



GOMBE STATE GOVERNMENT

MONTHLY COMPLIANCE REPORT

MONTH: SEPTEMBER 2025

DATE OF SUBMISSION: SEPTEMBER 30, 2025

1. Executive Summary

This report summarises compliance and service delivery performance for September 2025 across selected Business Enabling Environment agencies in Gombe State. Service demand remained steady, with moderate increases in transport, land administration, and environmental services. Service Level Agreements continued to guide processing timelines, while routine monitoring and internal workflow improvements supported timely service delivery. Overall performance remained strong, with the majority of requests resolved within 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)	25	Offline
Registering a tourist site or attraction (Min. of Trade, Industry and Tourism)	9	Offline
Obtaining Driver's License (Ministry of Housing and Transport)	67	Offline
Obtaining a Vehicle Inspection Certificate (Ministry of Housing and Transport)	55	Offline
Registration and activities in WASH sector (Gombe Water Board)	13	Offline
Bulk water supply services (Gombe Water Board)	18	Offline
Acquiring survey lift, deed plans, layout plans, maps and other survey accessories (Gombe GIS)	29	Offline
Time and associated cost for property transfers, sales and lease (Gombe GIS)	23	Offline
Permit and Conduct of Environmental Impact Assessment (Ministry of Environment and Forestry)	11	Offline
Tree Felling Permit (Ministry of Environment and Forestry)	17	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	25	100%	0	0%
Registering a tourist site or attraction	9	100%	0	0%
Obtaining Driver's License	60	90%	7	10%
Obtaining a Vehicle Inspection Certificate	53	96%	2	4%
Registration and activities in WASH sector	13	100%	0	0%
Bulk water supply services	17	94%	1	6%
Survey lift, deed plans and related services	27	93%	2	7%
Property transfers, sales and lease	21	91%	2	9%
Environmental Impact Assessment	10	91%	1	9%
Tree Felling Permit	17	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	25	25	100%
Min. of Trade, Industry and Tourism	Registering a tourist site or attraction	14 days	9	9	100%
Ministry of Housing and Transport	Obtaining Driver's License	21 days	67	60	90%
Ministry of Housing and Transport	Vehicle Inspection Certificate	5 days	55	53	96%
Gombe Water Board	Registration and WASH sector activities	10 days	13	13	100%
Gombe Water Board	Bulk water supply services	7 days	18	17	94%
Gombe GIS	Survey lift, deed plans and related services	14 days	29	27	93%
Gombe GIS	Property transfers, sales and lease	21 days	23	21	91%
Ministry of Environment and Forestry	Environmental Impact Assessment	30 days	11	10	91%
Ministry of Environment and Forestry	Tree Felling Permit	7 days	17	17	100%

6. Overall Performance Summary

This report outlines Gombe State's performance on Disbursement Linked Indicator 5 for September 2025 under the State Action on Business Enabling Reforms Program. The state achieved an average SLA compliance rate of approximately 95 percent across key business-enabling services. The results demonstrate stable operational performance and continued adherence to approved service standards despite slight increases in service demand.