



# **KEBBI STATE GOVERNMENT**

## **MONTHLY COMPLIANCE REPORT**

MONTH: JUNE 2025

**DATE OF SUBMISSION:** JUNE 30, 2025

## 1. Executive Summary

This report presents an overview of compliance and service delivery performance for June across key Business Enabling Environment (BEE) agencies in Kebbi State. This month saw the highest total request volume of the period, which placed significant pressure on shorter turnaround time processes. The state's average SLA compliance rate for the month was **93.7%**, demonstrating resilience but highlighting areas for capacity improvement.

## 2. Total Number of Service Requests Received

Service Area	No. of Requests Received	Channel of Receipt (Online/Offline)
Business premise permit (Min. of Commerce)	9	Offline
Registering A Cooperative Society (Min. of Commerce)	4	Offline
Advertisement and signage permit (KESEPA)	21	Offline
Waste Management Permit in Kebbi State (KESEPA)	8	Offline
Advertisement and signage permit (KUDA)	22	Offline
Road Closure Permit (KUDA)	8	Offline
Drilling Vehicle Permit (Min. of Works and Transport)	6	Offline

Vehicle Inspection Certificate (Min. of Works and Transport)	12	Offline
Lay/extend private water supply service (Water Board)	6	Offline
Water Meter (Water Board)	15	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	9	100%	0	0%
Registering A Cooperative Society	4	100%	0	0%
Advertisement and signage permit (KESEPA)	20	95%	1	5%
Waste Management Permit in Kebbi State	8	100%	0	0%

Advertisement and signage permit (KUDA)	21	95%	1	5%
Road Closure Permit	8	100%	0	0%
Drilling Vehicle Permit	5	83%	1	17%
Vehicle Inspection Certificate	9	75%	3	25%
Lay/extend private water supply service	5	83%	1	17%
Water Meter	15	100%	0	0%

## 5. The Report Summary

S/ N	Participati ng MDA	Service Type	Approve d SLAS	No. of Reques ts Receive d	Number of requests complet ed within SLA	Percentag e of total applicatio ns completed within SLA
1	<b>Min. of Commerce , Industry, Tourism</b>	Business premise permit	3 Days	9	9	100%
2	<b>Min. of Commerce , Industry, Tourism</b>	Registering A Cooperative Society	30 Days	4	4	100%
3	<b>KESEPA</b>	Advertiseme nt and signage permit	21 Days	21	20	95%
4	<b>KESEPA</b>	Waste Managemen t Permit in Kebbi State	15 Days	8	8	100%
5	<b>KUDA</b>	Advertiseme nt and signage permit	14 Days	22	21	95%

6	KUDA	Road Closure Permit	14 Days	8	8	100%
7	Min. of Works and Transport	Drilling Vehicle Permit	17 Days	6	5	83%
8	Min. of Works and Transport	Vehicle Inspection Certificate	3 Days	12	9	75%
9	Kebbi State Water Board	Lay/extend private water supply service	18 Days	6	5	83%
10	Kebbi State Water Board	Water Meter	20 Days	15	15	100%

## 6. Observations and Recommendations

**Observations:** June was the peak month for volume for several agencies. The **Vehicle Inspection Certificate** (Min. of Works and Transport) process experienced the lowest compliance rate of the reporting period at **75%**, corresponding directly with its highest request volume (12 requests). This highlights the vulnerability of short-SLA processes to volume spikes. The **Lay/extend private water supply service** (Water Board) also saw a significant compliance drop (83%) under the pressure of its highest volume (6 requests).