



## **MONTHLY COMPLIANCE REPORT**

**March, 2025**

**DATE OF SUBMISSION: 31<sup>st</sup> March, 2025**

## 1. Executive Summary

This report provides an overview of the monthly compliance statistics of five key Business Enabling Entities in Kwara State for March 2025. Service applications were processed in line with the respective MDA processes and procedures for accessing government services, including established business-process standards, Grievance Redress Mechanisms, and Service Level Agreements. Emphasis was placed on transparency and accountability as instruments for improving service delivery and public confidence. One hundred percent (100%) of grievances received during the month were addressed and resolved within the prescribed GRM timelines, reflecting the State's sustained commitment to efficient and responsive business-enabling services.

### 1. Total Number of Service Requests Received

Service Area	No. of Requests Received	Channel of Receipt (Online/Offline)
Drivers' Licenses Application (Ministry of Transport)	10	Offline
Survey Lifting Requests (Ministry of Lands, Survey & Physical planning)	0	Offline
Water Connection Requests (Water & Sewerage Corporation)	5	Offline
Signage Permit Applications (Kwara state Signage and Advertisement Agency)	3	Offline
Starting a Business Request (Ministry of Trade, Commerce and Investment)	2	Offline

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### 2. 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

### 3. Request Resolution Metrics

Service Type	Resolved Within SLA	% Compliance	Resolved Beyond SLA	% Non-Compliance
Drivers' Licenses Application	1 week	100%	-	0%
Survey Lifting Requests	0	100%	-	0%
New Water Connection	15days	100%	-	0%
Signage Permit Approval	10 days	100%	-	0%
Starting a Business	4days	100%	-	0%

### 4. 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	15	15	100%
2	Ministry of Lands, Survey & Physical planning	Survey lifting	7 DAYS	0	0	-

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

## 5. CONCLUSION

This report gives the outcome of Kwara State's performance on DLI5 for March, 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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