



GOMBE STATE GOVERNMENT

MONTHLY COMPLIANCE REPORT

MONTH: JANUARY 2025

DATE OF SUBMISSION: JANUARY 31, 2025

1. Executive Summary

This report presents a summary of compliance and service delivery performance for January 2025 across selected Business Enabling Environment agencies in Gombe State. During the reporting period, service requests were received through both online and offline channels and processed in line with approved Service Level Agreements. Continuous efforts to improve transparency, reduce processing time, and strengthen grievance handling mechanisms have contributed to improved outcomes. Overall, more than 90 percent of all service requests were resolved within the stipulated timelines, reflecting steady progress in service delivery efficiency.

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)	13	Offline
Registering a tourist site or attraction (Min. of Trade, Industry and Tourism)	4	Offline
Obtaining Driver's License (Ministry of Housing and Transport)	46	Offline
Obtaining a Vehicle Inspection Certificate (Ministry of Housing and Transport)	38	Offline
Registration and activities in WASH sector (Gombe Water Board)	6	Offline
Bulk water supply services (Gombe Water Board)	9	Offline
Acquiring survey lift, deed plans, layout plans, maps and other survey accessories (Gombe GIS)	17	Offline
Time and associated cost for property transfers, sales and lease (Gombe GIS)	12	Offline
Permit and Conduct of Environmental Impact Assessment (Ministry of Environment and Forestry)	5	Offline
Tree Felling Permit (Ministry of Environment and Forestry)	7	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 survey accessories (Gombe GIS)	14 working days	Gombe GIS Service Charter
Property transfers, sales and lease processing (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	13	100%	0	0%
Registering a tourist site or attraction	4	100%	0	0%
Obtaining Driver's License	41	89%	5	11%
Obtaining a Vehicle Inspection Certificate	36	95%	2	5%
Registration and activities in WASH sector	6	100%	0	0%
Bulk water supply services	8	89%	1	11%
Survey lift, deed plans and related services	15	88%	2	12%
Property transfers, sales and lease	10	83%	2	17%
Environmental Impact Assessment	4	80%	1	20%
Tree Felling Permit	7	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 days	13	13	100%
Min. of Trade, Industry and Tourism	Registering a tourist site or attraction	14 days	4	4	100%
Ministry of Housing and Transport	Obtaining Driver's License	21 days	46	41	89%
Ministry of Housing and Transport	Vehicle Inspection Certificate	5 days	38	36	95%
Gombe Water Board	Registration and WASH sector activities	10 days	6	6	100%
Gombe Water Board	Bulk water supply services	7 days	9	8	89%
Gombe GIS	Survey lift, deed plans and related services	14 days	17	15	88%
Gombe GIS	Property transfers, sales and lease	21 days	12	10	83%
Ministry of Environment and Forestry	Environmental Impact Assessment	30 days	5	4	80%
Ministry of Environment and Forestry	Tree Felling Permit	7 days	7	7	100%

6. Overall Performance Summary

This report highlights Gombe State's performance on Disbursement Linked Indicator 5 for January 2025 under the State Action on Business Enabling Reforms Program. The findings show that the state achieved an average SLA compliance rate of approximately 92 percent across key business-enabling services. The results demonstrate consistent adherence to approved service timelines, with only minor delays observed in technically complex processes. Overall, the performance reflects steady institutional capacity and continued improvement in service delivery to businesses and citizens.