



**PEBEC**  
PRESIDENTIAL ENABLING  
BUSINESS ENVIRONMENT COUNCIL

**BFA2022**

**reportgov.ng**

# 2025 BFA

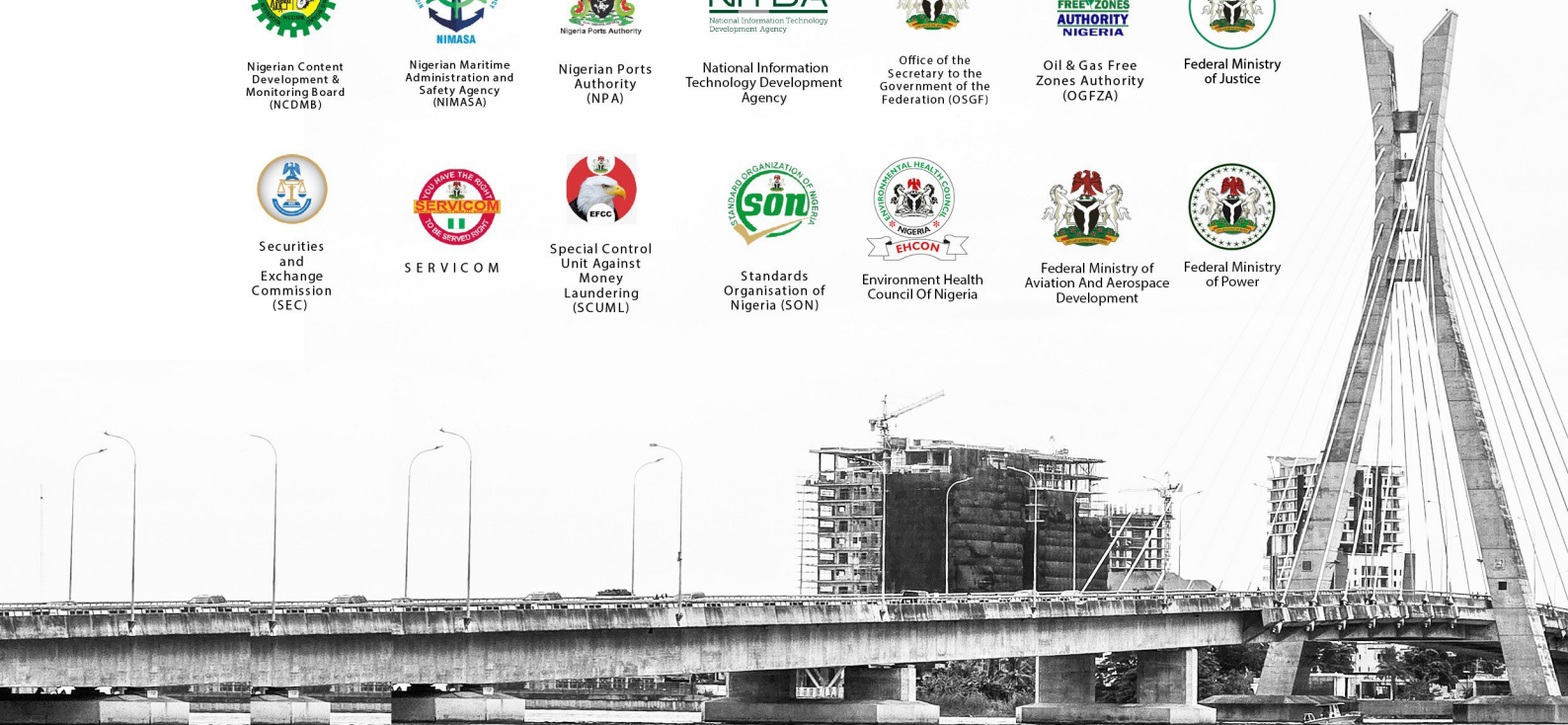
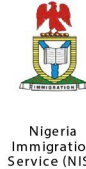
## PERFORMANCE REPORT





