



ADAMAWA STATE GOVERNMENT
MONTHLY COMPLIANCE REPORT

MONTH: FEBRUARY 2025

DATE OF SUBMISSION: FEBRUARY 28, 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

Service Area	No. of Requests Received	Channel of Receipt (Online/Offline)
Environmental Impact Assessment Report (EIA)(ASEPA)	21	Offline
Business Premise Permit (Min. of Commerce)	33	Offline
Water Connection Requests (Water Board)	19	Offline
Signage Permit Applications (Urban Planning)	26	Offline
Vehicle Inspection (Min. of Transport)	37	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)	19	90%	2	10%
Business Premise Permit	29	87%	4	13%
New Water Connection	16	84%	3	16%
Signage Permit Approval	26	100%	0	0%
Vehicle Inspection	36	97%	1	3%

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	21	19	90%
2	MINISTRY OF COMMERCE & TRADE, ADAMAWA STATE	Business Premises Permit	48 Hours	33	29	87%
3	ADAMAWA STATE WATER BOARD SERVICE	New Water Connection	5 Working Days	19	16	84%

4	ADAMAWA STATE URBAN PLANNING & DEVELOPME NT BOARD	Signage Permit Approval	2 Weeks	26	26	100%
5	ADAMAWA STATE MINISTRY OF TRANSPORT	Vehicle Inspection	24 hours	37	36	97%

6. Observations and Recommendations

The state has demonstrated strong operational performance, with an overall SLA compliance rate of 91% across the five BEE MDAs. The Urban Planning Board achieved 100% compliance, and Ministry of Transport recorded 97%, indicating efficient service delivery. However, full compliance with DLI 5 requires not only good performance but also formal publication and transparency. To strengthen public awareness and trust, there is a need to use radio, social media, and business forums to inform citizens and businesses about; Published SLAs, How to file requests & How to submit complaints via www.grv-mis.adamawastate.gov.ng, the goal is to Increase transparency, usage, and accountability.