



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	10days	100%	-	0%
Signage Permit Approval			-	0%
Starting a Business	6ays	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

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State SABER Champion

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