



# **KEBBI STATE GOVERNMENT**

## **MONTHLY COMPLIANCE REPORT**

MONTH: MAY 2025

**DATE OF SUBMISSION: MAY 31, 2025**

## 1. Executive Summary

This report presents an overview of compliance and service delivery performance for April across key Business Enabling Environment (BEE) agencies in Kebbi State. Service requests were received and processed in accordance with published timelines. Overall efforts to increase transparency, improve turnaround time, and resolve grievances resulted in a high compliance month, with **96.7%** 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)
Business premise permit (Min. of Commerce)	15	Offline
Registering A Cooperative Society (Min. of Commerce)	8	Offline
Advertisement and signage permit (KESEPA)	14	Offline
Waste Management Permit in Kebbi State (KESEPA)	5	Offline
Advertisement and signage permit (KUDA)	15	Offline
Road Closure Permit (KUDA)	5	Offline

Drilling Vehicle Permit (Min. of Works and Transport)	8	Offline
Vehicle Inspection Certificate (Min. of Works and Transport)	7	Offline
Lay/extend private water supply service (Water Board)	3	Offline
Water Meter (Water Board)	12	Offline

### 3. Service Delivery Timeframes

Service Type	Official SLA	Source Document
Business premise permit	3 Days	<a href="https://kebbistate.gov.ng">https://kebbistate.gov.ng</a>
Registering A Cooperative Society	30 Days	<a href="https://kebbistate.gov.ng">https://kebbistate.gov.ng</a>
Advertisement and signage permit (KESEPA)	21 Days	<a href="https://kebbistate.gov.ng">https://kebbistate.gov.ng</a>
Waste Management Permit in Kebbi State	15 Days	<a href="https://kebbistate.gov.ng">https://kebbistate.gov.ng</a>
Advertisement and signage permit (KUDA)	14 Days	<a href="https://kebbistate.gov.ng">https://kebbistate.gov.ng</a>

Road Closure Permit	14 Days	<a href="https://kebbistate.gov.ng">https://kebbistate.gov.ng</a>
Drilling Vehicle Permit	17 Days	<a href="https://kebbistate.gov.ng">https://kebbistate.gov.ng</a>
Vehicle Inspection Certificate	3 Days	<a href="https://kebbistate.gov.ng">https://kebbistate.gov.ng</a>
Lay/extend private water supply service	18 Days	<a href="https://kebbistate.gov.ng">https://kebbistate.gov.ng</a>
Water Meter	20 Days	<a href="https://kebbistate.gov.ng">https://kebbistate.gov.ng</a>

#### 4. Request Resolution Metrics

Service Type	Resolved Within SLA	% Compliance	Resolved Beyond SLA	% Non-Compliance
Business premise permit	14	93%	1	7%
Registering A Cooperative Society	8	100%	0	0%
Advertisement and signage permit (KESEPA)	13	93%	1	7%

Waste Management Permit in Kebbi State	5	100%	0	0%
Advertisement and signage permit (KUDA)	15	100%	0	0%
Road Closure Permit	5	100%	0	0%
Drilling Vehicle Permit	7	88%	1	12%
Vehicle Inspection Certificate	6	86%	1	14%
Lay/extend private water supply service	3	100%	0	0%
Water Meter	11	92%	1	8%

## 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	Min. of Commerce, Industry, Tourism	Business premise permit	3 Days	15	14	93%
2	Min. of Commerce, Industry, Tourism	Registering A Cooperative Society	30 Days	8	8	100%
3	KESEPA	Advertisement and signage permit	21 Days	14	13	93%
4	KESEPA	Waste Management Permit in Kebbi State	15 Days	5	5	100%

5	KUDA	Advertisement and signage permit	14 Days	15	15	100%
6	KUDA	Road Closure Permit	14 Days	5	5	100%
7	Min. of Works and Transport	Drilling Vehicle Permit	17 Days	8	7	88%
8	Min. of Works and Transport	Vehicle Inspection Certificate	3 Days	7	6	86%
9	Kebbi State Water Board	Lay/extend private water supply service	18 Days	3	3	100%
10	Kebbi State Water Board	Water Meter	20 Days	12	11	92%

## 6. Observations and Recommendations

**Observations:** The moderate increase in total requests in May led to a consistent, albeit slight, drop in compliance across several core, high-volume services (Min. of Commerce,

KESEPA, Water Board). The **Min. of Works and Transport** processes continue to show the lowest compliance rates (88% and 86%), suggesting persistent structural issues that are not volume-dependent.