025-12-02    | Delay in registration of a new contractor before year-end | In person | 2025-12-12    | File expedited; registration certificate issued                                    | Yes      | Year-end workload managed                         |
| 26  | 2025-12-09    | Delay in renewal of contractor registration               | In person | 2025-12-18    | Renewal processed; certificate issued                                              | Yes      | Additional officer deployed to registratio n desk |

## 6. Performance Analysis and Lessons Learned

- **High SLA compliance:** 24 of 26 grievances (92.3%) were resolved within 10 working days, with an average resolution time of 7.8 working days, reflecting a functional and responsive GRM.
- **Common issues:** Delays in contractor registration (7) and in issuance of Certificates of No Objection (3) together accounted for 10 grievances (38.5%), pointing to the need for better file tracking and proactive status updates.

- **Causes of SLA breaches:** One late resolution arose from dependence on tax clearance verification by an external agency; the other arose from the time needed to constitute an independent review panel for a disputed bid evaluation.
- **Integrity of the bidding process:** All five complaints on bidding, evaluation and award were reviewed. Two led to corrective action (a tender addendum and a directive to issue bid notification letters); in the other three, the procuring entity's decision was upheld and written reasons were given.
- **Corruption prevention:** All three allegations of unofficial payment demands were investigated. Two were substantiated and resulted in disciplinary action (removal from the registration desk and referral to the Disciplinary Committee); one was closed for insufficient evidence, with desk officers rotated.
- **Demand for transparency:** Four requests for procurement information show strong public demand for contract award data, procurement plans and tender documents, which the Bureau has begun publishing on its website.
- **Digital uptake:** The In person received was the most-used channel.

## 7. Recommendations for 2026

1. **Introduce automated alerts:** Notify contractors and suppliers by SMS and email at each stage of registration, renewal and Certificate of No Objection processing.
2. **Formalise inter-agency verification timelines:** Agree service timelines, and electronic verification where possible, with the State revenue authority for tax clearance checks.
3. **Establish a standing review panel:** Constitute a standing panel for disputed bid evaluations so that complaints can be reviewed within the SLA.
4. **Strengthen proactive disclosure:** Publish contract awards, annual procurement plans and tender notices on the Bureau's website every quarter.
5. **Publish quarterly GRM reports:** Publish anonymised quarterly GRM summaries on the Bureau's website.
6. **Conduct GRM awareness campaigns:** Inform contractors, suppliers and investors how to file grievances through radio, social media, bid documents and notices at the Bureau.
7. **Sustain staff training:** Run periodic training on customer service, procurement procedures and the Bureau's anti-corruption policy.

## 8. Conclusion

The Sokoto State Bureau for Public Procurement and Public Private Partnership operated a functional Grievance Redress Mechanism throughout 2025 that meets and exceeds the requirements of DLI 5. With 92.3% of grievances resolved within the SLA and a 100% closure rate, the Bureau has shown accountability and responsiveness in handling complaints from contractors, suppliers, bidders, investors and the public.

By acting on the lessons and recommendations in this report, the Bureau will further strengthen transparency in public procurement and build trust between government and the business community in Sokoto State.

**Signed:**

Director General

Bureau for Public Procurement and Public Private Partnership, Sokoto State