# PEBEC PRIORITY MDAs

PRESIDENTIAL ENABLING  
BUSINESS ENVIRONMENT COUNCIL







# PEBEC PRIORITY MDAs

PRESIDENTIAL ENABLING  
BUSINESS ENVIRONMENT COUNCIL



Federal Produce  
Inspection Service



Federal Road Safety  
Corps



Galaxy Backbone



Industrial Training  
Fund



Ministry of Budget  
And Economic Planning



National Environmental Standards  
and Regulations Enforcement  
Agency



National Identity Management  
Commission



National Inland Water  
Ways Authority



National Insurance  
Commission



National Bureau of  
Statistics



Nigeria Gas  
Company



Nigeria Agricultural  
Insurance Corporation



Nigeria Copyright  
Commission



Nigeria Midstream and  
Downstream Petroleum  
Regulatory Authority



Nigeria Postal Service



Nigeria Upstream  
Petroleum Regulatory  
Commission



Office of the Head  
of Service of the  
Federation





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# EXECUTIVE SUMMARY

The 2025 Business Facilitation Act (BFA) Performance Report evaluates how effectively Nigeria's Ministries, Departments, and Agencies (MDAs) are implementing the statutory transparency and efficiency requirements established under the Business Facilitation Act 2022 (BFA 2022), which codifies Executive Order 001 on Transparency and Efficiency in public service delivery. The report highlights the Federal Government's continued commitment, through the Presidential Enabling Business Environment Council (PEBEC), to strengthening public service delivery, improving regulatory efficiency, and enhancing the ease of doing business nationwide.

Using upgraded digital reporting tools and a rigorous, multi-layered assessment framework, the report measures MDAs performance across core indicators: service delivery efficiency, transparency, monthly reporting discipline, responsiveness to complaints, and service-delivery innovation. Independent mystery shopping provides additional verification of service experiences across physical and digital channels.

