



## MONTHLY COMPLIANCE REPORT

JANUARY, 2025

DATE OF SUBMISSION: Jan 31<sup>st</sup>, 202

## 1. Executive Summary

This report provides an overview of the monthly performance statistics of five key Investment-Supporting Institutions in **Plateau State** for January 2025. Public service requests and business-related applications were handled in accordance with approved MDA operational procedures and administrative frameworks, including established workflow standards, Citizens' Grievance Redress Mechanisms, and Service Commitment Charters. Emphasis was placed on transparency, accountability, and improved service delivery, resulting in full compliance with all applicable regulatory requirements. Notably, one hundred percent (100%) of complaints and grievances received were addressed and resolved within the stipulated GRM timelines, underscoring Plateau State's commitment to strengthening investor confidence and improving the overall business environment in the State.

## 2. Total Number of Service Requests Received

Service Area	No. of Requests Received	Channel of Receipt (Online/Offline)
Driver's License Application (Ministry of Transport)	2	Offline
Survey Lifting Requests (Ministry of Lands, Survey & Physical planning)	1	Offline
Water Connection Requests (Water & Sewerage Corporation)	1	Offline
Signage Permit Applications (Plateau state Signage and Advertisement Agency)	1	Offline
Starting a Business request (Ministry of Trade, Commerce and Investment)	1	Offline

### 3. Service Delivery Timeframes

<b>Service Type</b>	<b>Official SLA</b>	<b>Source Document</b>
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
Starting a Business Request	26 days	Official file

#### 4. 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	100%	-	0%
New Water Connection	15days	100%	-	0%
Signage Permit Approval	10 days	100%	-	0%
Starting a Business Request	4days	100%	-	0%

#### 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	Ministry of Transport	Driver's License	1 MONTH	2	2	100%
2	Ministry of Lands, Survey & Physical planning	Survey lifting	7 DAYS	0	0	-

3	Plateau State Water & Sewerage Corporation	New Water Connection	30 DAYS	2	3	100%
4	Plateau State Signage and Advertisement Agency	Signage Permit Approval	30 DAYS	2	2	100%
5	Plateau State Ministry of Commerce, Trade and Investment	Cooperative Society Registration	26DAYS	2	1	100%

## 6. CONCLUSION

This report outlines the outcome of Plateau State’s assessment on **DLI 5** for January 2025 under the **State Action on Business Enabling Reforms (SABER) Programme**. The findings show that the State operated in full alignment with the Governor’s Executive Directive on Business Enabling Entities (BEEs) and satisfactorily met all obligations prescribed in the Order relating to the implementation, coordination, and oversight of BEEs.

### Complied by

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SABER Champion

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