



SERVICE LEVEL AGREEMENT (SLA) FOR HANDLING COMPLAINTS ON THE GRIEVANCE REDRESS MECHANISM (GRM) IN TARABA STATE

Preamble

This Service Level Agreement (SLA) outlines the commitment of Taraba State Government to efficiently and effectively handle complaints lodged through its Grievance Redress Mechanism (GRM). This SLA aims to ensure transparency, accountability, and timely resolution of grievances from citizens and businesses within the state.

1. Purpose and Scope

1.1 Purpose: To establish clear guidelines, procedures, and timelines for the management and resolution of complaints received via the Taraba State GRM.

1.2 Scope: This SLA applies to all Ministries, Departments, and Agencies (MDAs) of the Taraba State Government involved in the provision of public services and the redress of grievances. It covers all complaints lodged through the official GRM channels.

2. Definitions

2.1 GRM: Grievance Redress Mechanism – the official system established by Taraba State for citizens and businesses to submit complaints.

2.2 Complaint: A formal expression of dissatisfaction or concern regarding a public service, action, or inaction of an MDA within Taraba State.

2.3 Complainant: The individual or entity lodging a complaint.

2.4 Resolution: The satisfactory conclusion of a complaint, which may involve corrective action, explanation, or apology.

3. Complaint Submission Channels

Complaints can be submitted through the following official channels:

- Online Portal: <https://tarabastategov.online/upload>
- Dedicated Phone Line: 08122288828]
- Physical Desks: Designated GRM desks at relevant MDAs.



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- Email:

4. Complaint Handling Procedure

4.1 Acknowledgment of Complaint: All complaints received will be acknowledged within 24 hours of submission.

4.2 Complaint Registration: Each complaint will be assigned a unique tracking number for monitoring purposes.

4.3 Initial Assessment: Complaints will be assessed for validity and assigned to the relevant MDA within 48 hours.

4.4 Investigation: The assigned MDA will conduct a thorough investigation of the complaint. The timeframe for investigation will depend on the complexity of the complaint, but generally, it should be completed within 7 working days.

4.5 Communication with Complainant: The Complainant will be kept informed of the progress of their complaint at every significant stage (e.g., assignment, investigation update, resolution).

4.6 Resolution and Response: A final resolution and response will be provided to the Complainant within 14 working days from the date of initial acknowledgment, unless the complaint requires extensive investigation, in which case the Complainant will be informed of the extended timeline.

4.7 Escalation: If a complainant is dissatisfied with the initial resolution, they may escalate their complaint to a higher authority within the GRM framework. The escalation process and contact details will be clearly communicated.

5. Service Delivery Timelines

- **Complaint Acknowledgment:** Within 24 hours
- **Complaint Registration:** Within 24 hours
- **Initial Assessment & Assignment:** Within 48 hours
- **Investigation:** Within 7 working days (for standard complaints)



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- **Resolution & Final Response:** Within 14 working days (for standard complaints)
- **Escalation Review:** Within 7 working days of escalation

6. Roles and Responsibilities

6.1 Taraba State GRM Office: Overall coordination, monitoring, and oversight of the GRM process.

6.2 MDAs: Responsible for investigating and resolving complaints related to their services.

6.3 Complainant: To provide accurate and complete information and cooperate with the investigation process.

7. Monitoring and Reporting

The Taraba State GRM Office will regularly monitor the performance of MDAs in handling complaints. Quarterly reports will be published detailing the number of complaints received, resolved, outstanding, and the average resolution time.

8. Review and Amendment

This SLA will be reviewed annually to ensure its effectiveness and relevance. Any amendments will be communicated to all stakeholders.

9. Contact Information

For further information or assistance regarding the Taraba State GRM, please contact:

- Taraba State GRM Office located at SABER SECRETARIAT, Ministry of Finance, Budget and Economic Planning, Jalingo
- General Enquiries: Tel: 08122288828