



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

MONTH: MARCH 2025

DATE OF SUBMISSION: JUNE 2025

MONTHLY COMPLIANCE REPORTS REPORT FOR BUSINESS ENABLING MDAs IN JIGAWA STATE

1. Executive summary

This report presents an overview of compliance and service delivery performance for March 2025 across key Business Enabling Environment (BEE) agencies in Jigawa State. Service requests were managed according to established timelines, reflecting strengthened efficiency and accountability. Continued efforts to enhance transparency, reduce turnaround times, and address grievances effectively have yielded positive results, with over 56% of requests processed within the required timeframes.

2. Total Number of Service Request Received

Service Area	No. of Request Received	Channel of Receipt (Online/Offline)
Business Premises Registration (Ministry of Commerce Industry, Cooperative and Tourism)	4	Offline
Processing of Operational Licence (Ministry of Commerce Industry, Cooperative and Tourism)	0	Offline
Investigation of Project		

<i>(Jigawa State Due Process and Project Monitoring Bureau)</i>	<i>0</i>	<i>Offline</i>
<i>Registration of Works, Goods and Services</i> <i>(Jigawa State Due Process and Project Monitoring Bureau)</i>	<i>17</i>	<i>Offline</i>
<i>Legal Services</i> <i>(Ministry of Justice)</i>	<i>2</i>	<i>Online & Offline</i>
<i>Legal Civil Litigation Services</i> <i>(Ministry of Justice)</i>	<i>11</i>	<i>Online& Offline</i>
<i>Legal Drafting Services</i> <i>(Ministry of Justice)</i>	<i>2</i>	<i>Offline & Online</i>
<i>Processing of contracts payment</i> <i>(Ministry of Finance)</i>	<i>20</i>	<i>Online& Offline</i>
<i>Public Procurement</i> <i>(Ministry of Finance)</i>	<i>10</i>	<i>Online/offline</i>
<i>Tax Registration & Payment</i> <i>Jigawa Internal Revenue Service</i>	<i>25</i>	<i>Online</i>
<i>Electronic Tax Clearance</i>		

Certification	0	
Jigawa Internal Revenue Service		

3. Service Delivery Time-frame

Service Type	Official SLA	Source Document
Business Premises Registration (Ministry of Commerce Industry, Cooperative and Tourism)	21 working Days	https://www.jigawastate.gov.ng/uploads/Business%20premises%20registration%20process%20in%20jigawa%20state.pdf
Processing of Operational Licence (Ministry of Commerce	7 Working Days	https://www.jigawastate.gov.ng/uploads/Processes%20and%20Procedures

Industry, Cooperative and Tourism)		<u>%20for%20Obtaining%20Operation%20Licence%20for%20Tourism%20and%20Allied%20Hospitality%20Business.pdf</u>
Investigation of Project (Jigawa State Due Process and Project Monitoring Bureau)	43 working Days	<u>https://jigawastate.gov.ng/uploads/SLA%20on%20Vetting%20by%20Due%20Process.pdf</u>
Registration of Works, Goods and Services (Jigawa State Due Process and Project Monitoring Bureau)	7 Working Days	<u>https://jigawastate.gov.ng/uploads/Works_Registration_Guidelines_Reviewed.pdf</u>
Legal Services (Ministry of Justice)	182 Working Days	<u>https://jigawastate.gov.ng/uploads/Procedures%20for%20Legal%20Services%20by%20Min%20of%20Justice.pdf</u>
Legal Civil Litigation Services (Ministry of Justice)	14 Working Days	<u>https://jigawastate.gov.ng/uploads/Procedures%20for%20Obtaining%20Legal%20Services%20at</u>

		<u>%20Dept%20of%20Civil%20Litigation.pdf</u>
Legal Drafting Services (Ministry of Justice)	44 Working Days	<u>https://jigawastate.gov.ng/uploads/Procedures%20for%20Services%20at%20Legal%20Drafting%20reviewed%20by%20CT_012135.pdf</u>
Processing of contracts payment (Ministry of Finance)	17 Working Days	<u>https://jigawastate.gov.ng/uploads/Procedures%20for%20Contract%20Processing%20for%20Min%20of%20Finance.pdf</u>
Public Procurement (Ministry of Finance)	30 Working Days	<u>https://jigawastate.gov.ng/uploads/Procedures%20for%20Public%20Procurement%20at%20Min%20of%20Finance.pdf</u>
Tax Registration & Payment Jigawa Internal Revenue Service	14 Working Days	<u>https://jigawastate.gov.ng/uploads/Procedures%20for%20obtaining%20TIN%20and%20tax%20payment.pdf</u>

Electronic Tax Clearance Certification Jigawa Internal Revenue Service	14 Working Days	https://jigawastate.gov.ng/uploads/Procedure%20for%20eTCC.pdf
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4. Service Resolution Timelines

Service Type	Resolved Within SLA	% Compliance	Resolved Beyond SLA	% Non-Compliance
Business Premises Registration (Ministry of Commerce Industry, Cooperative and Tourism)	1	25%	3	75%
Processing of Operational	0	0%	0	0%

Licence (Ministry of Commerce Industry, Cooperative and Tourism)				
Investigation of Project (Jigawa State Due Process and Project Monitoring Bureau)	0	0%	0	0%
Registration of Works, Goods and Services (Jigawa State Due Process and Project Monitoring Bureau)	14	82%	3	37%
Legal Services (Ministry of	2	100%	0	0%

Justice)				
Legal Drafting Services (Ministry of Justice)	2	100%	0	0%
Legal Civil Litigation Services (Ministry of Justice)	8	73%	3	17%
Processing of contracts payment (Ministry of Finance)	14	70%	6	30%
Public Procurement (Ministry of Finance)	9	90%	1	10%
Tax Registration & Payment Jigawa Internal	16	64%	9	36%

Revenue Service				
Electronic Tax Clearance Certification	0	0%	0	0%
Jigawa Internal Revenue Service				

5. The Report Summary

S/n	Participating MDA	Service Type	Approved SLA	No. of Request Received	Number of requests completed within SLA	Percentage of total applications completed within SLA
1	Ministry of Commerce Industry, Cooperative and Tourism	Business Premises Registration	21 working Days	4	1	25%

2	Ministry of Commerce Industry, Cooperative and Tourism	Processing of Operational Licence	7 Working Days	0	0	0%
3	Jigawa State Due Process and Project Monitoring Bureau	Investigation of Project	43work ing Days	0	0	0%
4	Jigawa State Due Process and Project Monitoring Bureau	Registration of Works, Goods and Services	7 Working Days	17	14	82%
5	Ministry of Justice	Legal Services	182 Working Days	2	2	100%

6	Ministry of Justice	Legal Civil Litigation Services	14 Working Days	2	2	100%
7	Ministry of Justice	Legal Drafting services	44 Working Days	11	8	72%
8	Ministry of Finance	Processing of contracts payment	17 Working Days	20	14	70%
9	Ministry of Finance	Public Procurement	30 Working Days	10	9	90%
10	Jigawa Internal Revenue	Tax Registration	14 Working	25	16	64%

	Service	& Payment	g Days			
1 1	Jigawa Internal Revenue Service	Electronic Tax Clearance Certification	14 Workin g 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.