



KEBBI STATE GOVERNMENT

MONTHLY COMPLIANCE REPORT

MONTH: SEPTEMBER 2025

DATE OF SUBMISSION: SEPTEMBER 30, 2025

1. Executive Summary

This report presents an overview of compliance and service delivery performance for September across key Business Enabling Environment (BEE) agencies in Kebbi State. Total requests received for the month were the highest in the reporting period. The surge in volume placed significant strain on multiple processes, resulting in the lowest average SLA compliance rate of the seven-month period at **91.2%**.

2. Total Number of Service Requests Received

Service Area	No. of Requests Received	Channel of Receipt (Online/Offline)
Business premise permit (Min. of Commerce)	18	Offline
Registering A Cooperative Society (Min. of Commerce)	9	Offline
Advertisement and signage permit (KESEPA)	17	Offline
Waste Management Permit in Kebbi State (KESEPA)	7	Offline
Advertisement and signage permit (KUDA)	18	Offline
Road Closure Permit (KUDA)	10	Offline

Drilling Vehicle Permit (Min. of Works and Transport)	12	Offline
Vehicle Inspection Certificate (Min. of Works and Transport)	9	Offline
Lay/extend private water supply service (Water Board)	5	Offline
Water Meter (Water Board)	20	Offline

3. Service Delivery Timeframes

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

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

4. Request Resolution Metrics

Service Type	Resolved Within SLA	% Compliance	Resolved Beyond SLA	% Non-Compliance
Business premise permit	17	94%	1	6%
Registering A Cooperative Society	9	100%	0	0%
Advertisement and signage permit (KESEPA)	16	94%	1	6%

Waste Management Permit in Kebbi State	7	100%	0	0%
Advertisement and signage permit (KUDA)	17	94%	1	6%
Road Closure Permit	9	90%	1	10%
Drilling Vehicle Permit	10	83%	2	17%
Vehicle Inspection Certificate	7	78%	2	22%
Lay/extend private water supply service	5	100%	0	0%
Water Meter	17	85%	3	15%

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	18	17	94%
2	Min. of Commerce, Industry, Tourism	Registering A Cooperative Society	30 Days	9	9	100%
3	KESEPA	Advertisement and signage permit	21 Days	17	16	94%
4	KESEPA	Waste Management Permit in Kebbi State	15 Days	7	7	100%
5	KUDA	Advertisement and signage permit	14 Days	18	17	94%
6	KUDA	Road Closure Permit	14 Days	10	9	90%

7	Min. of Works and Transport	Drilling Vehicle Permit	17 Days	12	10	83%
8	Min. of Works and Transport	Vehicle Inspection Certificate	3 Days	9	7	78%
9	Kebbi State Water Board	Lay/extend private water supply service	18 Days	5	5	100%
10	Kebbi State Water Board	Water Meter	20 Days	20	17	85%

6. Observations and Recommendations

Observations: September was the **peak demand month** for several key services, directly resulting in the lowest compliance across the board. The **Vehicle Inspection Certificate** (Min. of Works) recorded its lowest compliance rate at **78%**. Similarly, the **Water Meter** process (Water Board) saw its highest volume (20 requests) and lowest compliance (**85%**), underscoring the critical need for increased capacity and process streamlining in high-volume, short-SLA processes to handle demand spikes.