



MONTHLY COMPLIANCE REPORT

APRIL, 2025

DATE OF SUBMISSION: 30th APRIL, 2025

1. Executive Summary

This is an overview of the monthly compliance statistics of five key Business Enabling Entities in Kwara State for April 2025. Service applications were processed in accordance with the processes and procedures of each Ministry, Department, and Agency, including approved business standards, Grievance Redress Mechanisms, and Service Level Agreements. Emphasis was placed on transparency and accountability in order to improve the quality and speed of 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) | 18 | Offline |
| Survey Lifting Requests (Ministry of Lands, Survey & Physical planning) | 0 | Offline |
| Water Connection Requests (Water & Sewerage Corporation) | 11 | Offline |
| Signage Permit Applications (Kwara state Signage and Advertisement Agency) | 0 | Offline |
| Request for Cooperative Society certificate (Ministry of Trade, Commerce and Investment) | 1 | Offline |

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1. 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 |

2. 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 | - | - | - |
| New Water Connection | 10 days | 100% | - | 0% |
| Signage Permit Approval | | | - | 0% |
| Starting a Business | 6 days | 100% | - | 0% |

3. 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 | 20 | 20 | 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 | 10 | 10 | 100% |
| 4 | Kwara State Sinage and Advertisement Agency | Signage Permit Approval | 30 DAYS | 0 | 0 | - |
| 5 | Ministry of Trade, Commerce and Investment | Cooperative Society Registration | 26DAYS | 1 | 1 | 100% |

4. CONCLUSION

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

Barrister (Mrs) Iyabo Adebayo

State SABER Champion

08033955278