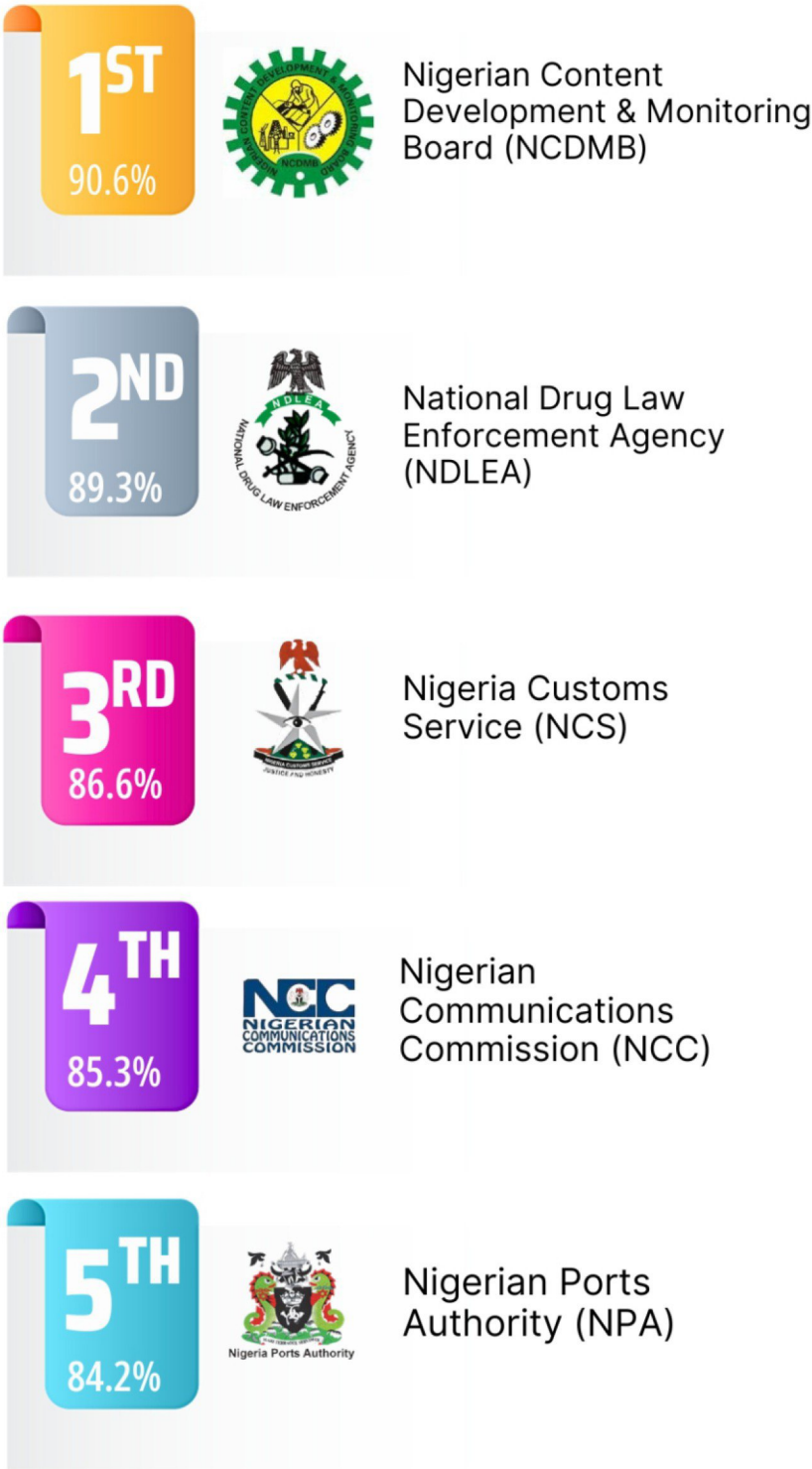
Findings from January – October 2025 show varied levels of institutional responsiveness. High-performing MDAs demonstrated improved adherence to Service Level Agreements (SLAs), enhanced transparency, and stronger digital processes. Lower-performing MDAs revealed persistent gaps in responsiveness, automation, and inter-agency coordination, highlighting priority areas for targeted reforms and leadership intervention.

Overall, the 2025 BFA Performance Report confirms positive momentum in public-service accountability, driven by the BFA's legal mandate and the new eight-component scorecard. Transparency and complaint-resolution metrics show marked improvement, and the evidence-based ranking provides a credible foundation for policy decisions that directly impact Nigeria's business climate. The report underscores that while progress is evident, sustained reforms, deeper automation, and stronger institutional discipline are essential to accelerate service-delivery transformation and reinforce Nigeria's competitiveness.

# BFA PERFORMANCE REPORT 2025

## Overall Top Five (5) MDAs

January to October 2025







# INTRODUCTION

Nigeria's economic competitiveness and long-term growth prospects continue to depend on the quality, consistency, and predictability of public service delivery. For businesses; whether micro, small, medium, or large, the ability to access government services efficiently and transparently remains a critical determinant of productivity, investment confidence, and overall ease of doing business. Recognising this, the Federal Government through the Presidential Enabling Business Environment Council (PEBEC) has remained committed to driving reforms that reduce administrative bottlenecks, improve regulatory efficiency, and strengthen institutional accountability across Ministries, Departments, and Agencies (MDAs). PEBEC was established in July 2016 to oversee Nigeria's business environment intervention with the dual mandate of removing bureaucratic and legislative constraints to doing business, and to improve the perception of the ease of doing business in Nigeria.

The Business Facilitation (Miscellaneous Provisions) Act, 2022 (“BFA” or “the Act”) reinforces this commitment by giving statutory backing to key elements of the long-standing Executive Order 001 (EO1) on Transparency and Efficiency in public service delivery. The Act mandates MDAs to publish service-level information, adhere to stipulated service timelines, respond to citizens' complaints, digitise administrative processes, and maintain more transparent and efficient service delivery structures.

