



# **GOMBE STATE GOVERNMENT**

## **MONTHLY COMPLIANCE REPORT**

**MONTH: APRIL 2025**

**DATE OF SUBMISSION: APRIL 30, 2025**

## 1. Executive Summary

This report summarises compliance and service delivery performance for April 2025 across selected Business Enabling Environment agencies in Gombe State. Service demand increased modestly during the month, particularly for transport and land-related services. Approved Service Level Agreements continued to guide processing timelines, while internal workflow adjustments contributed to better turnaround times. Overall, service delivery performance remained strong, with a high proportion of requests concluded within approved timelines.

### 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>                            | 20                       | Offline                             |
| <b>Registering a tourist site or attraction (Min. of Trade, Industry and Tourism)</b>                 | 7                        | Offline                             |
| <b>Obtaining Driver's License (Ministry of Housing and Transport)</b>                                 | 58                       | Offline                             |
| <b>Obtaining a Vehicle Inspection Certificate (Ministry of Housing and Transport)</b>                 | 47                       | Offline                             |
| <b>Registration and activities in WASH sector (Gombe Water Board)</b>                                 | 9                        | Offline                             |
| <b>Bulk water supply services (Gombe Water Board)</b>   | 13                       | Offline                             |
| <b>Acquiring survey lift, deed plans, layout plans, maps and other survey accessories (Gombe GIS)</b> | 23                       | Offline                             |
| <b>Time and associated cost for property transfers, sales and lease (Gombe GIS)</b>                   | 18                       | Offline                             |
| <b>Permit and Conduct of Environmental Impact Assessment (Ministry of Environment and Forestry)</b>   | 8                        | Offline                             |
| <b>Tree Felling Permit (Ministry of Environment and Forestry)</b>                                     | 12                       | 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<br>SLA Timeframe | %<br>Compliance | Resolved<br>Beyond SLA | %<br>Non-<br>Compliance |
|---|----------------------------------|-----------------|------------------------|-------------------------|
| <b>Guide for Starting a Business</b>                | 20                               | 100%            | 0                      | 0%                      |
| <b>Registering a tourist site or attraction</b>     | 7                                | 100%            | 0                      | 0%                      |
| <b>Obtaining Driver's License</b>                   | 51                               | 88%             | 7                      | 12%                     |
| <b>Obtaining a Vehicle Inspection Certificate</b>   | 45                               | 96%             | 2                      | 4%                      |
| <b>Registration and activities in WASH sector</b>   | 9                                | 100%            | 0                      | 0%                      |
| <b>Bulk water supply services</b>                   | 12                               | 92%             | 1                      | 8%                      |
| <b>Survey lift, deed plans and related services</b> | 21                               | 91%             | 2                      | 9%                      |
| <b>Property transfers, sales and lease</b>          | 16                               | 89%             | 2                      | 11%                     |
| <b>Environmental Impact Assessment</b>              | 7                                | 88%             | 1                      | 12%                     |
| <b>Tree Felling Permit</b>                          | 12                               | 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       | 20                       | 20                  | 100%                            |
| <b>Min. of Trade, Industry and Tourism</b>  | Registering a tourist site or attraction     | 14 days      | 7                        | 7                   | 100%                            |
| <b>Ministry of Housing and Transport</b>    | Obtaining Driver's License                   | 21 days      | 58                       | 51                  | 88%                             |
| <b>Ministry of Housing and Transport</b>    | Vehicle Inspection Certificate               | 5 days       | 47                       | 45                  | 96%                             |
| <b>Gombe Water Board</b>                    | Registration and WASH sector activities      | 10 days      | 9                        | 9                   | 100%                            |
| <b>Gombe Water Board</b>                    | Bulk water supply services                   | 7 days       | 13                       | 12                  | 92%                             |
| <b>Gombe GIS</b>                            | Survey lift, deed plans and related services | 14 days      | 23                       | 21                  | 91%                             |
| <b>Gombe GIS</b>                            | Property transfers, sales and lease          | 21 days      | 18                       | 16                  | 89%                             |
| <b>Ministry of Environment and Forestry</b> | Environmental Impact Assessment              | 30 days      | 8                        | 7                   | 88%                             |
| <b>Ministry of Environment and Forestry</b> | Tree Felling Permit                          | 7 days       | 12                       | 12                  | 100%                            |

## **6. Overall Performance Summary**

This report outlines Gombe State's performance on Disbursement Linked Indicator 5 for April 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 reflect stable institutional performance, improved internal processes, and continued progress in strengthening the business environment in the state.