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 27 grievances between January 1 and December 31, 2025, and resolved all 27. Of these, 25 grievances (92.6%) were resolved within the 10-working-day timeframe set in the Bureau's Service Level Agreement (SLA).

In summary:

- **25 grievances (92.6%)** were resolved within the SLA timeframe of 10 working days.
- **2 grievances (7.4%)** 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 7.2 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 in person at the Bureau's office (24) and by telephone (3). The online GRM portal and email channels were available throughout the year, but no grievances were received through them. 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	Online GRM portal; email (admin@bppppp.sk.gov.ng); telephone (+234 8035054661); in person at the Bureau's office, Block 6, Shehu Kangiwa Secretariat, Sokoto
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@bppppp.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 27 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)	8	8	0	0	100.0%
Q3 (Jul–Sep)	6	6	0	0	100.0%
Q4 (Oct–Dec)	7	6	1	0	85.7%
Total	**27**	**25**	**2**	**0**	**92.6%**

Target: At least 75% of grievances resolved within SLA — **Achieved (92.6%)**

Grievances by channel: In person 24 (88.9%); telephone 3 (11.1%); online GRM portal 0; email 0.

4. Nature of Complaints Received

Delays in contractor and supplier registration, renewal or category upgrade accounted for 8 of the 27 grievances (29.6%), the largest single category.

Nature of Complaint	Count	Percentage
Delay in contractor/supplier registration, renewal or category upgrade	8	29.6%
Complaints on bidding, evaluation and award processes	5	18.5%

Nature of Complaint	Count	Percentage
Requests for procurement information and documents	4	14.8%
Delay in issuance of Certificate of No Objection	3	11.1%
Alleged demand for unofficial payments	3	11.1%
E-procurement portal difficulties	2	7.4%
PPP enquiries and feedback on proposals	2	7.4%
Total	**27**	**100%**

5. GRM Log

The log records all 27 grievances in order of receipt; complainants' identities are withheld in line with the Nigeria Data Protection Act 2023. Resolution times are counted in working days (weekends excluded) from the date of receipt to the date of feedback.

S/N	Date Received	Nature of Complaint	Channel	Date Resolved	Action Taken	SLA Met?	Remarks
1	2025-01-21	Delay in renewal of contractor registration certificate	In person	2025-01-21	Documents verified; renewed registration certificate issued	Yes	Same day
2	2025-01-29	Bid rejected at bid opening without reasons communicated (works contract)	In person	2025-01-29	Bid opening records reviewed; written reasons provided to bidder	Yes	Same day
3	2025-02-05	Request for list of contracts awarded in Q4 2024	In person	2025-02-12	Contract award summary provided	Yes	5 working days
4	2025-02-18	Alleged demand for ₦50,000 “facilitation fee” to expedite contractor registration	In person	2025-02-28	Investigation opened; officer queried and removed from registration desk	Yes	8 working days
5	2025-03-04	Unable to upload registration documents on e-procurement portal	Telephone	2025-03-11	IT support provided; documents uploaded successfully	Yes	5 working days
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	15 working days; 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	8 working days
8	2025-04-14	Unsuccessful bidder not notified of evaluation outcome	In person	2025-04-25	Procuring entity directed to issue notification letter; bidder debriefed	Yes	9 working days
9	2025-05-06	Request for PPP project pipeline and expression-of-interest guidelines	In person	2025-05-13	PPP project list and EOI guidelines shared	Yes	5 working days
10	2025-05-15	Alleged favouritism in award of a supply contract	In person	2025-05-29	Procurement records reviewed; due process found to have been followed	Yes	10 working days
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	7 working days
12	2025-06-08	Delay in upgrade of contractor registration category	In person	2025-06-18	Category upgrade approved; revised certificate issued	Yes	8 working days

S/N	Date Received	Nature of Complaint	Channel	Date Resolved	Action Taken	SLA Met?	Remarks
13	2025-06-10	Repeated failure of password reset on e-procurement portal	In person	2025-06-17	User account reset; access restored	Yes	5 working days
14	2025-06-23	Request for bid documents for an advertised tender	In person	2025-06-30	Bid documents provided; tender notice link shared	Yes	5 working days
15	2025-07-08	Delay in upgrade of registration category	In person	2025-07-18	Category upgrade approved; revised certificate issued	Yes	8 working days
16	2025-07-21	Bid security requirement in tender document above prescribed limit	In person	2025-07-31	Tender document reviewed; addendum issued correcting requirement	Yes	8 working days
17	2025-08-05	Alleged demand for cash payment	In person	2025-08-15	Complaint investigated; feedback provided to complainant	Yes	8 working days
18	2025-08-19	Request for contract award documents	In person	2025-08-26	Contract award data provided	Yes	5 working days
19	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	8 working days
20	2025-09-22	No feedback on submitted PPP proposal	In person	2025-10-02	Acknowledgement issued with review timeline	Yes	8 working days
21	2025-10-07	Delay in review of registration	In person	2025-10-16	Renewal processed; certificate issued	Yes	7 working days
22	2025-10-14	Bidder disputed disqualification at technical evaluation	In person	2025-11-04	Independent review panel constituted; reasons communicated	No	15 working days; panel constitution delayed resolution
23	2025-10-28	Alleged demand for gratification	Telephone	2025-11-07	Investigation conducted; feedback provided to complainant	Yes	8 working days
24	2025-11-05	Request for an annual procurement plan	In person	2025-11-13	Procurement plan provided	Yes	6 working days
25	2025-11-18	Delay in issuance of Certificate of No Objection	In person	2025-11-28	Review expedited; certificate issued	Yes	8 working days
26	2025-12-02	Delay in registration of new contractors	In person	2025-12-12	File expedited; registration certificate issued	Yes	8 working days
27	2025-12-09	Delay in renewal of registration	Telephone	2025-12-18	Renewal processed; certificate issued	Yes	7 working days

6. Performance Analysis and Lessons Learned

- **High SLA compliance:** 25 of 27 grievances (92.6%) were resolved within 10 working days, with an average resolution time of 7.2 working days, reflecting a functional and responsive GRM.
- **Common issues:** Delays in contractor registration, renewal or category upgrade (8) and in issuance of Certificates of No Objection (3) together accounted for 11 grievances (40.7%), 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 a bid notification letter); in the other three, records were reviewed and written reasons or findings were communicated to the complainants.
- **Corruption prevention:** All three allegations of unofficial payment demands were investigated and feedback was given to the complainants. In one case, the officer was queried and removed from the registration desk.
- **Demand for transparency:** Five requests for information (four for procurement documents and one for the PPP project pipeline) show strong public demand for contract award data, procurement plans, tender documents and PPP information.
- **Channel use:** In-person visits were the most-used channel (24 of 27), followed by telephone (3). No grievance came through the online GRM portal or email, which shows that awareness of these channels needs to be strengthened.

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, including through the online GRM portal and email, using radio, social media, bid documents and notices at the Bureau.

7. **Digitise the complaints register:** Record all grievances, including those received in person and by telephone, in the online GRM portal so that SLA performance is tracked automatically in working days.
8. **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 92.6% 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