



# ENUGU STATE GOVERNMENT MONTHLY COMPLIANCE REPORT

MONTH: AUGUST 2025

DATE OF SUBMISSION: SEPTEMBER 8, 2025

## 1. Executive Summary

This report presents an overview of compliance and service delivery performance for August 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 95% 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)                | 46                       | Offline                             |
| Inspection of Produce (ESMTII))                  | 0                        | Offline                             |
| Environmental Impact Assessment (EIA) (ESMoECC)  | 4                        | Offline                             |
| Registration of Borrow Pit (ESMoECC)             | 0                        | Offline                             |
| Branded Mass Transit Registration (ESMoT)        | 0                        | Offline                             |
| Certificate of Road Worthiness (ESMoT)           | 29                       | Offline                             |
| Advertising Certificates for Billboards (ENSSAA) | 2                        | Offline                             |
| Signage Permits (Non-billboards) (ENSSAA)        | 0                        | Offline                             |
| Water Connection Process (ESWC)                  | 9                        | Offline                             |
| Faulty Meter Repairs (ESWC)                      | 0                        | Offline                             |

### 3. Service Delivery Timeframes

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

#### 4. Request Resolution Metrics

| Service Type                                     | Resolved Within SLA | % Compliance | Resolved Beyond SLA | % Non-Compliance |
|--------------------------------------------------|---------------------|--------------|---------------------|------------------|
| Business Premises Permit (ESMTII)                | 46                  | 100%         | 0                   | 0%               |
| Inspection of Produce (ESMTII))                  | 0                   | 0%           | 0                   | 0%               |
| Environmental Impact Assessment (EIA) (ESMoECC)  | 3                   | 75%          | 1                   | 25%              |
| Registration of Borrow Pit (ESMoECC)             | 0                   | 0%           | 0                   | 0%               |
| Branded Mass Transit Registration (ESMoT)        | 0                   | 0%           | 0                   | 0%               |
| Certificate of Road Worthiness (ESMoT)           | 29                  | 100%         | 0                   | 0%               |
| Advertising Certificates for Billboards (ENSSAA) | 2                   | 100%         | xx                  | xx%              |
| Signage Permits (Non-billboards) (ENSSAA)        | 0                   | 0%           | 0                   | 0%               |
| Water Connection Process (ESWC)                  | 9                   | 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   | 46                       | 46                                      | 100%                                                  |
| 2   | ENUGU STATE MINISTRY OF TRADE, INVESTMENT & INDUSTRY (ESMTII)         | Inspection of Produce                   | 1 Working Day   | 0                        | 0                                       | 0%                                                    |
| 3   | ENUGU STATE MINISTRY OF ENVIRONMENT & CLIMATE CHANGE (ESMoECC)        | Environmental Impact Assessment (EIA)   | 21 Working Days | 4                        | 3                                       | 75%                                                   |
| 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        | 29                       | 29                                      | 100%                                                  |
| 7   | ENUGU STATE STRUCTURES FOR SIGNAGE AND ADVERTISEMENTS AGENCY (ENSSAA) | Advertising Certificates for Billboards | 2 Working Days  | 2                        | 2                                       | 100%                                                  |

|    |                                                                      |                                  |                 |   |   |      |
|----|----------------------------------------------------------------------|----------------------------------|-----------------|---|---|------|
| 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 | 9 | 9 | 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 August 2025 under the State Action on Business Enabling Reforms (SABER) Program. The report indicates that the state is operationally strong, with a 95% average SLA compliance rate across key business-enabling services. This reflects a significant improvement in service delivery efficiency.