The 2025 BFA Performance Report presents the latest assessment of how well Nigeria's MDAs are complying with the obligations of the Act. It also draws on data from monthly compliance submissions, independent mystery shopping, website audits, ReportGov analytics and targeted policy environment monitoring. The report highlights progress, persistent gaps, and user experiences across 69 PEBEC priority MDAs, providing a credible evidence base for reform decisions, leadership interventions, and improved service delivery outcomes nationwide.

In strengthening the monitoring framework for BFA implementation, PEBEC has also upgraded its reporting systems. Previously, MDAs transmitted their monthly compliance updates through manual channels, which made consolidation and verification more cumbersome. To address this, PEBEC developed and launched an enhanced digital reporting platform on its website and formally onboarded designated MDA Reform Champions and ReportGov Agents to use the system. This shift has enabled MDAs to submit their monthly compliance reports directly and more consistently through the portal, improving the timeliness, organisation, and transparency of performance data across government.



# BACKGROUND

## TO THE BUSINESS FACILITATION ACT (BFA)

The Business Facilitation (Miscellaneous Provisions) Act 2022 (BFA 2022) was signed into law in February 2023 as part of the Federal Government's strategy to consolidate and expand the country's ease of doing business reforms. The Act codifies the Executive Order 001 of 2017 on Transparency and Efficiency in public service delivery and amends 21 business-related laws and introduces cross-cutting provisions to strengthen transparency, streamline regulatory processes, and improve inter-agency coordination.

Its core objectives include:



Establishing clear service delivery timelines across MDAs;



Mandating the publication of fees, timelines, requirements & procedures for all government services;



Reducing bureaucratic bottlenecks by automating & digitizing administrative processes;



Enhancing inter-agency coordination through streamlined approvals;



Providing a legal foundation for PEBC's service delivery reform mandate;



Strengthening accountability by monitoring compliance and enforcing consequences for persistent underperformance.



With statutory backing, the Act reinforces PEBEC's role in setting standards, measuring performance, and supporting MDAs to refine their processes in alignment with Nigeria's medium-term development priorities.

The BFA Performance Report evaluates MDAs based on their compliance with Service Level Agreements (SLAs), transparency of costs and procedures. MDAs that demonstrate exceptional performance are those that consistently meet efficiency benchmarks, maintain strong alignment with service guidelines, and deliver improved customer experiences.



# OBJECTIVES

## OF THE 2025 BFA REPORT



The 2025 BFA Report serves several strategic objectives:

- i. Measure Compliance:** Assess how effectively MDAs adhere to the provisions of the BFA, including publication of their service-level agreement, adherence to timelines, and responsiveness to citizens and businesses.
- ii. Assess Service Efficiency:** Determine whether services are delivered within mandated timelines using monthly compliance submissions and verification checks.
- iii. Track Transparency:** Review the accuracy and accessibility of published fees, requirements, processes, timelines, and complaint channels.
- iv. Capture Real Service Experiences:** Present findings from mystery shopping, site visits, and digital channel testing to reflect the true experience of service users.
- v. Highlight Reforms and Innovations:** Showcase digital tools, automation efforts, process improvements, and service innovations implemented by MDAs.
- vi. Identify Capacity Gaps:** Analyze systemic limitations including technology, process design, and inter-agency coordination that hinder efficient service delivery.





# METRICS FOR ASSESSMENT

## EVALUATING MDA EFFICIENCY AND PERFORMANCE



To ensure objectivity, transparency, and consistency in evaluating MDA performance, the PEBEC Secretariat applies a multi-layered assessment framework anchored on clearly defined and verifiable metrics. The intent is to guarantee that every score awarded reflects factual data, independently validated, and free from subjective interpretation.

