



ENUGU STATE GOVERNMENT MONTHLY COMPLIANCE REPORT

MONTH: FEBRUARY 2025

DATE OF SUBMISSION: MARCH 6, 2025

1. Executive Summary

This report presents an overview of compliance and service delivery performance for February 2025 across key Business Enabling Environment (BEE) agencies in Enugu 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 80% 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)
Business Premises Permit (ESMTII)	1,433	Offline
Inspection of Produce (ESMTII))	35	Offline
Environmental Impact Assessment (EIA) (ESMoECC)	0	Offline
Registration of Borrow Pit (ESMoECC)	0	Offline
Branded Mass Transit Registration (ESMoT)	0	Offline
Certificate of Road Worthiness (ESMoT)	36	Offline
Advertising Certificates for Billboards (ENSSAA)	2	Offline
Signage Permits (Non-billboards) (ENSSAA)	0	Offline
Water Connection Process (ESWC)	7	Offline
Faulty Meter Repairs (ESWC)	0	Offline

3. Service Delivery Timeframes

Service Type	Official SLA	Source Document
Business Premises Permit (ESMTII)	1 Working Day	https://investment.enugustate.gov.ng/increased-transparency-of-official-fees-and-procedures/
Inspection of Produce (ESMTII))	1 Working Day	https://investment.enugustate.gov.ng/increased-transparency-of-official-fees-and-procedures/
Environmental Impact Assessment (EIA) (ESMoECC)	21 Working Days	https://investment.enugustate.gov.ng/increased-transparency-of-official-fees-and-procedures/
Registration of Borrow Pit (ESMoECC)	24 Hours	https://investment.enugustate.gov.ng/increased-transparency-of-official-fees-and-procedures/
Branded Mass Transit Registration (ESMoT)	2 Weeks	https://investment.enugustate.gov.ng/increased-transparency-of-official-fees-and-procedures/
Certificate of Road Worthiness (ESMoT)	24 Hours	https://investment.enugustate.gov.ng/increased-transparency-of-official-fees-and-procedures/
Advertising Certificates for Billboards (ENSSAA)	2 Working Days	https://investment.enugustate.gov.ng/increased-transparency-of-official-fees-and-procedures/
Signage Permits (Non-billboards) (ENSSAA)	2 Working Days	https://investment.enugustate.gov.ng/increased-transparency-of-official-fees-and-procedures/
Water Connection Process (ESWC)	14 Working Days	https://investment.enugustate.gov.ng/increased-transparency-of-official-fees-and-procedures/
Faulty Meter Repairs (ESWC)	48 Hours	https://investment.enugustate.gov.ng/increased-transparency-of-official-fees-and-procedures/

4. Request Resolution Metrics

Service Type	Resolved Within SLA	% Compliance	Resolved Beyond SLA	% Non-Compliance
Business Premises Permit (ESMTII)	1,433	100%	0	0%
Inspection of Produce (ESMTII))	35	100%	0	0%
Environmental Impact Assessment (EIA) (ESMoECC)	0	0%	0	0%
Registration of Borrow Pit (ESMoECC)	0	0%	0	0%
Branded Mass Transit Registration (ESMoT)	0	0%	0	0%
Certificate of Road Worthiness (ESMoT)	36	100%	0	0%
Advertising Certificates for Billboards (ENSSAA)	0	0%	2	100%
Signage Permits (Non-billboards) (ENSSAA)	0	0%	0	0%
Water Connection Process (ESWC)	7	100%	0	0%
Faulty Meter Repairs (ESWC)	0	0%	0	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	ENUGU STATE MINISTRY OF TRADE, INVESTMENT & INDUSTRY (ESMTII)	Business Premises Permit	1 Working Day	1,433	1,433	100%
2	ENUGU STATE MINISTRY OF TRADE, INVESTMENT & INDUSTRY (ESMTII)	Inspection of Produce	1 Working Day	35	35	100%
3	ENUGU STATE MINISTRY OF ENVIRONMENT & CLIMATE CHANGE (ESMoECC)	Environmental Impact Assessment (EIA)	21 Working Days	0	0	0%
4	ENUGU STATE MINISTRY OF ENVIRONMENT & CLIMATE CHANGE (ESMoECC)	Registration of Borrow Pit	24 Hours	0	0	0%
5	ENUGU STATE MINISTRY OF TRANSPORTATION (ESMoT)	Branded Mass Transit Registration	2 Weeks	0	0	0%
6	ENUGU STATE MINISTRY OF TRANSPORTATION (ESMoT)	Certificate of Road Worthiness (ESMoT)	24 Hours	36	36	100%
7	ENUGU STATE STRUCTURES FOR SIGNAGE AND ADVERTISEMENTS AGENCY (ENSSAA)	Advertising Certificates for Billboards	2 Working Days	2	0	0%

8	ENUGU STATE STRUCTURES FOR SIGNAGE AND ADVERTISEMENT AGENCY (ENSSAA)	Signage Permits (Non-billboards)	2 Working Days	0	0	0%
9	ENUGU STATE WATER CORPORATION (ESWC)	Water Connection Process	14 Working Days	7	7	100%
10	ENUGU STATE WATER CORPORATION (ESWC)	Faulty Meter Repairs	48 Hours	0	0	0%

6. Observations and Recommendations

This report presents Enugu State's performance on Disbursement Linked Indicator 5 (DLI 5) for February 2025 under the State Action on Business Enabling Reforms (SABER) Program. The report indicates that the state is operationally strong, with a 80% average SLA compliance rate across key business-enabling services. This reflects a significant improvement in service delivery efficiency.