



MONTHLY COMPLIANCE REPORT

December, 2025

DATE OF SUBMISSION: 31st December, 2025

Executive Summary

This is an outline of the monthly compliance statistics of five key Business Enabling Entities in Plateau State for December 2025. Service applications were processed in line with the processes and procedures of each Ministry, Department, and Agency in delivering their business processes, Grievance Redress Mechanisms, and Service Level Agreements. Emphasis was placed on transparency and accountability to improve service delivery. One hundred percent (100%) of grievances received were resolved within the GRM timelines.

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)	3	Offline
Water Connection Requests (Water & Sewerage Corporation)	2	Offline
Signage Permit Applications (Plateau state Signage and Advertisement Agency)	3	Offline
Request for Cooperative Society certificate (Ministry of Trade, Commerce and Investment)	0	Offline

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

1. Request Resolution Metrics

Service Type	Resolved Within SLA	% Compliance	Resolved Beyond SLA	% Non-Compliance
Drivers' Licenses Application	10days	100%	-	0%
Survey Lifting Requests	9 days	100%	-	0%
New Water Connection	10 days	100%	-	0%
Signage Permit Approval		100%	-	0%
Cooperative Society Registration		100%	-	0%

2. 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	25	25	100%
2	Ministry of Lands, Survey & Physical planning	Survey Lift	7 Days	3	3	-100%

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

CONCLUSION

This report outlines the outcome of Plateau State’s assessment on **DLI 5** for December 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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