At the core of the evaluation is Efficiency, which accounts for 30 points of the total score. This metric measures each MDA's capacity to deliver services within the timelines published in its SLAs. Monthly submissions provide data on the number of applications processed within these SLAs, offering an evidence-based measure of how effectively each agency meets its service commitments. Reports are to be submitted on the last Friday of every month, ensuring consistency in performance tracking. To safeguard the integrity of the process, the calculation of the efficiency score is fully automated based on the data submitted through the PEBEC portal. This automation guarantees objectivity, eliminates bias, and ensures that the scores reflect actual performance rather than subjective assessment. In addition to the 30 points for service delivery efficiency, MDAs earn 2 points for timely submission and 3 points for submission compliance, reinforcing the importance of punctuality, discipline, and accountability in reporting.

To validate the authenticity and completeness of reported performance, the Secretariat conducts mystery shopping exercises that simulate real-life interactions with each MDA. These exercises go beyond verifying whether actual service delivery aligns with the published SLA timelines; they also assess the accessibility, responsiveness, and transparency of the MDA's service channels. Specifically, they evaluate the availability and responsiveness of telephone lines and official email addresses, the clarity and completeness of information published online, including services offered, eligibility criteria, timelines, and costs, as well as the functionality of the agency's website, the presence of Frequently Asked Questions (FAQs), and the effectiveness and availability of online application and approval systems. In addition, the mystery shopping confirms the integration of the ReportGov platform on the MDA's website to ensure synergy in escalation and resolution of complaints. This integrity check, which accounts for 20 points, provides a robust, evidence-based validation of each MDA's operational readiness and commitment to service transparency, ensuring that efficiency is not only reported but also experienced by citizens and businesses in practice.

The assessment also recognizes both incentives and deterrents that shape institutional behaviour. Five points are awarded for innovation that demonstrably improves service delivery, encouraging creativity and continuous improvement within the public sector. Conversely, five points are deducted where an MDA's actions or omissions result in a controversy that negatively impacts the business environment, reflecting the reputational and procedural cost of inefficiency. Additionally, ten points are deducted for any instance of rent seeking or touting observed and documented during the mystery shopping exercise, ensuring that such behaviour is formally recorded and penalized. Together, these measures reinforce a balanced accountability structure that rewards initiative and consistency while deterring actions that undermine performance credibility.

Transparency also remains a key pillar of the framework, with 5 points allocated for meeting published timelines and maintaining openness in operational processes. Finally, the resolution of complaints lodged through the ReportGov platform contributes 15 points of the total score, underscoring the importance of responsiveness and citizen engagement in public service delivery.

Taken together, these metrics are designed to reward integrity, timeliness, and innovation, while discouraging opacity and inefficiency. The framework reflects the Secretariat's commitment to building a results-driven public service where performance is measured not merely by intent, but by verifiable outcomes that strengthen Nigeria's business environment.



# OVERALL MDAS BFA

## COMPLIANCE PERFORMANCE

JANUARY – OCTOBER 2025 RANKING



The performance of Ministries, Departments, and Agencies (MDAs) is assessed using a composite framework comprising four core dimensions: Efficiency, Transparency, Mystery Shopping, and ReportGov Responsiveness. These pillars collectively provide a structured measure of each MDA's adherence to the Business Facilitation Act 2022 (BFA 2022) and its associated service delivery mandates. MDAs with high scores demonstrate strong alignment with statutory obligations, consistently meeting or exceeding the operational thresholds defined within the BFA compliance architecture.

The leading MDAs for the period under assessment distinguished themselves not only by complying with legal requirements but by institutionalising digital process optimisation, data-driven decision-making, and outcome-based performance management within their service delivery models. Their performance reflects an integrated and technically mature approach: characterised by automated workflow execution, enhanced process visibility, timely resolution of citizen/business enquiries, and clear service-level predictability. These agencies effectively leveraged technology to strengthen internal controls, improve compliance fidelity, and deliver quantifiable value to service users and the wider business environment.



