

**YEAR 1**

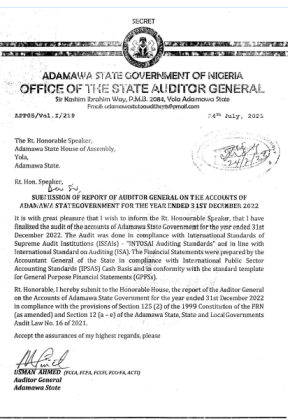
# State Action on Business Enabling Reforms (SABER) Program

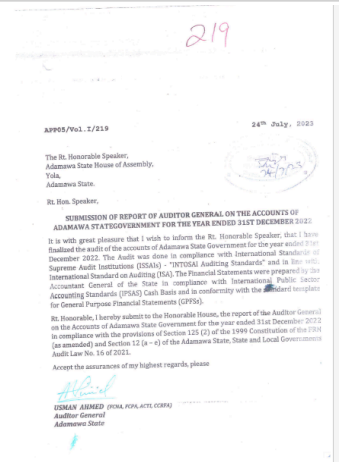
## State Response Form

State's Response to SABER Year 1 Annual Performance Assessment (APA).

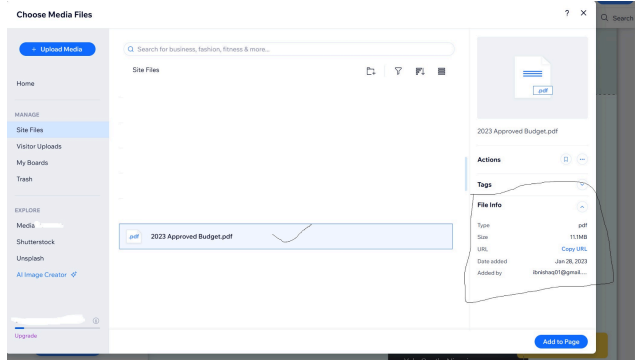
## State Response Form

1. Use the table below to respond to any points raised in the assessment report that you disagree with.
2. For each point of disagreement, clearly articulate the comment in a concise manner. Be specific about the particular section or test procedure in the assessment report that you are addressing.
3. Provide links or attach supporting evidence that substantiates your response and supports your claim. All evidence should be clearly labelled and referenced accordingly.
4. Submit all responses within 5 days of receiving the draft report.

Assessment Component	State Response to the Draft Report (Please be Specific and Provide Evidence to Support Your Response)	IVA Follow-up, Response, Treatment
<b>Eligibility Criteria</b>		
Financial Statements	 <p>The letter is titled 'SUBMISSION OF REPORT OF AUDITOR GENERAL ON THE ACCOUNTS OF ADAMAWA STATE GOVERNMENT FOR THE YEAR ENDED 31ST DECEMBER 2022'. It states that the audit was done in compliance with International Standards of Supreme Audit Institutions (ISSAIs) 'INTEGRAL Auditing Standards' and in line with International Standard on Auditing (ISA). The financial statements were prepared by the Accountant General of the State in compliance with International Public Sector Accounting Standards (IPSAS) Cash Basis and in conformity with the standard template for General Purpose Financial Statements (GPFS).</p> <p>The Auditor General, URSAYI ADAMO, is signed and dated at Ngaoundéré, Adamawa State, on 24th July 2023.</p>	<p>The state provided a copy of the letter transmitting the State's Audited Financial Statement from the Auditor General to the Speaker of the House of Assembly, indicating that the audited financial statement was submitted to the State Assembly on the 24th of July 2023. An acknowledged copy of the letter was provided as evidence.</p> <p>Consequently, the assessment has been revised to <b>'Satisfactory'</b>. Therefore, the overall assessment of the EC has been revised to <b>'Achieved'</b>.</p>



State Budget



<https://www.budgetoffice.ad.gov.ng/post/adamawa-state-government-of-nigeria-2023-2025-multi-year-budget>

The State provided backend timestamp evidence confirming that the Annual FY23 State budget was published on budgetoffice.ad.gov.ng on January 28th, 2023, before the deadline of January 31st, 2023. Consequently, the assessment for this test has been revised to **“Satisfactory.”**

Therefore, the overall assessment of the EC has been revised to **'Achieved'**.

