



GOMBE STATE GOVERNMENT

MONTHLY COMPLIANCE REPORT

MONTH: MAY 2025

DATE OF SUBMISSION: MAY 31, 2025

1. Executive Summary

This report presents a summary of compliance and service delivery performance for May 2025 across selected Business Enabling Environment agencies in Gombe State. Service demand remained stable during the month, with continued growth in transport, land administration, and environmental permitting services. Adherence to approved Service Level Agreements was sustained through improved internal coordination and routine monitoring. Overall, service delivery outcomes remained strong, with most requests concluded within the approved timelines.

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)	22	Offline
Registering a tourist site or attraction (Min. of Trade, Industry and Tourism)	8	Offline
Obtaining Driver's License (Ministry of Housing and Transport)	60	Offline
Obtaining a Vehicle Inspection Certificate (Ministry of Housing and Transport)	49	Offline
Registration and activities in WASH sector (Gombe Water Board)	10	Offline
Bulk water supply services (Gombe Water Board)	14	Offline
Acquiring survey lift, deed plans, layout plans, maps and other survey accessories (Gombe GIS)	25	Offline
Time and associated cost for property transfers, sales and lease (Gombe GIS)	20	Offline
Permit and Conduct of Environmental Impact Assessment (Ministry of Environment and Forestry)	9	Offline
Tree Felling Permit (Ministry of Environment and Forestry)	14	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	22	100%	0	0%
Registering a tourist site or attraction	8	100%	0	0%
Obtaining Driver's License	54	90%	6	10%
Obtaining a Vehicle Inspection Certificate	47	96%	2	4%
Registration and activities in WASH sector	10	100%	0	0%
Bulk water supply services	13	93%	1	7%
Survey lift, deed plans and related services	23	92%	2	8%
Property transfers, sales and lease	18	90%	2	10%
Environmental Impact Assessment	8	89%	1	11%
Tree Felling Permit	14	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	22	22	100%
Min. of Trade, Industry and Tourism	Registering a tourist site or attraction	14 days	8	8	100%
Ministry of Housing and Transport	Obtaining Driver's License	21 days	60	54	90%
Ministry of Housing and Transport	Vehicle Inspection Certificate	5 days	49	47	96%
Gombe Water Board	Registration and WASH sector activities	10 days	10	10	100%
Gombe Water Board	Bulk water supply services	7 days	14	13	93%
Gombe GIS	Survey lift, deed plans and related services	14 days	25	23	92%
Gombe GIS	Property transfers, sales and lease	21 days	20	18	90%
Ministry of Environment and Forestry	Environmental Impact Assessment	30 days	9	8	89%
Ministry of Environment and Forestry	Tree Felling Permit	7 days	14	14	100%

6. Overall Performance Summary

This report presents Gombe State's performance on Disbursement Linked Indicator 5 for May 2025 under the State Action on Business Enabling Reforms Program. The state recorded an average SLA compliance rate of approximately 95 percent across key business-enabling services. The results reflect consistent adherence to service standards, gradual improvements in turnaround time, and sustained progress in improving the business environment in Gombe State.