



**JIGAWA STATE GOVERNMENT  
MONTHLY COMPLIANCE REPORT FOR  
BUSINESS ENABLING MDAs**

**MONTH: SEPTEMBER 2025**

**DATE OF SUBMISSION: DECEMBER 2025**

# MONTHLY COMPLIANCE REPORTS REPORT FOR BUSINESS ENABLING MDAs IN JIGAWA STATE

## 1. Executive summary

This report provides an overview of compliance levels and service delivery performance for September 2025 among key Business Enabling Environment (BEE) agencies in Jigawa State. While service requests were processed according to established timelines, there remains room for improvement, with just over 34% of all requests completed within the required timeframes. Ongoing initiatives to enhance transparency, shorten turnaround times, and strengthen grievance resolution are being implemented to improve overall efficiency and accountability.

## 2. Total Number of Service Request Received

| Service Area   | No. of Request Received | Channel of Receipt (Online/Offline) |
|--|-------------------------|-------------------------------------|
| Business Premises Registration<br>(Ministry of Commerce Industry, Cooperative and Tourism) | 10                      | Offline                             |

|   |    |                    |
|---|----|--------------------|
| Processing of Operational Licence<br>(Ministry of Commerce Industry, Cooperative and Tourism)         | 0  | Offline            |
| Investigation of Project<br>(Jigawa State Due Process and Project Monitoring Bureau)                  | 0  | Offline            |
| Registration of Works, Goods and Services<br>(Jigawa State Due Process and Project Monitoring Bureau) | 14 | Offline            |
| Legal Services<br>(Ministry of Justice)   | 3  | Offline<br>Offline |
| Legal Civil Litigation Services<br>(Ministry of Justice)  | 12 | Offline            |
| Legal Drafting Services<br>(Ministry of Justice)  | 9  | Offline            |
| Processing of contracts payment<br>(Ministry of Finance)  | 32 | Offline & Online   |
| Public Procurement  | '  |                    |

|  |     |                  |
|--|-----|------------------|
| (Ministry of Finance)  | 11  | Offline & Online |
| Tax Registration & Payment<br>Jigawa Internal Revenue Service                | 133 | Online           |
| Electronic Tax Clearance<br>Certification<br>Jigawa Internal Revenue Service | 0   | Offline          |

### 3. Service Delivery Time-frame

| Service Type   | Official SLA       | Source Document   |
|--|--------------------|---|
| Business Premises Registration<br>(Ministry of Commerce<br>Industry, Cooperative and<br>Tourism) | 21 working<br>Days | <a href="https://www.jigawastate.gov.ng/uploads/Business%20premises%20registration%20process%20in%20jigawa%20state.pdf">https://www.jigawastate.gov.ng/uploads/Business%20premises%20registration%20process%20in%20jigawa%20state.pdf</a> |

|   |                  |   |
|---|------------------|---|
| Processing of Operational Licence<br><br>(Ministry of Commerce Industry, Cooperative and Tourism)         | 7 Working Days   | <a href="https://www.jigawastate.gov.ng/uploads/Processes%20and%20Procedures%20for%20Obtaining%20Operation%20Licence%20for%20Tourism%20and%20Allied%20Hospitality%20Business.pdf">https://www.jigawastate.gov.ng/uploads/Processes%20and%20Procedures%20for%20Obtaining%20Operation%20Licence%20for%20Tourism%20and%20Allied%20Hospitality%20Business.pdf</a> |
| Investigation of Project<br><br>(Jigawa State Due Process and Project Monitoring Bureau)                  | 43 working Days  | <a href="https://jigawastate.gov.ng/uploads/SLA%20on%20Vetting%20by%20Due%20Process.pdf">https://jigawastate.gov.ng/uploads/SLA%20on%20Vetting%20by%20Due%20Process.pdf</a>   |
| Registration of Works, Goods and Services<br><br>(Jigawa State Due Process and Project Monitoring Bureau) | 7 Working Days   | <a href="https://jigawastate.gov.ng/uploads/Works%20Registration%20Guidelines%20Review.pdf">https://jigawastate.gov.ng/uploads/Works%20Registration%20Guidelines%20Review.pdf</a>   |
| Legal Services<br><br>(Ministry of Justice)   | 182 Working Days | <a href="https://jigawastate.gov.ng/uploads/Procedures%20for%20Legal%20Services%20by%20Ministry%20of%20Justice.pdf">https://jigawastate.gov.ng/uploads/Procedures%20for%20Legal%20Services%20by%20Ministry%20of%20Justice.pdf</a>   |

