BORNO STATE GOVERNMENT

MONTHLY COMPLIANCE REPORT

MONTH: FEBRUARY 2025

DATE OF SUBMISSION: FEBRUARY 28TH, 2025

1. Executive Summary

This report provides a summary of compliance and service delivery performance for February 2025 across key Business Enabling Environment (BEE) agencies in Borno State. Service requests were received and processed in line with established timelines. Ongoing efforts to enhance transparency, improve turnaround time, and address grievances have yielded positive results, with over 85% of all requests completed within the specified timeframes.

2. Total Number of Service Requests Received

S/N	Service Type	No. of Requests Received	Channel of Receipt (Online/Offline)
1	Business Premises Registration (Min. of Trade, Investment and Tourism)	144	Offline
2	Tourist site or Attraction Registration (Min. of Trade, Investment and Tourism)	-	Offline
3	Procedure for Personal Income Tax (PAYE) Registration (Borno State Internal Revenue Service)	-	Offline
4	Obtaining Road Worthiness Certificate (Borno State Internal Revenue Service)	2545	Offline
5	Registration for Establishment and Operating a Private School (Borno State Ministry of Education, Science, Technology & Innovation)	9	Offline
6	Accreditation of Syllabus (Borno State Ministry of Education, Science, Technology & Innovation)	2	Offline
7	Co-operative Society Registration (Ministry of Poverty Alleviation, Youth and Sports)	7	Offline
8	Registration Renewal (Ministry of Poverty Alleviation, Youth and Sports)	-	Offline
9	Obtaining Signage and Advert Permit (Borno State Urban Planning and Development Board)	12	Offline
10	Obtaining Road Closure Permit (Borno State Urban Planning and Development Board)	-	Offline

3. Service Delivery Timeframes

S/N	Service Type	Official SLA	Source Document
1	Business Premises Registration (Min. of Trade, Investment and Tourism)	3 working days	Link
2	Tourist site or Attraction Registration (Min. of Trade, Investment and Tourism)	24 working days	Link
3	Procedure for Personal Income Tax (PAYE) Registration (Borno State Internal Revenue Service)	2 days	Link
4	Obtaining Road Worthiness Certificate (Borno State Internal Revenue Service)	2 days	Link
5	Registration for Establishment and Operating a Private School (Borno State Ministry of Education, Science, Technology & Innovation)	38 days	Link
6	Accreditation of Syllabus (Borno State Ministry of Education, Science, Technology & Innovation)	Within 75 working days	Link
7	Co-operative Society Registration (Ministry of Poverty Alleviation, Youth and Sports)	5 working days	Link
8	Registration Renewal (Ministry of Poverty Alleviation, Youth and Sports)	30 working days	Link
9	Obtaining Signage and Advert Permit (Borno State Urban Planning and Development Board)	12 days	Link
10	Obtaining Road Closure Permit (Borno State Urban Planning and Development Board)	15 working days	Link

4. Request Resolution Metrics

S/N	Service Type	Resolved Within SLA Timeframe	% Compliance	Resolved Beyond SLA	% Non-Compliance
1	Business Premises Registration (Min. of Trade, Investment and Tourism)	144	100%	0	0
2	Tourist site or Attraction Registration (Min. of Trade, Investment and Tourism)	-	-	-	-
3	Procedure for Personal Income Tax (PAYE) Registration (Borno State Internal Revenue Service)	-	-	-	-
4	Obtaining Road Worthiness Certificate (Borno State Internal Revenue Service)	2545	100%	0	0

5	Registration for Establishment and Operating a Private School (Borno State Ministry of Education, Science, Technology & Innovation)	8	88.9%	1	11.1%
6	Accreditation of Syllabus (Borno State Ministry of Education, Science, Technology & Innovation)	2	100%	0	0
7	Co-operative Society Registration (Ministry of Poverty Alleviation, Youth and Sports)	7	100%	0	0
8	Registration Renewal (Ministry of Poverty Alleviation, Youth and Sports)	-	-	-	-
9	Obtaining Signage and Advert Permit (Borno State Urban Planning and Development Board)	12	100%	0	0
10	Obtaining Road Closure Permit (Borno State Urban Planning and Development Board)	-	-	-	-

5. Request Resolution Metrics

S/N	Participating MDAs	Service Type	Approved SLAs	No. Of Requests Received	Resolved Within SLA	Percentage of total applications completed within SLA
1	Min. of Trade, Investment and Tourism	Business Premises Registration	3 working days	144	144	100%
2	Min. of Trade, Investment and Tourism	Tourist site or Attraction Registration	24 working days	-	-	-
3	Borno State Internal Revenue Service	Procedure for Personal Income Tax (PAYE) Registration	2 days	-	-	-
4	Borno State Internal Revenue Service	Obtaining Road Worthiness Certificate	2 days	2545	2545	100%
5	Borno State Ministry of Education, Science, Technology & Innovation	Registration for Establishing and Operating a Private School	38 days	9	8	88.9%
6	Borno State Ministry of Education, Science, Technology & Innovation	Accreditation of Syllabus	Within 75 working days	2	2	100%
7	Ministry of Poverty Alleviation, Youth and Sports	Co-operative Society Registration	5 working days	7	7	100%

8	Ministry of Poverty Alleviation, Youth and Sports	Registration Renewal	30 working days	-	-	-
9	Borno State Urban Planning and Development Board	Obtaining Signage and Advert Permit	12 days	12	12	100%
10	Borno State Urban Planning and Development Board	Obtaining Road Closure Permit	15 working days	-	-	-

6. Request Resolution Metrics

This report presents Borno 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 98.15% average SLA compliance rate across key business-enabling services. This reflects a significant improvement in service delivery efficiency.