



## **MONTHLY COMPLIANCE REPORT**

**June, 2025**

**DATE OF SUBMISSION: 30th June, 2025**

### 1. Executive Summary

Overview of compliance statistics in Kwara State for June 2025. Service applications were processed under each MDA procedure, GRM, and Service Level Agreements with focus on transparency and accountability to improve service delivery. One hundred percent (100%) of grievances received were resolved within the 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)	12	Offline
Survey Lifting Requests (Ministry of Lands, Survey & Physical planning)	3	Offline
Water Connection Requests (Water & Sewerage Corporation)	2	Offline
Signage Permit Applications (Kwara state Signage and Advertisement Agency)	6	Offline
Request for Cooperative Society certificate (Ministry of Trade, Commerce and Investment)	6	Offline

### 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
Cooperative Society Registration	26 days	Official file

#### 4. Request Resolution Metrics

Service Type	Resolved Within SLA	% Compliance	Resolved Beyond SLA	% Non-Compliance
Drivers' Licenses Application	2 weeks	100%	-	0%
Survey Lifting Requests	5days	100%	-	0%
New Water Connection	15days	100%	-	0%
Signage Permit Approval	12days	100%	-	0%
Cooperative Society Registration	10days	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	14	14	100%
2	Ministry of Lands, Survey & Physical planning	Survey lifting	7 DAYS	4	4	100%

3	Kwara State Water & Sewerage Corporation	New Water Connection	30 DAYS	2	2	100%
4	Kwara State Signage and Advertisement Agency	Signage Permit Approval	30 DAYS	7	7	100%
5	Kwara State Ministry of Business Innovation and Technology	Cooperative Society Registration	26DAYS	6	6	100%

## 6. CONCLUSION

This report gives the outcome of Kwara State's performance on DLI5 for June, 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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**State SABER Champion**

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