# BORNO STATE GOVERNMENT

MONTHLY COMPLIANCE REPORT

**MONTH: APRIL 2026**

**DATE OF SUBMISSION: APRIL 30TH, 2026**

## 1. Executive Summary

This report provides a summary of compliance and service delivery performance for April 2026 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) | 37 | 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) | 276 | Offline |
| 4 | Obtaining Road Worthiness Certificate (Borno State Internal Revenue Service) | 1,968 | Offline |
| 5 | Registration for Establishment and Operating a Private School (Borno State Ministry of Education, Science, Technology & Innovation) | 5 | 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) | 8 | Offline |
| 8 | Registration Renewal (Ministry of Poverty Alleviation, Youth and Sports) | 4 | Offline |
| 9 | Obtaining Signage and Advert Permit (Borno State Urban Planning and Development Board) | 9 | Offline |
| 10 | Obtaining Road Closure Permit (Borno State Urban Planning and Development Board) | 2 | 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 |

| S/N | Service Type | Official SLA | Source Document |
|---|---|---|---|
| 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) | 36 | 97.3% | 1 | 2.7% |
| 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) | 268 | 97.1% | 8 | 2.9% |
| 4 | Obtaining Road Worthiness Certificate (Borno State Internal Revenue Service) | 1,949 | 99% | 19 | 1% |
| 5 | Registration for Establishment and Operating a Private School (Borno State Ministry of Education, Science, Technology & Innovation) | 5 | 100% | 0 | 0 |
| 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) | 8 | 100% | 0 | 0 |
| 8 | Registration Renewal (Ministry of Poverty Alleviation, Youth and Sports) | 4 | 100% | 0 | 0 |
| 9 | Obtaining Signage and Advert Permit (Borno State Urban Planning and Development Board) | 8 | 88.9% | 1 | 11.1% |
| 10 | Obtaining Road Closure Permit (Borno State Urban Planning and Development Board) | 2 | 100% | 0 | 0 |

## 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 | 37 | 36 | 97.3% |
| 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 | 276 | 268 | 97.1% |
| 4 | Borno State Internal Revenue Service | Obtaining Road Worthiness Certificate | 2 days | 1,968 | 1,949 | 99% |
| 5 | Borno State Ministry of Education, Science, Technology & Innovation | Registration for Establishment and Operating a Private School | 38 days | 5 | 5 | 100% |
| 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 | 8 | 8 | 100% |
| 8 | Ministry of Poverty Alleviation, Youth and Sports | Registration Renewal | 30 working days | 4 | 4 | 100% |
| 9 | Borno State Urban Planning and Development Board | Obtaining Signage and Advert Permit | 12 days | 9 | 8 | 88.9% |
| 10 | Borno State Urban Planning and Development Board | Obtaining Road Closure Permit | 15 working days | 2 | 2 | 100% |

## 6. Request Resolution Metrics

This report presents Borno State's performance on Disbursement Linked Indicator 5 (DLI 5) for April 2026 under the State Action on Business Enabling Reforms (SABER) Program. The report indicates that the state is operationally strong, with a 98.0% average SLA compliance rate across key business-enabling services. This reflects a significant improvement in service delivery efficiency.