BORNO STATE GOVERNMENT

MONTHLY COMPLIANCE REPORT

MONTH: MARCH 2026

DATE OF SUBMISSION: MARCH 31ST, 2026

1. Executive Summary

This report provides a summary of compliance and service delivery performance for March 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)	41	Offline
2	Tourist site or Attraction Registration (Min. of Trade, Investment and Tourism)	1	Offline
3	Procedure for Personal Income Tax (PAYE) Registration (Borno State Internal Revenue Service)	304	Offline
4	Obtaining Road Worthiness Certificate (Borno State Internal Revenue Service)	2,087	Offline
5	Registration for Establishment and Operating a Private School (Borno State Ministry of Education, Science, Technology & Innovation)	7	Offline
6	Accreditation of Syllabus (Borno State Ministry of Education, Science, Technology & Innovation)	-	Offline
7	Co-operative Society Registration (Ministry of Poverty Alleviation, Youth and Sports)	11	Offline
8	Registration Renewal (Ministry of Poverty Alleviation, Youth and Sports)	6	Offline
9	Obtaining Signage and Advert Permit (Borno State Urban Planning and Development Board)	6	Offline
10	Obtaining Road Closure Permit (Borno State Urban Planning and Development Board)	1	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)	39	95.1%	2	4.9%
2	Tourist site or Attraction Registration (Min. of Trade, Investment and Tourism)	1	100%	0	0
3	Procedure for Personal Income Tax (PAYE) Registration (Borno State Internal Revenue Service)	296	97.4%	8	2.6%
4	Obtaining Road Worthiness Certificate (Borno State Internal Revenue Service)	2,071	99.2%	16	0.8%
5	Registration for Establishment and Operating a Private School (Borno State Ministry of Education, Science, Technology & Innovation)	6	85.7%	1	14.3%
6	Accreditation of Syllabus (Borno State Ministry of Education, Science, Technology & Innovation)	-	-	-	-
7	Co-operative Society Registration (Ministry of Poverty Alleviation, Youth and Sports)	10	90.9%	1	9.1%
8	Registration Renewal (Ministry of Poverty Alleviation, Youth and Sports)	6	100%	0	0
9	Obtaining Signage and Advert Permit (Borno State Urban Planning and Development Board)	6	100%	0	0
10	Obtaining Road Closure Permit (Borno State Urban Planning and Development Board)	1	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	41	39	95.1%
2	Min. of Trade, Investment and Tourism	Tourist site or Attraction Registration	24 working days	1	1	100%
3	Borno State Internal Revenue Service	Procedure for Personal Income Tax (PAYE) Registration	2 days	304	296	97.4%
4	Borno State Internal Revenue Service	Obtaining Road Worthiness Certificate	2 days	2,087	2,071	99.2%
5	Borno State Ministry of Education, Science, Technology & Innovation	Registration for Establishment and Operating a Private School	38 days	7	6	85.7%
6	Borno State Ministry of Education, Science, Technology & Innovation	Accreditation of Syllabus	Within 75 working days	-	-	-
7	Ministry of Poverty Alleviation, Youth and Sports	Co-operative Society Registration	5 working days	11	10	90.9%
8	Ministry of Poverty Alleviation, Youth and Sports	Registration Renewal	30 working days	6	6	100%
9	Borno State Urban Planning and Development Board	Obtaining Signage and Advert Permit	12 days	6	6	100%
10	Borno State Urban Planning and Development Board	Obtaining Road Closure Permit	15 working days	1	1	100%

6. Request Resolution Metrics

This report presents Borno State's performance on Disbursement Linked Indicator 5 (DLI 5) for March 2026 under the State Action on Business Enabling Reforms (SABER) Program. The report indicates that the state is operationally strong, with a 96.5% average SLA compliance rate across key business-enabling services. This reflects a significant improvement in service delivery efficiency.