



## MONTHLY COMPLIANCE REPORT

APRIL, 2025

DATE OF SUBMISSION: 30th APRIL, 2025

## 1. Executive Summary

This report presents a summary of the monthly performance statistics of five major Investment-Supporting Institutions in Plateau State for April 2025. Public services and business requests were treated according to recognized MDA methods and administrative guidelines, incorporating authorized workflow standards, Citizens' Complaint Resolution Systems, and Service Commitment Charters. The exercise prioritized openness, responsibility, and better quality of delivery, achieving complete conformity with statutory requirements. A total of one hundred percent (100%) of petitions and grievances reported were treated and settled within the approved GRM schedules, demonstrating the State's resolve to deepen investor confidence and enhance the commercial climate in Plateau State.

### 2. Total Number of Service Requests Received

Service Area	No. of Requests Received	Channel of Receipt (Online/Offline)
Drivers' Licenses Application (Ministry of Transport)	2	Offline
Survey Lifting Requests (Ministry of Lands, Survey & Physical planning)	1	Offline
Water Connection Requests (Water & Sewerage Corporation)	2	Offline
Signage Permit Applications (Plateau state Signage and Advertisement Agency)	2	Offline
Request for Cooperative Society certificate (Ministry of Trade, Commerce and Investment)	2	Offline

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## 2. Service Delivery Timeframes

Service Type	Official SLA	Source Document
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
Cooperative Society Registration	26 days	Official file

### 3. 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	-	-	-
New Water Connection	10days	100%	-	0%
Signage Permit Approval			-	0%
Starting a Business	6ays	100%	-	0%

### 4. 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	20	20	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	10	10	100%
4	Plateau State Signage and Advertisement Agency	Signage Permit Approval	30 DAYS	0	0	-
5	Plateau State Ministry of Commerce, Trade and Investment	Cooperative Society Registration	26DAYS	1	1	100%

6.

#### **CONCLUSION**

This report outlines the outcome of Plateau State's assessment on **DLI 5** for April 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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