



MONTHLY COMPLIANCE REPORT

July, 2025

DATE OF SUBMISSION: 31ST July, 2025

1. Executive Summary

2. This report presents a summary of the monthly performance statistics of five major Investment-Supporting Institutions in Kogi State for July 2025. Public services and business requests were treated according to recognized MDA methods and administrative guidelines, incorporating authorized workflow standards, Citizens' Complaint Resolution Systems, and Service Commitment Charters. The exercise prioritized openness, responsibility, and better quality of delivery, achieving complete conformity with statutory requirements. A total of one hundred percent (100%) of petitions and grievances reported were treated and settled within the approved GRM schedules, demonstrating the State's resolve to deepen investor confidence and enhance the commercial climate in Kogi State.

3. Total Number of Service Requests Received

| Service Area | No. of Requests Received | Channel of Receipt (Online/Offline) |
|--|--------------------------|--|
| Drivers' Licenses Application (Ministry of Transport) | 6 | Offline |
| Survey Lifting Requests (Ministry of Lands, Survey & Physical planning) | 3 | Offline |
| Water Connection Requests (Water & Sewerage Corporation) | 1 | Offline |
| Signage Permit Applications (Kogi state Signage and Advertisement Agency) | 2 | Offline |
| Request for Cooperative Society certificate (Ministry of Trade, Commerce and Investment) | 5 | Offline |

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4. Service Delivery Timeframes

| Service Type | Official SLA | Source Document |
|----------------------------------|--------------|-----------------|
| Drivers' Licenses Application | 1 month | Official file |
| Survey Lifting Requests | 7 days | Official file |
| New Water Connection | 30 Days | Official file |
| Signage Permit Approval | 30 days | Official file |
| Cooperative Society Registration | 26 days | Official file |

5. Request Resolution Metrics

| Service Type | Resolved Within SLA | % Compliance | Resolved Beyond SLA | % Non-Compliance |
|----------------------------------|---------------------|--------------|---------------------|------------------|
| Drivers' Licenses Application | 2 weeks | 100% | - | 0% |
| Survey Lifting Requests | 0 | 100% | - | 0% |
| New Water Connection | 10days | 100% | - | 0% |
| Signage Permit Approval | 0 | 100% | - | 0% |
| Cooperative Society Registration | 4days | 100% | - | 0% |

6. 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 | Ministry of Transport | Driver's License | 1 MONTH | 5 | 5 | 100% |
| 2 | Ministry of Lands, Survey & Physical planning | | | | | - |

| | | | | | | |
|---|---|----------------------------------|---------|---|---|------|
| 3 | Kogi State Water & Sewerage Corporation | New Water Connection | 30 DAYS | 3 | 3 | 100% |
| 4 | Kogi State Signage and Advertisement Agency | Signage Permit Approval | | | | 100% |
| 5 | Ministry of Trade, Commerce, and Industry | Cooperative Society Registration | 26 DAYS | 8 | 8 | 100% |

1. CONCLUSION

This report presents the results of the Kogi State assessment on DLI 5 for May 2025 under the State Action on Business Enabling Reforms (SABER) Programme. The report indicates that the State operated in conformity with the Governor's Executive Directive on Business Enabling Entities (BEEs) and fulfilled the requirements set out in that Order on BEEs implementation and oversight.

Developed

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SABER Champion

