

KWARA STATE GOVERNMENT
MONTHLY COMPLIANCE REPORT

MONTH: FEBRUARY 2025

DATE OF SUBMISSION: FEBRUARY, 2025

1. Executive Summary

This report presents an overview of compliance and service delivery performance for February 2025 across key Business Enabling Environment (BEE) agencies in Kwara State. Service requests were received and processed in accordance with published timelines. Efforts to increase transparency, improve turnaround time, and resolve grievances have been effective, with 100% of all requests handled within stipulated timelines.

2. Total Number of Service Requests Received

Service Area	No. of Requests Received	Channel of Receipt (Online/Offline)
Environmental Impact Assessment Report (EIA)(KWEPA)	1	Offline
Business Premise Permit (Min. of Technology & Business Innovation)	10	Offline
Water Connection Requests (Min of water Resources)	2	Offline
Signage Permit Applications (Min of Communication)	12	Offline
Obtaining layout plans (Kwara State Geographical Information Service)	Nil	Offline

3. Service Delivery Timeframes

Service Type	Official SLA	Source Document
Environmental Impact Assessment Report (EIA)	2 months	www.kipa.gov.ng
Business Premise Permit	7 days	www.kipa.gov.ng
New Water Connection	2 Days	www.kipa.gov.ng
Signage Permit Approval	30 days	www.kipa.gov.ng
Obtaining layout plans	26 days	www.kipa.gov.ng

4. Request Resolution Metrics

Service Type	Resolved Within SLA	% Compliance	Resolved Beyond SLA	% Non-Compliance
Environmental Impact Assessment Report (EIA)	2weeks	100%	-	
Business Premise Permit	5days	100%	-	
New Water Connection	2days	100%	-	
Signage Permit Approval	14 days	100%	-	
Obtaining layout plans	14days	100%	-	

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	KWARA STATE ENVIRONMENTAL PROTECTION AGENCY (KWEPA)	Environmental Impact Assessment Report (EIA)	2 MONTHS	1	1	100%
2	KWARA STATE MINISTRY OF BUSINESS INNOVATION & TECHNOLOGY	Business Premises Permit	7 DAYS	10	10	100%

3	KWARA STATE MINISTRY OF WATER RESOURCES	New Water Connection	2 DAYS	2	2	100%
4	KWARA STATE SIGNAGE AND ADVERTISEMENT AGENCY	Signage Permit Approval	30 DAYS	12	12	100%
5	KWARA STATE GEOGRAPHICAL INFORMATION SERVICE	Obtaining layout plans	26DAYS	nil		100%

6. Observations and Recommendations.

This report presents Kwara State's performance on Disbursement Linked Indicator 5 (DLI 5) for February 2025 under the State Action on Business Enabling Reforms (SABER) Program. The report indicates that the state is operationally strong, with a 100% SLA compliance rate across key business-enabling services. This reflects a significant improvement in service delivery efficiency.