



ADAMAWA STATE GOVERNMENT
MONTHLY COMPLIANCE REPORT

MONTH: JANUARY 2025

DATE OF SUBMISSION: JANUARY 31, 2025

1. Executive Summary

This report presents an overview of compliance and service delivery performance for January 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

Service Area	No. of Requests Received	Channel of Receipt (Online/Offline)
Environmental Impact Assessment Report (EIA)(ASEPA)	13	Offline
Business Premise Permit (Min. of Commerce)	21	Offline
Water Connection Requests (Water Board)	17	Offline
Signage Permit Applications (Urban Planning)	23	Offline
Vehicle Inspection (Min. of Transport)	46	Offline

3. Service Delivery Timeframes

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

4. Request Resolution Metrics

Service Type	Resolved Within SLA	% Compliance	Resolved Beyond SLA	% Non-Compliance
Environmental Impact Assessment Report (EIA)	13	100%	0	0%
Business Premise Permit	20	95%	1	5%
New Water Connection	15	88%	2	12%
Signage Permit Approval	20	87%	3	13%
Vehicle Inspection	43	93%	3	7%

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	ADAMAWA STATE ENVIRONMENTAL PROTECTION AGENCY (ASEPA)	Environmental Impact Assessment Report (EIA)	9 Working Days	13	13	100%
2	MINISTRY OF COMMERCE & TRADE, ADAMAWA STATE	Business Premises Permit	48 Hours	21	20	95%
3	ADAMAWA STATE WATER BOARD SERVICE	New Water Connection	5 Working Days	17	15	88%

4	ADAMAWA STATE URBAN PLANNING & DEVELOPMENT BOARD	Signage Permit Approval	2 Weeks	23	20	87%
5	ADAMAWA STATE MINISTRY OF TRANSPORT	Vehicle Inspection	24 hours	46	43	93%

6. Observations and Recommendations

This report presents Adamawa State's performance on Disbursement Linked Indicator 5 (DLI 5) for January 2025 under the State Action on Business Enabling Reforms (SABER) Program. The report indicates that the state is operationally strong, with a 92.5% average SLA compliance rate across key business-enabling services. This reflects a significant improvement in service delivery efficiency.