|  |                 |   |
|--|-----------------|---|
| Legal Civil Litigation Services<br>(Ministry of Justice) | 14 Working Days | <a href="https://jigawastate.gov.ng/uploads/Procedures%20for%20obtaining%20Legal%20Services%20at%20Dept%20of%20Civil%20Litigation.pdf">https://jigawastate.gov.ng/uploads/Procedures%20for%20obtaining%20Legal%20Services%20at%20Dept%20of%20Civil%20Litigation.pdf</a> |
| Legal Drafting Services<br>(Ministry of Justice)         | 44 Working Days | <a href="https://jigawastate.gov.ng/uploads/Procedures%20for%20Services%20at%20Legal%20Drafting%20reviewed%20by%20CIT%2012135.pdf">https://jigawastate.gov.ng/uploads/Procedures%20for%20Services%20at%20Legal%20Drafting%20reviewed%20by%20CIT%2012135.pdf</a>         |
| Processing of contracts payment<br>(Ministry of Finance) | 17 Working Days | <a href="https://jigawastate.gov.ng/uploads/Procedures%20for%20Contract%20Processing%20for%20Ministry%20of%20Finance.pdf">https://jigawastate.gov.ng/uploads/Procedures%20for%20Contract%20Processing%20for%20Ministry%20of%20Finance.pdf</a>                           |
| Public Procurement<br>(Ministry of Finance)              | 30 Working Days | <a href="https://jigawastate.gov.ng/uploads/Procedures%20for%20Public%20Procurement%20at%20Ministry%20of%20Finance.pdf">https://jigawastate.gov.ng/uploads/Procedures%20for%20Public%20Procurement%20at%20Ministry%20of%20Finance.pdf</a>                               |

|   |                 |   |
|---|-----------------|---|
| Tax Registration & Payment<br><br>Jigawa Internal Revenue Service             | 14 Working Days | <a href="https://jigawastate.gov.ng/uploads/Procedures%20for%20obtaining%20TIN%20and%20tax%20payment.pdf">https://jigawastate.gov.ng/uploads/Procedures%20for%20obtaining%20TIN%20and%20tax%20payment.pdf</a> |
| Electronic Tax Clearance Certification<br><br>Jigawa Internal Revenue Service | 14 Working Days | <a href="https://jigawastate.gov.ng/uploads/Procedure%20for%20eTCC.pdf">https://jigawastate.gov.ng/uploads/Procedure%20for%20eTCC.pdf</a>   |

#### 4. Service Resolution Timelines

| Service Type   | Resolved Within SLA | % Compliance | Resolved Beyond SLA | Non-Compliance |
|--|---------------------|--------------|---------------------|----------------|
| Business Premises Registration (Ministry of Commerce Industry, | 10                  | 100%         | 10                  | 0%             |

|   |    |     |   |     |
|---|----|-----|---|-----|
| Cooperative and Tourism)  |    |     |   |     |
| Processing of Operational Licence<br><br>(Ministry of Commerce Industry, Cooperative and Tourism) | 0  | 0%  | 0 | 0%  |
| Investigation of Project<br><br>(Jigawa State Due Process and Project Monitoring Bureau)          | 0  | 0%  | 0 | 0%  |
| Registration of Works, Goods and Services<br><br>(Jigawa State Due Process and Project Monitoring | 10 | 71% | 4 | 29% |

