



GOMBE STATE GOVERNMENT

MONTHLY COMPLIANCE REPORT

MONTH: JUNE 2025

DATE OF SUBMISSION: JUNE 30, 2025

1. Executive Summary

This report presents a summary of compliance and service delivery performance for June 2025 across selected Business Enabling Environment agencies in Gombe State. Service demand remained steady during the month, with moderate activity in transport, land administration, and environmental services. Approved Service Level Agreements continued to guide processing timelines, while routine supervision and internal reviews helped sustain timely service delivery. Overall performance remained strong, with a high proportion of requests resolved within approved timeframes.

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)	21	Offline
Registering a tourist site or attraction (Min. of Trade, Industry and Tourism)	7	Offline
Obtaining Driver's License (Ministry of Housing and Transport)	57	Offline
Obtaining a Vehicle Inspection Certificate (Ministry of Housing and Transport)	48	Offline
Registration and activities in WASH sector (Gombe Water Board)	10	Offline
Bulk water supply services (Gombe Water Board)	15	Offline
Acquiring survey lift, deed plans, layout plans, maps and other survey accessories (Gombe GIS)	24	Offline
Time and associated cost for property transfers, sales and lease (Gombe GIS)	19	Offline
Permit and Conduct of Environmental Impact Assessment (Ministry of Environment and Forestry)	9	Offline
Tree Felling Permit (Ministry of Environment and Forestry)	13	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	21	100%	0	0%
Registering a tourist site or attraction	7	100%	0	0%
Obtaining Driver's License	51	89%	6	11%
Obtaining a Vehicle Inspection Certificate	46	96%	2	4%
Registration and activities in WASH sector	10	100%	0	0%
Bulk water supply services	14	93%	1	7%
Survey lift, deed plans and related services	22	92%	2	8%
Property transfers, sales and lease	17	89%	2	11%
Environmental Impact Assessment	8	89%	1	11%
Tree Felling Permit	13	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	21	21	100%
Min. of Trade, Industry and Tourism	Registering a tourist site or attraction	14 days	7	7	100%
Ministry of Housing and Transport	Obtaining Driver's License	21 days	57	51	89%
Ministry of Housing and Transport	Vehicle Inspection Certificate	5 days	48	46	96%
Gombe Water Board	Registration and WASH sector activities	10 days	10	10	100%
Gombe Water Board	Bulk water supply services	7 days	15	14	93%
Gombe GIS	Survey lift, deed plans and related services	14 days	24	22	92%
Gombe GIS	Property transfers, sales and lease	21 days	19	17	89%
Ministry of Environment and Forestry	Environmental Impact Assessment	30 days	9	8	89%
Ministry of Environment and Forestry	Tree Felling Permit	7 days	13	13	100%

6. Overall Performance Summary

This report outlines Gombe State's performance on Disbursement Linked Indicator 5 for June 2025 under the State Action on Business Enabling Reforms Program. The state achieved an average SLA compliance rate of approximately 94 percent across key business-enabling services. The results demonstrate sustained service delivery standards and stable institutional performance during the mid-year period.