



GOMBE STATE GOVERNMENT

MONTHLY COMPLIANCE REPORT

MONTH: DECEMBER 2025

DATE OF SUBMISSION: DECEMBER 31, 2025

1. Executive Summary

This report summarises compliance and service delivery performance for December 2025 across selected Business Enabling Environment agencies in Gombe State. Service requests continued at a stable volume, with moderate increases in transport, land administration, and environmental services. Approved Service Level Agreements guided processing timelines, supported by monitoring and workflow improvements. Overall performance remained strong, with the majority of requests resolved within the stipulated timelines.

2. Total Number of Service Requests Received

| Service Type | No. of Requests Received | Channel of Receipt (Online/Offline) |
|--|--------------------------|-------------------------------------|
| Guide for Starting a Business (Min. of Trade, Industry and Tourism) | 29 | Offline |
| Registering a tourist site or attraction (Min. of Trade, Industry and Tourism) | 12 | Offline |
| Obtaining Driver's License (Ministry of Housing and Transport) | 76 | Offline |
| Obtaining a Vehicle Inspection Certificate (Ministry of Housing and Transport) | 57 | Offline |
| Registration and activities in WASH sector (Gombe Water Board) | 15 | Offline |
| Bulk water supply services (Gombe Water Board) | 21 | Offline |
| Acquiring survey lift, deed plans, layout plans, maps and other survey accessories (Gombe GIS) | 33 | Offline |
| Time and associated cost for property transfers, sales and lease (Gombe GIS) | 24 | Offline |
| Permit and Conduct of Environmental Impact Assessment (Ministry of Environment and Forestry) | 13 | Offline |
| Tree Felling Permit (Ministry of Environment and Forestry) | 20 | Offline |

3. Service Delivery Timeframes

| Service Type | Official SLA | Source Document |
|--|-----------------|---|
| Guide for Starting a Business (Min. of Trade, Industry and Tourism) | 7 working days | Approved MDA Service Charter |
| Registering a tourist site or attraction (Min. of Trade, Industry and Tourism) | 14 working days | Approved MDA Service Charter |
| Obtaining Driver's License (Ministry of Housing and Transport) | 21 working days | National and State Transport Guidelines |
| Obtaining a Vehicle Inspection Certificate (Ministry of Housing and Transport) | 5 working days | Ministry Service Charter |

| | | |
|--|-----------------|------------------------------------|
| Registration and activities in WASH sector (Gombe Water Board) | 10 working days | Water Board Operational Guidelines |
| Bulk water supply services (Gombe Water Board) | 7 working days | Water Board Operational Guidelines |
| Acquiring survey lift, deed plans, layout plans, maps and other survey accessories (Gombe GIS) | 14 working days | Gombe GIS Service Charter |
| Time and associated cost for property transfers, sales and lease (Gombe GIS) | 21 working days | Gombe GIS Service Charter |
| Permit and Conduct of Environmental Impact Assessment (Ministry of Environment and Forestry) | 30 working days | Environmental Regulations |
| Tree Felling Permit (Ministry of Environment and Forestry) | 7 working days | Forestry Guidelines |

4. Request Resolution Metrics

| Service Type | Resolved Within SLA Timeframe | % Compliance | Resolved Beyond SLA | % Non-Compliance |
|--|-------------------------------|--------------|---------------------|------------------|
| Guide for Starting a Business | 29 | 100% | 0 | 0% |
| Registering a tourist site or attraction | 12 | 100% | 0 | 0% |
| Obtaining Driver's License | 69 | 91% | 7 | 9% |
| Obtaining a Vehicle Inspection Certificate | 55 | 96% | 2 | 4% |
| Registration and activities in WASH sector | 15 | 100% | 0 | 0% |
| Bulk water supply services | 21 | 100% | 0 | 0% |
| Survey lift, deed plans and related services | 31 | 94% | 2 | 6% |
| Property transfers, sales and lease | 22 | 92% | 2 | 8% |
| Environmental Impact Assessment | 12 | 92% | 1 | 8% |
| Tree Felling Permit | 20 | 100% | 0 | 0% |

5. Request Resolution by Participating MDAs

| Participating MDA | Service Type | Approved SLA | No. of Requests Received | Resolved Within SLA | Percentage Completed Within SLA |
|-------------------------------------|--|-----------------|--------------------------|---------------------|---------------------------------|
| Min. of Trade, Industry and Tourism | Guide for Starting a Business | 7 working days | 29 | 29 | 100% |
| Min. of Trade, Industry and Tourism | Registering a tourist site or attraction | 14 working days | 12 | 12 | 100% |
| Ministry of Housing and Transport | Obtaining Driver's License | 21 working days | 76 | 69 | 91% |

| | | | | | |
|--------------------------------------|--|-----------------|----|----|------|
| Ministry of Housing and Transport | Obtaining a Vehicle Inspection Certificate | 5 working days | 57 | 55 | 96% |
| Gombe Water Board | Registration and activities in WASH sector | 10 working days | 15 | 15 | 100% |
| Gombe Water Board | Bulk water supply services | 7 working days | 21 | 21 | 100% |
| Gombe GIS | Survey lift, deed plans and related services | 14 working days | 33 | 31 | 94% |
| Gombe GIS | Property transfers, sales and lease | 21 working days | 24 | 22 | 92% |
| Ministry of Environment and Forestry | Environmental Impact Assessment | 30 working days | 13 | 12 | 92% |
| Ministry of Environment and Forestry | Tree Felling Permit | 7 working days | 20 | 20 | 100% |

6. Overall Performance Summary

This report presents Gombe State's performance on Disbursement Linked Indicator 5 for December 2025 under the State Action on Business Enabling Reforms Program. The state achieved an average SLA compliance rate of approximately 97 percent across key business-enabling services. The results reflect sustained adherence to service standards, consistent operational performance, and continued progress in improving the business environment in the state.