# OVERALL MDAs PERFORMANCE RESULTS

| Rank | MDA Name                                                     | Total Score (100%) |
|------|--------------------------------------------------------------|--------------------|
| #1   | Nigerian Content Development Management Board                | 90.6%              |
| #2   | National Drug Law Enforcement Agency                         | 89.3%              |
| #3   | Nigeria Customs Service                                      | 86.6%              |
| #4   | Nigerian Communications Commission                           | 85.3%              |
| #5   | Nigerian Ports Authority                                     | 84.2%              |
| #6   | National Information Technology Development Agency           | 79.9%              |
| #7   | Oil & Gas Free Zone Authority                                | 79.4%              |
| #8   | Nigeria Immigration Service                                  | 76.9%              |
| #9   | Nigerian Electricity Management Service Agency               | 73.8%              |
| #10  | Corporate Affairs Commission                                 | 72.3%              |
| #11  | Standards Organisation of Nigeria                            | 71.6%              |
| #12  | Nigeria Broadcasting Commission                              | 69.9%              |
| #13  | Nigeria Export Promotion Council                             | 68.0%              |
| #14  | Federal Competition and Consumer Protection Commission       | 65.1%              |
| #15  | Nigeria Agricultural Quarantine Service                      | 64.8%              |
| #16  | Bureau for Public Procurement                                | 60.6%              |
| #17  | National Office for Technology Acquisition and Promotion     | 60.1%              |
| #18  | Nigerian Shippers Council                                    | 59.9%              |
| #19  | Nigerian Electricity Regulatory Commission                   | 58.3%              |
| #20  | National Pension Commission                                  | 57.8%              |
| #21  | Federal Airports Authority of Nigeria                        | 56.2%              |
| #22  | Federal Inland Revenue Service                               | 55.2%              |
| #23  | Federal Road Safety Corps                                    | 53.5%              |
| #24  | National Agency for Food and Drug Administration and Control | 52.9%              |
| #25  | Nigerian Airspace Management Agency                          | 48.8%              |
| #26  | EFCC-Special Control Unit for Money Laundering               | 48.5%              |
| #27  | Nigeria Civil Aviation Authority                             | 48.2%              |
| #28  | Nigerian Export-Import Bank                                  | 46.9%              |
| #29  | Nigeria Export Processing Zone Authority                     | 46.5%              |
| #30  | Nigerian Upstream Petroleum Regulatory Commission            | 45.1%              |
| #31  | Nigerian Investment Promotion Council                        | 44.6%              |
| #32  | Nigerian Maritime Administration and Safety Agency           | 42.4%              |

|     |                                                                     |       |
|-----|---------------------------------------------------------------------|-------|
| #33 | National Inland Waterways Authority                                 | 38.9% |
| #33 | Patent and Design Registry                                          | 38.9% |
| #35 | National Insurance Commission                                       | 37.3% |
| #36 | Nigerian Agricultural Insurance Corporation                         | 37.1% |
| #37 | Galaxy Backbone Limited                                             | 37.0% |
| #38 | Industrial Training Fund                                            | 30.8% |
| #39 | Securities and Exchange Commission                                  | 28.9% |
| #40 | Central Bank of Nigeria- National Collateral Registry               | 25.5% |
| #41 | National Environmental Standards and Regulations Enforcement Agency | 24.6% |
| #42 | Bank of Industry                                                    | 24.1% |
| #43 | Nigerian Midstream and Downstream Petroleum Regulatory Authority    | 22.9% |
| #44 | Trademarks Registry                                                 | 22.3% |
| #45 | Nigerian Postal Service                                             | 17.1% |
| #46 | Nigerian Copyright Commission                                       | 16.3% |
| #47 | Federal Produce Inspection Service                                  | 16.0% |
| #48 | National Bureau of Statistics                                       | 14.9% |
| #49 | Joint Tax Board                                                     | 14.6% |
| #50 | Environmental Health Council of Nigeria                             | 14.5% |
| #51 | National Identity Management Commission                             | 12.7% |
| #52 | Service Compact                                                     | 12.6% |
| #53 | Advertising Regulatory Council of Nigeria                           | 3.0%  |