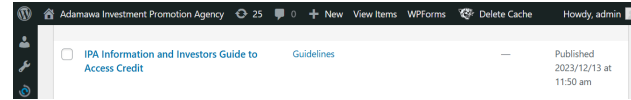
At present, the Budget File has been published on two separate websites: budgetoffice.ad.gov.ng and finance.adamawastate.gov.ng. These platforms are administered by distinct administrative units. The domain budgetoffice.ad.gov.ng is directly affiliated with the State Budget Office and has been operational for an extended period. In contrast, finance.adamawastate.gov.ng is a recently developed platform, established to centralize financial reporting and related documentation.

Following the deployment of finance.adamawastate.gov.ng, all subsequent budget-related file uploads have been conducted exclusively through this newer portal. Consequently, the discrepancy in the timestamp of the Budget File upload between the two domains is attributable to the phased transition from the legacy system to the newly implemented platform.

**Disbursement-Linked Result**

DLR 4.2

[https://invest.adamawastate.gov.ng/ova\\_doc/ipa-information-and-investors-guide-to-access-credit/](https://invest.adamawastate.gov.ng/ova_doc/ipa-information-and-investors-guide-to-access-credit/)



The State provided backend timestamp evidence confirming that the IPA published all relevant information on its website on December 13th, 2023, before the deadline of December 31st, 2023. This includes: (i) the IPA's contact information; (ii) information on at least three (3) priority sectors for attracting investment; (iii) macroeconomic data relevant to investors; (iv) labor market data relevant to investors; and (v) information on available infrastructure. Consequently, the assessments for these tests have been revised to “**Satisfactory**,” and the overall assessment of the DLR has been updated to '**Achieved**'.

DLR 6.1.2

The screenshot displays a web application interface for a ticket management system. On the left is a sidebar with the Nigerian coat of arms and a menu containing: Dashboard, TICKETS, AGENTS & USERS, Ticket Settings (with a dropdown arrow), Tickets Lists, Ticket Priority, Ticket Categories, Predefined Response, Agent Management, and Manage User. The main content area is titled '68526DF7 - Business Premises Registr...' and includes a 'Solved' and 'Urgent' status indicator. Below this is a 'Ticket Details' section with the following information: Ticket ID: 68526DF7, User Name: Sultanate Suites, User Email: sultanatesuites@gmail.com, Category: Ministry of Commerce, Assigned To: Commerce Agent, Status: Solved, Create Date: 2023-06-18, and Response date: 2023-06-22. A 'Custom Ticket Data' section lists: Address: 94/75 Karewa Borehole Road, Nature of business: Hospitality, Phone: 08141455284, NIN: 28945121211, and Amount of loss: N/A. Below this is a 'Main Ticket Attachment' section showing 'No file Found'. A 'Message' section contains buttons for Reply, Generate with AI, Predefined Response, Assign, Delete, and a green checkmark icon. The message content shows a 'Commerce Agent' replying to sultanatesuites@gmail.com with a message: 'Dear Sultanate Team, To register a business premise, kindly visit our office at Tafawa Balewa Way, Pick up the Business Premise Registration form, Complete it and submit for processing. You will need to come with a copy of your CAC registration as well. Best Regards, Commerce Support Team'. Below this is a response from 'Sultanate Suites' dated 'Dear All,' with the text: 'Your kind support is needed to help advise on how to register our business premise in Yola. We can't find that information.'

The State provided backend evidence of the GRM system for traders. The evidence contains: (i) the date the complaint was received, (ii) the amount lost, (iii) the date of response to the complainant, (iv) the action or solvency mechanism used, and (v) the name of the responsible party handling the complaint. Consequently, the assessments for these tests have been revised to **“Satisfactory”**, and the overall assessment of the DLR has been updated to **'Achieved'**.



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6794E76B - Farm Produce Charges

Taxes | Create Date: 2023-11-25 12:00 PM | Processing | Medium

### Ticket Details

Ticket	6794E76B
User Name	Audu Ozavize
User Email	auduoz178@gmail.com
Category	Taxes
Assigned To	BIR Agent
Status	Processing
Create Date	2023-11-25
Response date	2023-11-28



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Custom Ticket Data

Address	Yola
Nature of business	Yola
Phone	08038253947
Nin	32323232323232
Amount lost	N20,000

Main Ticket Attachment

No file Found



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message

Reply | Generate With AI | Predefined Response | Assign | Delete

**BIR Agent**  
Replied to auduoz178@gmail.com

Dear Mr Audu,  
Kindly share more information on this.  
What Farm Produce were you charged for?  
What quantity and who gave you the bill?  
Best Regards  
BIR Support Team

