



## 1. Executive Summary

This report presents a summary of the monthly performance statistics of five major Investment-Supporting Institutions in Kogi State for January 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.

## 2. Total Number of Service Requests Received

Service Area	No. of Requests Received	Channel of Receipt (Online/Offline)
Driver's License Application (Ministry of Transport)	6	Offline
Survey Lifting Requests (Ministry of Lands, Survey & Physical planning)	1	Offline
Water Connection Requests (Water & Sewerage Corporation)	1	Offline
Signage Permit Applications (Kogi state Signage and Advertisement Agency)	1	Offline
Starting a Business request (Ministry of Trade, Commerce and Investment)	1	Offline

### **3. Service Delivery Timeframes**

<b>Service Type</b>	<b>Official SLA</b>	<b>Source Document</b>
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
Starting a Business Request	26 days	Official file

#### 4. Request Resolution Metrics

Service Type	Resolved Within SLA	% Compliance	Resolved Beyond SLA	% Non-Compliance
Drivers' Licenses Application	1 week	100%	-	0%
Survey Lifting Requests	0	100%	-	0%
New Water Connection	15 days	100%	-	0%
Signage Permit Approval	10 days	100%	-	0%
Starting a Business Request	4 days	100%	-	0%

#### 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	Ministry of Transport	Driver's License	1 MONTH	10	10	100%
2	Ministry of Lands, Survey & Physical planning	Survey lifting	7 DAYS	0	0	-

3	Kogi State Water & Sewerage Corporation	New Water Connection	30 DAYS	3	3	100%
4	Kogi State Signage and Advertisement Agency	Signage Permit Approval	30 DAYS	2	2	100%
5	Kogi State Ministry of Commerce Industry	Cooperative Society Registration	26 DAYS	1	1	100%

## 6. CONCLUSION

This report presents the results of the Kogi State assessment on DLI 5 for January 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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