



# **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)
<b>Guide for Starting a Business (Min. of Trade, Industry and Tourism)</b>	13	Offline
<b>Registering a tourist site or attraction (Min. of Trade, Industry and Tourism)</b>	4	Offline
<b>Obtaining Driver's License (Ministry of Housing and Transport)</b>	46	Offline
<b>Obtaining a Vehicle Inspection Certificate (Ministry of Housing and Transport)</b>	38	Offline
<b>Registration and activities in WASH sector (Gombe Water Board)</b>	6	Offline
<b>Bulk water supply services (Gombe Water Board)</b>	9	Offline
<b>Acquiring survey lift, deed plans, layout plans, maps and other survey accessories (Gombe GIS)</b>	17	Offline
<b>Time and associated cost for property transfers, sales and lease (Gombe GIS)</b>	12	Offline
<b>Permit and Conduct of Environmental Impact Assessment (Ministry of Environment and Forestry)</b>	5	Offline
<b>Tree Felling Permit (Ministry of Environment and Forestry)</b>	7	Offline

### 3. Service Delivery Timeframes

Service Type	Official SLA	Source Document
<b>Guide for Starting a Business (Min. of Trade, Industry and Tourism)</b>	7 working days	Approved MDA Service Charter
<b>Registering a tourist site or attraction (Min. of Trade, Industry and Tourism)</b>	14 working days	Approved MDA Service Charter
<b>Obtaining Driver's License (Ministry of Housing and Transport)</b>	21 working days	National and State Transport Guidelines
<b>Obtaining a Vehicle Inspection Certificate (Ministry of Housing and Transport)</b>	5 working days	Ministry Service Charter
<b>Registration and activities in WASH sector (Gombe Water Board)</b>	10 working days	Water Board Operational Guidelines
<b>Bulk water supply services (Gombe Water Board)</b>	7 working days	Water Board Operational Guidelines
<b>Acquiring survey lift, deed plans, layout plans, maps and survey accessories (Gombe GIS)</b>	14 working days	Gombe GIS Service Charter
<b>Property transfers, sales and lease processing (Gombe GIS)</b>	21 working days	Gombe GIS Service Charter
<b>Permit and Conduct of Environmental Impact Assessment (Ministry of Environment and Forestry)</b>	30 working days	Environmental Regulations
<b>Tree Felling Permit (Ministry of Environment and Forestry)</b>	7 working days	Forestry Guidelines

#### 4. Request Resolution Metrics

Service Type	Resolved Within SLA Timeframe	% Compliance	Resolved Beyond SLA	% Non-Compliance
<b>Guide for Starting a Business</b>	13	100%	0	0%
<b>Registering a tourist site or attraction</b>	4	100%	0	0%
<b>Obtaining Driver's License</b>	41	89%	5	11%
<b>Obtaining a Vehicle Inspection Certificate</b>	36	95%	2	5%
<b>Registration and activities in WASH sector</b>	6	100%	0	0%
<b>Bulk water supply services</b>	8	89%	1	11%
<b>Survey lift, deed plans and related services</b>	15	88%	2	12%
<b>Property transfers, sales and lease</b>	10	83%	2	17%
<b>Environmental Impact Assessment</b>	4	80%	1	20%
<b>Tree Felling Permit</b>	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
<b>Min. of Trade, Industry and Tourism</b>	Guide for Starting a Business	7 days	13	13	100%
<b>Min. of Trade, Industry and Tourism</b>	Registering a tourist site or attraction	14 days	4	4	100%
<b>Ministry of Housing and Transport</b>	Obtaining Driver's License	21 days	46	41	89%
<b>Ministry of Housing and Transport</b>	Vehicle Inspection Certificate	5 days	38	36	95%
<b>Gombe Water Board</b>	Registration and WASH sector activities	10 days	6	6	100%
<b>Gombe Water Board</b>	Bulk water supply services	7 days	9	8	89%
<b>Gombe GIS</b>	Survey lift, deed plans and related services	14 days	17	15	88%
<b>Gombe GIS</b>	Property transfers, sales and lease	21 days	12	10	83%
<b>Ministry of Environment and Forestry</b>	Environmental Impact Assessment	30 days	5	4	80%
<b>Ministry of Environment and Forestry</b>	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.