



ONDO STATE GOVERNMENT

Business Enabling Environment (BEE) Compliance Report

COMPLIANCE REPORT TEMPLATE

This report presents a comprehensive overview of compliance and service delivery performance for the Month of May, June and July 2025 across the 5 key Business Enabling Environment (BEE) agencies in Ondo State. Service requests were duly received and processed in line with published timelines. Strategic measures implemented to strengthen transparency, improve turnaround time, and resolve grievances have yielded positive results, with 91% of requests completed within the stipulated timelines.

1. Total Number of Service Requests Received

Service Area	No. of Requests Received (2025)			Channel of Receipt (Online/Offline)
	MAY	JUNE	JULY	
Survey Plan Process and Procedure (Min of Lands)	486	237	576	Offline
Business Premise Permit (Min. of Commerce)	706	495	1021	Online and Offline
Environmental Impact Assessment (Min of Environment)	2	1	5	Offline
Signage Permit Applications	9	8	2	Offline
Vehicle Inspection (Min. of Transport)	5850	5683	6385	Offline

2. Service Delivery Timeframes

Service Type	Official SLA	Source Document
Survey Plan Process and Procedure (Min of Lands)	14 Working Days	https://ondostate.gov.ng/index.php/survey-plan-processes-2023/
Business Premise Permit	1 Working Days	https://ondostate.gov.ng/index.php/business-premises-regulation-and-procedure/
Environmental Impact Assessment Report (EIA)	3 Month	https://ondostate.gov.ng/index.php/ministry-of-environment-processes-and-guideline-for-eia/
Signage Permit Application/ Approval	7 Working days	https://ondostate.gov.ng/index.php/signage-agency/
Vehicle Inspection	1 Working Day	https://ondostate.gov.ng/index.php/vehicle-inspection-procedure/

3. Request for Resolution Metrics

Service Type	Resolved Within SLA	% Compliance	Resolved Beyond SLA	% Non-Compliance
Survey Plan Process and Procedure(Min of Lands)	1039	80%	260	20%
Business Premise Permit	1871	84%	356	16%
Environmental Impact Assessment Report (EIA)	8	100%	Nil	Nil
Signage Permit Approval	17	89.5%	2	10.5%
Vehicle Inspection	17918	100%	Nil	Nil

4. 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	SURVEYOR GENERAL'S OFFICE MIN OF LANDS	Survey Plan Process and Procedure	14 Days	1299	1039	80%
2	MINISTRY OF COMMERCE, INDUSTRY & COOPERATIVE SERVICES	Business Premises Permit	14 Days	2227	1871	84%
3	ONDO STATE MINISTRY OF ENVIRONMENT	Environmental Impact Assessment Report (EIA)	3 Month	8	8	100%
4	ONDO STATE SIGNAGE & ADVERTISEMENT AGENCY	Signage Permit Approval	7 Working Days	19	17	89.5%
5	ONDO STATE MINISTRY OF TRANSPORT	Vehicle Inspection	1 Working Day	17918	17918	100%

Observations and Recommendations

Under the State Action on Business Enabling Reforms (SABRE) Program, this report details Ondo State's performance on Disbursement Linked Indicator 5 (DLI 5) for the Months of May, June and July 2025. With an average SLA compliance rate of 90.7% across important business-enabling services, the results show that the State has maintained strong operational capacity. This indicates a significant increase in the overall effectiveness of service delivery.