



YOBE STATE GOVERNMENT

MAY 2025 COMPLIANCE REPORT

DATE OF SUBMISSION: May 31, 2025

1. Executive Summary

This report provides a summary of compliance and service delivery performance for May 2025 across key Business Enabling Environment (BEE) agencies in Yobe State. Service requests were received and processed within established timelines. Ongoing efforts to enhance transparency, improve turnaround time, and address grievances have yielded positive results, with over 95% of all requests completed within the specified timeframes.

2. Total Number of Service Requests Received

Service Type	No. of Requests Received	Channel of Receipt (Online/Offline)
Business Premises Registration (Min. of Commerce, Industry and Tourism)	2	Offline
Registration of Corporate society	-	Offline
Signage and Advertisement registration (Ministry of Housing & Urban Development)	2	Offline
Request for Building Permit (Ministry of Housing & Urban Development)	11	Offline
Request for laying, altering, or extending a private water supply for individuals and businesses (Yobe Water Corporation)	2	Offline
Residential/Commercial/Industrial water connection (Yobe Water Corporation)	6	Offline
Obtaining certificate of road worthiness (Yobe Internal Revenue Service)	4	Offline
Vehicular number plate (Yobe Internal Revenue Service)	1	Offline
Environmental Impact Assessment (EIA) application (Ministry of Environment and Forestry)	-	Offline
Waste Management permit. (Ministry of Environment and Forestry)	-	Offline

3. Service Delivery Timeframes

Service Type	Official SLA	Source Document
Request for Obtaining Business Premises Registration (Min. of Commerce, Industry and Tourism)	3 Days	https://cpanel.egov.yb.gov.na/g/documents/abb89342-4e33-4a79-bf08-b167cbea1b9b.pdf
Registration of Corporate society (Min. of Commerce, Industry and Tourism)	30 Days	https://cpanel.egov.yb.gov.na/g/documents/abb89342-4e33-4a79-bf08-b167cbea1b9b.pdf
Request for Signage and Advertisement (Ministry of Housing & Urban Development)	30 days	https://cpanel.egov.yb.gov.na/g/documents/fc805eee-5459-4467-9326-de9f9880a023.pdf
Request for Building Permit (Ministry of Housing & Urban Development)	30 days	https://cpanel.egov.yb.gov.na/g/documents/fc805eee-5459-4467-9326-de9f9880a023.pdf
Request for laying, altering, or extending a private water supply for individuals and businesses (Yobe Water Corporation)	14 days	https://cpanel.egov.yb.gov.na/g/documents/2c1ca2c5-9fbd-42d8-8b34-6a064e1ec54d.pdf
Residential/ Commercial/Industrial water connection (Yobe Water Corporation)	14 days	https://cpanel.egov.yb.gov.na/g/documents/2c1ca2c5-9fbd-42d8-8b34-6a064e1ec54d.pdf
Request for obtaining certificate of road worthiness (Light Buses) (Yobe Internal Revenue Service)	1 day	https://cpanel.egov.yb.gov.na/g/documents/cfe47e83-92bd-421b-94ba-d4e7c92f3c22.pdf
Request for obtaining certificate of road worthiness (Heavy goods vehicles) (Yobe Internal Revenue Service)	1 day	https://cpanel.egov.yb.gov.na/g/documents/cfe47e83-92bd-421b-94ba-d4e7c92f3c22.pdf
Request for Environmental Impact Assessment (EIA) – (Ministry of Environment and Forestry)	30 days	https://cpanel.egov.yb.gov.na/g/documents/8b993071-6929-4635-824f-9d222456ed52.pdf
Waste Management permit. (Ministry of Environment and Forestry)	30 days	https://cpanel.egov.yb.gov.na/g/documents/8b993071-6929-4635-824f-9d222456ed52.pdf

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4. Request Resolution Metrics

Service Type	Resolved Within SLA Timeframe	% Compliance	Resolved Beyond SLA	% Non-Compliance
Request for Obtaining Business Premises Registration (Min. of Commerce, Industry and Tourism)	2	100%	0	0%
Registration of Corporate society (Min. of Commerce, Industry and Tourism)	0	0	0	0%
Request for Signage and Advertisement (Ministry of Housing & Urban Development)	2	100%	0	0%
Request for Building Permit (Ministry of Housing & Urban Development)	11	100%	0	0%
Request for laying, altering, or extending a private water supply for individuals and businesses (Yobe Water Corporation)	2	100%	0	0%
Residential/ Commercial/Industrial water connection (Yobe Water Corporation)	6	100%	0	0%
Request for obtaining certificate of road worthiness (Light Buses) (Yobe Internal Revenue Service)	4	100%	0	0%
Request for obtaining certificate of road worthiness (Heavy goods vehicles) (Yobe Internal Revenue Service)	1	100%	0	0%
Request for Environmental Impact Assessment (EIA) – (Ministry of Environment and Forestry)	0	0	0	0%

Waste Management permit. (Ministry of Environment and Forestry)	0	0	0	0%
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5. Request Resolution Metrics

Participating MDAs	Service Type	Approved SLAs	No. Of Requests Received	Resolved Within SLA	Percentage of total applications completed within SLA
(Min. of Commerce, Industry and Tourism)	Request for Obtaining Business Premises Registration	3 Days	2	2	100%
(Min. of Commerce, Industry and Tourism)	Registration of Corporate society	30 Days	-	-	-
(Ministry of Housing & Urban Development)	Request for Signage and Advertisement	30 days	2	2	100%
(Ministry of Housing & Urban Development)	Request for Building Permit	30 days	11	11	100%
(Yobe Water Corporation)	Request for laying, altering, or extending a private water supply for individuals and businesses (Yobe Water Corporation)	14 days	2	2	100%
(Yobe Water Corporation)	Residential/ Commercial/Industrial water connection	14 days	6	6	100%
(Yobe Internal Revenue Service)	Request for obtaining certificate of road worthiness (Light Buses)	1 day	4	4	100%
(Yobe Internal Revenue Service)	(Request for obtaining certificate of road	1 day	1	1	100%

	worthiness (Heavy goods vehicles)				
(Ministry of Environment and Forestry)	Request for Environmental Impact Assessment (EIA)	30 days	-	-	-
(Ministry of Environment and Forestry)	Waste Management permit.	30 days	-	-	-

6. Request Resolution Metrics

This report presents Yobe State's performance on Disbursement Linked Indicator 5 (DLI 5) for May 2025 under the State Action on Business Enabling Reforms (SABER) Program. The report indicates that the state is operationally strong, with a 100% SLA compliance rate across key business-enabling services. This reflects a significant improvement in service delivery efficiency.