**Audu Ozavize**  
I was wrongly charged for my farm produce. I was charged N20,000.00.



TICKETS, AGENTS & USERS

Ticket Settings

Tickets Lists

Predefined Response

SETUP & CONFIGURATIONS

Application Settings

Security Settings

Chat



TICKETS, AGENTS & USERS

Ticket Settings

Tickets Lists

Predefined Response

SETUP & CONFIGURATIONS

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Security Settings

Chat



TICKETS, AGENTS & USERS

Ticket Settings

Tickets Lists

Predefined Response

SETUP & CONFIGURATIONS

Application Settings

Security Settings

Chat

66049E00 - Haulage fees

Farmers | Create Date: 2023-03-20 11:00 PM | Solved Urgent

### Ticket Details

Ticket	66049E00
User Name	Usman Aliyu
User Email	ahamaliyu@gmail.com
Category	Farmers
Status	Solved
Create Date	2023-03-20
Response date	2023-03-27

### Custom Ticket Data

Address:	Yola, Nigeria
Nature of business:	Official
Phone:	080382539454
NIN:	1232323232323
Amount of fee:	NS,000

### Main Ticket Attachment

No file found

### Message

message | Open chat history | Refresh message | message | Solved

**Usman Aliyu** (2 years ago)

T50 Haulage Fees

**Usman Aliyu** (2 years ago)

Dear All, I was charged by the Local government authority twice for the farm produce I carried between Song to Hong. First was in Song and then Gombi.

**AgricLivestock Agent** (2 years ago)  
Replied to ahamaliyu@gmail.com

Dear Usman,  
Kindly share proof of payment or visit our office in any of the location closest to you with proof of payment a refund can be processed for you.



MENU

Dashboard

TICKETS AGENTS & USERS

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Tickets Lists

Ticket Priority

Ticket Categories

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MENU

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TICKETS AGENTS & USERS

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Predefined Response

Agent Management

Manage User

661EFCB9 - Unofficial checkpoint har... | Ministry of Commerce | Create Date : 2023-06-16 15:03 PM | Solved High

Ticket Details	
Ticket	661EFCB9
User Name	Markus John
User Email	evmark@gmail.com
Category	Ministry of Commerce
Assigned To	Commerce Agent
Status	Solved
Create Date	2023-06-16
Response date	2023-06-19

No file Found

No file Found

Custom Ticket Data	
Address:	Yola, Nigeria
Nature of business::	Official
Phone:	080382639454
Nin:	1232323232323
Amount of lost:	N5000

No file Found

No file Found



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<< < > >>

Markus John

I made payment of N5000 to allow me pass through the Hong Road. I had to make the necessary payment befor

Commerce Agent

Replied To evrmark@gmail.com

Dear Mr Mark,  
Your complaint has been reviewed.  
We have reached out to our office in Hong to ensure a recurrence doesn't happen again.  
A refund has been processed and payment will be made to your account.

App Version | 1.3



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67745215 - Inquiry on Consolidated D...

Other Taxes | Create Date: 2023-11-11 02:50 PM | Solved Medium

Ticket Details

Ticket	67745215
User Name	Trust Data Compliance LTD
User Email	hello@trustdata.ng
Category	Other Taxes
Assigned To	Tafta Samuel
Status:	Solved
Create Date	2023-11-11
Response date	2023-11-14



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https://gov-mis.adamawastate.gov.ng/admin/dashboard

Navigation icons

### Custom Ticket Data

Address:	94/95
Nature of business:	ICT Consultant
Phone:	08141322432
Nic:	94523245242
Amount lost:	N/A

### Main Ticket Attachment

No file Found

### Message

Reply Generate With Ai Predefined Response Assign Delete

Navigation icons

Tafta Samuel

Replied to tafta@trustdata.ng

Dear Trust Data Compliance team,  
This is actually ongoing.  
Kindly visit our office at the Investment House here in Yola, to get the needed help on this.  
Best regards

Trust Data Compliance LTD

Dear Support,  
  
I have been following up to request for information the consolidated demand notice.  
Can you please confirm if this is currently ongoing and how our company can get this assigned to our company?  
Best Regards  
Trust Data Compliance

Navigation icons

677450EC - Levies

Levies Create Date : 2023-09-30 02:45 PM Solved Medium

### Ticket Details

Ticket	677450EC
User Name	Daniel Ayube Apagu
User Email	apagu@hotmail.com
Category	Levies
Assigned To	Lead Agent
Status:	Solved
Create Date	2023-09-30
response date	2023-10-03



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Navigation icons: back, refresh, search, Nigerian flag, and notification bell.