KEY 100% - 70% 69% - 50% 49% - 40% 39% - 0%



# EFFICIENCY

## COMPLIANCE RANKING

JANUARY – OCTOBER 2025 RANKING



The Efficiency Compliance Ranking provides an assessment of how effectively Ministries, Departments, and Agencies (MDAs) adhered to key service delivery obligations under BFA 2022 from January to October 2025. This ranking evaluates MDAs performance on :

➤ **Compliance with Service Level Agreements (SLAs)**

This forms the backbone of Nigeria's Ease of Doing Business (EoDB) reforms and is essential for improving the speed, predictability, and transparency of public services.

Prior to BFA, efficiency assessments focused narrowly on service timelines. The compliance framework is now broadened, introducing enforceable standards designed to reduce administrative bottlenecks and eliminate duplicated processes.

Performance recorded from January to October 2025 highlights the varying levels of institutional responsiveness across MDAs and provides insight into operational gaps affecting the private sector. High-performing MDAs significantly improved user experience and service reliability, while low-performing MDAs underscore areas requiring targeted reforms, automation, or stronger enforcement.

The Efficiency Compliance Ranking is therefore a key diagnostic tool within the BFA Performance Report, enabling government and private-sector stakeholders to identify systemic issues and prioritize interventions that directly influence Nigeria's regulatory competitiveness and business climate.



# EFFICIENCY RANKING

| Rank | MDA Name                                                     | Service Level Agreement (%) |
|------|--------------------------------------------------------------|-----------------------------|
| 1    | National Information Technology Development Agency           | 100.0%                      |
| 1    | Nigeria Customs Service                                      | 100.0%                      |
| 1    | Nigeria Immigration Service                                  | 100.0%                      |
| 1    | Nigerian Communications Commission                           | 100.0%                      |
| 1    | Nigerian Content Development Management Board                | 100.0%                      |
| 1    | Oil & Gas Free Zone Authority                                | 100.0%                      |
| 7    | Nigeria Broadcasting Commission                              | 97.0%                       |
| 8    | Standards Organisation of Nigeria                            | 91.0%                       |
| 9    | National Office for Technology Acquisition and Promotion     | 90.0%                       |
| 9    | Nigerian Ports Authority                                     | 90.0%                       |
| 11   | National Drug Law Enforcement Agency                         | 80.0%                       |
| 11   | Nigeria Agricultural Quarantine Service                      | 80.0%                       |
| 13   | Nigerian Electricity Management                              | 75.0%                       |
| 14   | Federal Competition and Consumer Protection Commission       | 74.0%                       |
| 15   | Nigerian Shippers Council                                    | 73.0%                       |
| 16   | Bureau for Public Procurement                                | 71.0%                       |
| 16   | Nigerian Export-Import Bank                                  | 71.0%                       |
| 18   | Nigeria Upstream Petroleum Regulatory Commission             | 69.0%                       |
| 19   | Corporate Affairs Commission                                 | 60.0%                       |
| 19   | Nigerian Airspace Management                                 | 60.0%                       |
| 21   | Nigeria Export Processing Zone Authority                     | 56.0%                       |
| 21   | Nigerian Electricity Regulatory Commission                   | 56.0%                       |
| 23   | Nigeria Export Promotion Council                             | 54.0%                       |
| 23   | Nigeria Civil Aviation Authority                             | 54.0%                       |
| 25   | Federal Road Safety Corps                                    | 48.0%                       |
| 26   | Federal Inland Revenue Service                               | 43.0%                       |
| 27   | National Inland Waterways Authority                          | 30.0%                       |
| 27   | National Pension Commission                                  | 30.0%                       |
| 27   | Special Control Unit for Money Laundering                    | 30.0%                       |
| 30   | Federal Airports Authority of Nigeria                        | 29.0%                       |
| 30   | National Agency for Food and Drug Administration and Control | 29.0%                       |
| 32   | Nigeria Investment Promotion Council                         | 20.0%                       |

|     |            |           |           |          |     |
|-----|------------|-----------|-----------|----------|-----|
| KEY | 100% - 70% | 69% - 50% | 49% - 40% | 39% - 0% | N/A |
|-----|------------|-----------|-----------|----------|-----|

