GOMBE STATE GOVERNMENT

MONTHLY COMPLIANCE REPORT

MONTH: JANUARY 2026

DATE OF SUBMISSION: JANUARY 31, 2026

1. Executive Summary

This report presents a summary of compliance and service delivery performance for January 2026 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)
Ministry of Trade, Industry and Tourism		
Guide for Starting a Business	13	Offline
Registering a tourist site or attraction	4	Offline
Ministry of Housing and Transport		
Obtaining Driver's License	41	Offline
Obtaining a Vehicle Inspection Certificate	33	Offline
Gombe State Water Board		
Registration and activities in WASH sector	6	Offline
Bulk water supply services	9	Offline
Gombe Geographic Information Systems (GOGIS)		
Acquiring survey lift, deed plans, layout plans, maps and other survey accessories	17	Offline
Time and associated cost for property transfers, sales and lease	12	Offline
Ministry of Environment and Forestry		
Permit and Conduct of Environmental Impact Assessment	5	Offline
Tree Felling Permit	7	Offline

3. Service Delivery Timeframes

Service Type	Official SLA	Source Document
Ministry of Trade, Industry and Tourism		
Guide for Starting a Business	7 working days	Approved MDA Service Charter

Service Type	Official SLA	Source Document
Registering a tourist site or attraction	14 working days	Approved MDA Service Charter
Ministry of Housing and Transport		
Obtaining Driver's License	21 working days	National and State Transport Guidelines
Obtaining a Vehicle Inspection Certificate	5 working days	Ministry Service Charter
Gombe State Water Board		
Registration and activities in WASH sector	10 working days	Water Board Operational Guidelines
Bulk water supply services	7 working days	Water Board Operational Guidelines
Gombe Geographic Information Systems (GOGIS)		
Acquiring survey lift, deed plans, layout plans, maps and other survey accessories	14 working days	Gombe GIS Service Charter
Time and associated cost for property transfers, sales and lease	21 working days	Gombe GIS Service Charter
Ministry of Environment and Forestry		
Permit and Conduct of Environmental Impact Assessment	30 working days	Environmental Regulations
Tree Felling Permit	7 working days	Forestry Guidelines

4. Request Resolution Metrics

Service Type	Resolved Within SLA Timeframe	% Compliance	Resolved Beyond SLA	% Non-Compliance
Ministry of Trade, Industry and Tourism				
Guide for Starting a Business	13	100%	0	0%
Registering a tourist site or attraction	4	100%	0	0%
Ministry of Housing and Transport				
Obtaining Driver's License	36	88%	5	12%
Obtaining a Vehicle Inspection Certificate	31	94%	2	6%
Gombe State Water Board				
Registration and activities in WASH sector	6	100%	0	0%
Bulk water supply services	8	89%	1	11%
Gombe Geographic Information Systems (GOGIS)				
Survey lift, deed plans and related services	15	88%	2	12%
Property transfers, sales and lease	10	83%	2	17%
Ministry of Environment and Forestry				
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	% Completed Within SLA
Ministry of Trade, Industry and Tourism	Guide for Starting a Business	7 working days	13	13	100%
	Registering a tourist site or attraction	14 working days	4	4	100%
Ministry of Housing and Transport	Obtaining Driver's License	21 working days	41	36	88%
	Obtaining a Vehicle Inspection Certificate	5 working days	33	31	94%
Gombe State Water Board	Registration and activities in WASH sector	10 working days	6	6	100%
	Bulk water supply services	7 working days	9	8	89%
Gombe Geographic Information Systems (GOGIS)	Survey lift, deed plans and related services	14 working days	17	15	88%
	Property transfers, sales and lease	21 working days	12	10	83%
Ministry of Environment and Forestry	Environmental Impact Assessment	30 working days	5	4	80%
	Tree Felling Permit	7 working days	7	7	100%

6. Overall Performance Summary

This report highlights Gombe State's performance on Disbursement Linked Indicator 5 for January 2026 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.