### Custom Ticket Data

Address:	5 Gelbore RD
Nature of business:	Pure Water Factory
Phone:	08057898622
NIN:	77881163336
Amount lost:	N/A

### Main Ticket Attachment

No file Found

### Message

Buttons: Reply, Generate With AI, Predefined Response, Assign, Delete, and a green checkmark icon.

Navigation icons: back, refresh, search, Nigerian flag, and notification bell.

**Land Agent**  
Replied To [apagu@hotmail.com](mailto:apagu@hotmail.com)

Dear Mr Daniel,  
You will need to get the Fencing and Building permit before proceeding with the development of your land.  
You can visit the office Urban planning and development board at Hospital Road in Yola or our office in Numan for more information.  
Best Regards

**Daniel Ayuba Apagu**

I am reaching out to confirm the relevant levies i need to pay for the development of my plot of land along Numan road.

Please, help

App Version | 1.3 © 202



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### 6774504B - Over Taxed

Taxes | Create Date : 2023-11-18 10:42 AM | Solved Medium

#### Ticket Details

Ticket	6774504B
User Name	Aisha Ismail
User Email	aitee@yahoo.com
Category	Taxes
Assigned To	BIR Agent
Status:	Solved
Create Date	2023-11-18
Response date	2023-11-23



#### Custom Ticket Data

Address:	Jimeta
Nature of business:	Textile Shop
Phone:	08055441236
NIN:	8899550547
Amount lost:	N5,000

#### Main Ticket Attachment

No file Found

#### Message

- Reply
- Generate With AI
- Predefined Response
- Assign
- Delete



**BIR Agent**  
Replied To aitee@yahoo.com

Dear Aisha,  
Thank you for reaching out to us.  
We will appreciate if more details on this complaint can be shared.  
You can also visit our office at the Investment House here in Yola.  
Come along with the Demand Notice so we can review and make necessary corrections.

**Aisha Ismail**

Thank you for this medium of reaching out to the board.

I have received a demand notice and I think the calculation is not correct. I noticed I am paying N50000 more than the usual.

Please, help.



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- Ticket Settings 0
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66FE7758 - Personal Income Tax - Wro...  
Trade Related Taxes | Create Date: 2023-10-03 11:22 AM | Solved Urgent

**Ticket Details**

Ticket	66FE7758
User Name	Zainab Abdullahi Hong
User Email	Zabu1996@gmail.com
Category	Trade Related Taxes
Assigned To	Daniel Solomon
Status	Solved
Create Date	2023-10-03
Response date	2023-10-06

**Previous Ticket**  
No file Found

**Custom Ticket Data**

Address	Revenue House
Nature of business	POS Business
Phone	98099543
NIIN	21313131311
Amount lost	N15,000

**Main Ticket Attachment**  
No file Found

Reply | Generate With AI | Predefined Response | Assign | Delete

**Daniel Solomon** 1 year ago

Replied to Zabu1996@gmail.com

Dear Zainab,  
We have reviewed your complaint and have made the necessary corrections.  
Your personal income tax has been updated.  
We will follow up and ensure that a refund is made to you on this.  
Thank you for your patience.

**Zainab Abdullahi Hong** 1 year ago

Thank you for the support.  
I am satisfied with the resolution.



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**67745070 - Wrong Trade License Name**  
📍 Ministry of Commerce | 🕒 Create Date : 2023-10-11 10:43 AM | Solved Low

**Ticket Details**

Ticket	67745070
User Name	Samail Dariye
User Email	samail2005@gmail.com
Category	Ministry of Commerce
Assigned To	<a href="#">Sadiq Abubakar</a>
Status:	Solved
Create Date	2023-10-11
Response date	2023-10-31



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no file found

### Custom Ticket Data

Address:	No. 12 Makkalew Fulani,
Nature of business:	Squent Barbers
Phone:	08099441355
Nin:	89454243222
Amount lost:	N/A

### Main Ticket Attachment

No file Found

no file found

### Message

Reply Generate With AI Predefined Response Assign Delete 0

Sadiq Abubakar

Replied To samail2005@gmail.com

Dear Samail,  
We apologise for the mix up.  
Kindly visit our office to collect the corrected license.  
Best Regards

Samail Dariye

Dear Support,  
I recently applied for a trade license for my barbing Saloon - Squent Barbers.  
However, I got awarded a license with the wrong business name.