



IMO STATE GOVERNMENT

MONTHLY COMPLIANCE REPORT

December, 2025

DATE OF SUBMISSION: 31nd December, 2025

1. Executive Summary

This is an overview of the monthly compliance statistics of five key Business Enabling Entities in Imo State for the month of December, 2025. Service applications were processed in compliance with each MDA processes and procedures of obtaining its business processes, Grievance Redress mechanism, Service Level Agreement etc. Emphasis was placed on transparency and Accountability, improving service delivery. 100% of grievances received were resolved within the GRM timelines.

2. Total Number of Service Requests Received

| Service Area | No. of Requests Received | Channel of Receipt (Online/Offline) |
|---|---------------------------------|--|
| Drivers' Licenses Application (Ministry of Transport) | 25 | Offline |
| Survey Lifting Requests (Ministry of Lands, Survey & Physical planning) | 3 | Offline |
| Water Connection Requests (Water & Sewerage Corporation) | 2 | Offline |
| Signage Permit Applications (Imo state Signage and Advertisement Agency) | 0 | Offline |
| Request for Cooperative Society certificate (Ministry of Trade, Commerce and Investment) | 0 | Offline |

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3. Service Delivery Timeframes

| Service Type | Official SLA | Source Document |
|-------------------------------------|---------------------|------------------------|
| Drivers' Licenses Application | 1 month | Official file |
| Survey Lifting Requests | 7 days | Official file |
| New Water Connection | 30 Days | Official file |
| Signage Permit Approval | 30 days | Official file |
| Cooperative Society Registration | 26 days | Official file |

4. Request Resolution Metrics

| Service Type | Resolved Within SLA | % Compliance | Resolved Beyond SLA | % Non-Compliance |
|----------------------------------|---------------------|--------------|---------------------|------------------|
| Drivers' Licenses Application | 10days | 100% | - | 0% |
| Survey Lifting Requests | 9 days | 100% | - | 0% |
| New Water Connection | 10 days | 100% | - | 0% |
| Signage Permit Approval | | 100% | - | 0% |
| Cooperative Society Registration | | 100% | - | 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 | Ministry of Transport | Driver's License | 1 MONTH | 25 | 25 | 100% |
| 2 | Ministry of Lands, Survey & Physical planning | Survey Lift | 7 Days | 3 | 3 | -100% |

| | | | | | | |
|---|--|----------------------------------|---------|---|---|------|
| 3 | Imo State Water & Sewerage Corporation | New Water Connection | 30 DAYS | 2 | 2 | 100% |
| 4 | Imo State Signage and Advertisement Agency | Signage Permit Approval | 30 days | | | 100% |
| 5 | Ministry of Trade, Commerce and Investment | Cooperative Society Registration | | | | |

6. CONCLUSION

This report gives the outcome of Imo State's performance on DLI5 for December, 2025 under the State Action on Business Enabling Reforms (SABER) Program. It shows that the State complied with the provisions of the Governor's Executive Order on BEEs

Complied by:
 Chukwu Callistus, ACA
 State SABER Champion
 08064271727

