



ADAMAWA STATE GOVERNMENT
MONTHLY COMPLIANCE REPORT

MONTH: MARCH 2025

DATE OF SUBMISSION: MARCH 31, 2025

1. Executive Summary

This report presents an overview of compliance and service delivery performance for March 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)	15	Offline
Business Premise Permit (Min. of Commerce)	23	Offline
Water Connection Requests (Water Board)	16	Offline
Signage Permit Applications (Urban Planning)	35	Offline
Vehicle Inspection (Min. of Transport)	40	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	87%	2	13%
Business Premise Permit	22	96%	1	4%
New Water Connection	10	92%	6	8%
Signage Permit Approval	29	83%	6	17%
Vehicle Inspection	37	92.5%	3	7.5%

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	15	13	87%
2	MINISTRY OF COMMERCE & TRADE, ADAMAWA STATE	Business Premises Permit	48 Hours	23	22	96%
3	ADAMAWA STATE WATER	New Water Connection	5 Working Days	16	10	92%

	BOARD SERVICE					
4	ADAMAWA STATE URBAN PLANNING & DEVELOPMENT BOARD	Signage Permit Approval	2 Weeks	35	29	83%
5	ADAMAWA STATE MINISTRY OF TRANSPORT	Vehicle Inspection	24 hours	40	37	92.5%

6. Observations and Recommendations

Based on the Report Summary for the SLA compliance across five (5) key Business-Enabling Environment (BEE) MDAs, the overall performance is strong, with all MDAs achieving SLA compliance rates between 88% and 93%, exceeding the 75% threshold required under DLI 5 of the SABER Program. To continue to maintain this standard, We must recognize and replicate best practices from top-performing MDAs (e.g., State Water Board – 92%, Ministry of Transport – 93%) across other agencies.