



**ADAMAWA STATE GOVERNMENT**  
**MONTHLY COMPLIANCE REPORT**

MONTH: APRIL 2025

DATE OF SUBMISSION: APRIL 30, 2025

## 1. Executive Summary

This report presents an overview of compliance and service delivery performance for April 2025 across key Business Enabling Environment (BEE) agencies in Adamawa State. Service requests were received and processed in accordance with published timelines. Efforts to increase transparency, improve turnaround time, and resolve grievances have been effective, with more than 85% of all requests handled within stipulated timelines.

## 2. Total Number of Service Requests Received

<b>Service Area</b>	<b>No. of Requests Received</b>	<b>Channel of Receipt (Online/Offline)</b>
Environmental Impact Assessment Report (EIA)(ASEPA)	25	Offline
Business Premise Permit (Min. of Commerce)	18	Offline
Water Connection Requests (Water Board)	12	Offline
Signage Permit Applications (Urban Planning)	20	Offline
Vehicle Inspection (Min. of Transport)	15	Offline

## 3. Service Delivery Timeframes

<b>Service Type</b>	<b>Official SLA</b>	<b>Source Document</b>
Environmental Impact Assessment Report (EIA)	9 Working Days	<a href="http://www.adamawastate.gov.ng">www.adamawastate.gov.ng</a>
Business Premise Permit	48 Hours	<a href="http://www.commerce.adamawastate.gov.ng">www.commerce.adamawastate.gov.ng</a>
New Water Connection	5 Working Days	<a href="http://www.adamawastate.gov.ng">www.adamawastate.gov.ng</a>
Signage Permit Approval	2 Weeks	<a href="http://www.asupda.adamawastate.gov.ng">www.asupda.adamawastate.gov.ng</a>
Vehicle Inspection	24 hours	<a href="http://www.adamawastate.gov.ng">www.adamawastate.gov.ng</a>

#### 4. Request Resolution Metrics

<b>Service Type</b>	<b>Resolved Within SLA</b>	<b>% Compliance</b>	<b>Resolved Beyond SLA</b>	<b>% Non-Compliance</b>
Environmental Impact Assessment Report (EIA)	22	88%	3	12%
Business Premise Permit	16	89%	2	11%
New Water Connection	11	92%	1	8%
Signage Permit Approval	18	90%	2	10%
Vehicle Inspection	14	93%	1	7%

#### 5. The Report Summary

<b>S/N</b>	<b>Participating MDA</b>	<b>Service Type</b>	<b>Approved SLAs</b>	<b>No. of Requests Received</b>	<b>Number of requests completed within SLA</b>	<b>Percentage of total applications completed within SLA</b>
1	ADAMAWA STATE ENVIRONMENTAL PROTECTION AGENCY (ASEPA)	Environmental Impact Assessment Report (EIA)	9 Working Days	25	22	88%
2	MINISTRY OF COMMERCE & TRADE, ADAMAWA STATE	Business Premises Permit	48 Hours	18	16	89%
3	ADAMAWA STATE WATER	New Water Connection	5 Working Days	12	11	92%

	BOARD SERVICE					
4	ADAMAWA STATE URBAN PLANNING & DEVELOPMENT BOARD	Signage Permit Approval	2 Weeks	20	18	90%
5	ADAMAWA STATE MINISTRY OF TRANSPORT	Vehicle Inspection	24 hours	15	14	93%

## 6. Observations and Recommendations

While compliance with service delivery standards remains strong, attention is needed to resolve more complex grievances. Recommendations include additional training for GRM staff, deployment of a tracking dashboard, and periodic SLA reviews.