|   |     |      |    |     |
|---|-----|------|----|-----|
| Bureau)   |     |      |    |     |
| Legal Services<br>(Ministry of<br>Justice)                        | 2   | 67%  | 1  | 33% |
| Legal Drafting<br>Services<br>(Ministry of<br>Justice)            | 9   | 100% | 0  | 0%  |
| Civil Litigation<br>Services<br>(Ministry of<br>Justice)          | 6   | 50%  | 6  | 50% |
| Processing of<br>contracts<br>payment<br>(Ministry of<br>Finance) | 26  | 82%  | 6  | 28% |
| Public<br>Procurement<br>(Ministry of<br>Finance)                 | 6   | 55%  | 5  | 45% |
| Tax<br>Registration &   | 106 | 80%  | 27 | 20% |

|  |   |    |   |    |
|--|---|----|---|----|
| Payment<br>Jigawa<br>Internal<br>Revenue<br>Service                                      |   |    |   |    |
| Electronic Tax<br>Clearance<br>Certification<br>Jigawa<br>Internal<br>Revenue<br>Service | 0 | 0% | 0 | 0% |

## 5. The Report Summary

| S/<br>n | Participating<br>MDA | Service<br>Type | Approv<br>ed SLA | No. of<br>Reques<br>t<br>Receive<br>d | Number<br>of<br>requests<br>complet<br>ed<br>within<br>SLA | Percenta<br>ge<br>of total<br>applicatio<br>ns<br>complete<br>d<br>within |
|---------|----------------------|-----------------|------------------|---------------------------------------|--|---|
|         |                      |                 |                  |                                       |  |   |

|   |  |  |                       |    |    | SLA  |
|---|--|--|-----------------------|----|----|------|
| 1 | Ministry of<br>Commerce<br>Industry,<br>Cooperative<br>and Tourism | Business<br>Premises<br>Registration       | 21<br>working<br>Days | 0  | 0  | 0%   |
| 2 | Ministry of<br>Commerce<br>Industry,<br>Cooperative<br>and Tourism | Processing<br>of<br>Operational<br>Licence | 7<br>Working<br>Days  | 10 | 10 | 100% |
| 3 | Jigawa State<br>Due Process<br>and Project<br>Monitoring<br>Bureau | Investigation<br>of<br>Project             | 43 working<br>Days    | 0  | 0  | 0%   |
| 4 | Jigawa State   | Registration                               | 7                     | 14 | 10 | 71%  |

|   |  |                                |                   |    |    |      |
|---|--|--------------------------------|-------------------|----|----|------|
|   | Due Process and Project Monitoring Bureau        | n of Works, Goods and Services | Workin g Days     |    |    |      |
| 5 | Ministry of Justice                              | Legal Services                 | 182 Workin g Days | 3  | 2  | 67%  |
|   | Legal Drafting Services<br>(Ministry of Justice) | Legal Drafting Services        | 14 Workin g Days  | 9  | 9  | 100% |
| 6 | Ministry of Justice                              | Civil Litigation Services      | 44 Workin g Days  | 12 | 6  | 50%  |
| 7 | Ministry of Finance                              | Processing of contracts        | 17 Workin g Days  | 32 | 26 | 77%  |

|    |                                 | payment                                |                 |     |     |     |
|----|---------------------------------|--|-----------------|-----|-----|-----|
| 8  | Ministry of Finance             | Public Procurement                     | 30 Working Days | 11  | 6   | 55% |
| 9  | Jigawa Internal Revenue Service | Tax Registration & Payment             | 14 Working Days | 133 | 106 | 80% |
| 10 | Jigawa Internal Revenue Service | Electronic Tax Clearance Certification | 14 Working Days | 0   | 0   | 0%  |

## **6. Observations and Recommendations**

To further improve service delivery, it is recommended that all MDAs focus on enhancing transparency, accountability, and efficiency in their operations, while also providing regular training and capacity-building programs for staff to ensure they have the necessary skills and knowledge to deliver high-quality services.