



# IMO STATE GOVERNMENT

MONTHLY COMPLIANCE REPORT

August, 2025

DATE OF SUBMISSION: 31<sup>nd</sup> August 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 August, 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)	15	Offline
Survey Lifting Requests (Ministry of Lands, Survey & Physical planning)	0	Offline
Water Connection Requests (Water & Sewerage Corporation)	6	Offline
Signage Permit Applications (Imo state Signage and Advertisement Agency)	0	Offline
Starting a Business (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
Starting a Business	26 days	Official file

## 4. Request Resolution Metrics

Service Type	Resolved Within SLA	% Compliance	Resolved Beyond SLA	% Non-Compliance
Drivers' Licenses Application	3 weeks	100%	-	0%
Survey Lifting Requests	0	100%	-	0%
New Water Connection	12days	100%	-	0%
Signage Permit Approval	0	100%	-	0%
Cooperative Society Registration	0	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	5	5	100%
2	Ministry of Lands, Survey & Physical planning					-

3	Imo State Water & Sewerage Corporation	New Water Connection	30 DAYS	6	6	100%
4	Imo State Signage and Advertisement Agency	Signage Permit Approval				
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 August, 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

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