



MONTHLY COMPLIANCE REPORT

August, 2025

DATE OF SUBMISSION: 31ST August 2025

1. Executive Summary

This provides an overview of the monthly compliance statistics of five key Business Enabling Entities in Kwara State for August 2025. Service applications were processed in accordance with the processes and procedures of each Ministry, Department, and Agency for the implementation of their business processes, Grievance Redress Mechanisms, and Service Level Agreements. Emphasis was given to transparency and accountability to strengthen service delivery. One hundred percent (100%) of grievances received were resolved within the prescribed GRM timelines.

2. Total Number of Service Requests Received

Service Area	No. of Requests Received	Channel of Receipt (Online/Offline)
Drivers' Licenses Application (Ministry of Transport)	13	Offline
Survey Lifting Requests (Ministry of Lands, Survey & Physical planning)	4	Offline
Water Connection Requests (Water & Sewerage Corporation)	8	Offline
Signage Permit Applications (Kwara state Signage and Advertisement Agency)	2	Offline
Starting a Business (Ministry of Trade, Commerce and Investment)	3	Offline

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3. Service Delivery Timeframes

Service Type	Official SLA	Source Document
Drivers' Licenses Application	1 month	Official file
Survey Lifting Requests	7 days	Official file
New Water Connection	30 Days	Official file
Signage Permit Approval	30 days	Official file
Starting a Business	26 days	Official file

4. Request Resolution Metrics

Service Type	Resolved Within SLA	% Compliance	Resolved Beyond SLA	% Non-Compliance
Drivers' Licenses Application	3 weeks	100%	-	0%
Survey Lifting Requests	0	100%	-	0%
New Water Connection	12 days	100%	-	0%
Signage Permit Approval	0	100%	-	0%
Cooperative Society Registration	0	100%	-	0%

5. The Report Summary

S/N	Participating MDA	Service Type	Approved SLAs	No. of Requests Received	Number of requests completed within SLA	Percentage of total applications completed within SLA
1	Ministry of Transport	Driver's License	1 MONTH	5	5	100%
2	Ministry of Lands, Survey & Physical planning					-

3	Kwara State Water & Sewerage Corporation	New Water Connection	30 DAYS	6	6	100%
4	Kwara State Sinage and Advertisement Agency	Signage Permit Approval				
5	Kwara State Ministry of Business Innovation and Technology	Cooperative Society Registration				

6. CONCLUSION

This report gives the outcome of Kwara State's performance on DLI5 for August, 2025 under the State Action on Business Enabling Reforms (SABER) Program. It shows that the State complied with the provisions of the Governor's Executive Order on BEEs

Prepared
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