## EFFICIENCY RANKING

| Rank | MDA Name                                                            | Service Level Agreement (%) |
|------|---------------------------------------------------------------------|-----------------------------|
| 33   | Securities and Exchange Commission                                  | 19.0%                       |
| 34   | Central Bank of Nigeria- National Collateral Registry               | 13.0%                       |
| 35   | National Environmental Standards and Regulations Enforcement Agency | 6.0%                        |
| -    | Bank of Industry                                                    | 0%                          |
| -    | Trademarks Registry                                                 | 0%                          |
| -    | Environmental Health Council of Nigeria                             | 0%                          |
| -    | Federal Produce Inspection Service                                  | 0%                          |
| -    | Galaxy Backbone Limited                                             | 0%                          |
| -    | Industrial Training Fund                                            | 0%                          |
| -    | Joint Tax Board                                                     | 0%                          |
| -    | National Identity Management Commission                             | 0%                          |
|      | National Bureau of Statistics                                       | 0%                          |
| -    | Nigerian Copyright Commission                                       | 0%                          |
| -    | Nigerian Maritime Administration and Safety Agency                  | 0%                          |
| -    | Nigerian Midstream and Downstream Petroleum Regulatory Authority    | 0%                          |
| -    | Nigerian Postal Service                                             | 0%                          |
| -    | Patent and Design Registry                                          | 0%                          |
| -    | Service Compact                                                     | 0%                          |
| -    | Financial Reporting Council                                         | 0%                          |
| -    | Advertising Regulatory Council of Nigeria                           | N/A                         |
| -    | Nigeria Gas Company                                                 | N/A                         |
| -    | Nigerian Agricultural Insurance Corporation                         | N/A                         |
| -    | National Insurance Commission                                       | N/A                         |

|            |            |           |           |          |     |
|------------|------------|-----------|-----------|----------|-----|
| <b>KEY</b> | 100% - 70% | 69% - 50% | 49% - 40% | 39% - 0% | N/A |
|------------|------------|-----------|-----------|----------|-----|



## MYSTERY SHOPPING REPORT



PEBEC conducts periodic Mystery Shopping exercises across more than 69 business-facing MDAs to independently verify how public services are delivered, using real-life scenarios to test the compliance level of business-facing MDAs against their published Service Level Agreements (SLA) as mandated by the BFA2022.

This exercise evaluates customer experience, transparency, and overall service delivery. It also reviews the usability of digital platforms and the clarity and accessibility of published information.

The findings provide an evidence-based picture of how well MDAs are enabling a conducive business environment.



## THE PURPOSE OF THE EXERCISE

- **REALITY-CHECK FOR PUBLIC SERVICES:** To determine whether business-facing services are being delivered as required under the BFA2022.
- **BENCHMARK AND RANK PERFORMANCE:** To compare MDA performance using a standard, objective framework that highlights strengths and areas requiring improvement.
- **SUPPORT TARGETED INTERVENTIONS:** To identify operational bottlenecks where focused reforms or capacity-building efforts would have the greatest impact.
- **STRENGTHEN ACCOUNTABILITY AND TRANSPARENCY:** To provide stakeholders with verifiable data on service delivery, responsiveness, and regulatory effectiveness.
- **TRACK PROGRESS OVER TIME:** To establish a performance baseline for monitoring improvements following reforms or institutional changes.



# MYSTERY SHOPPING

| Rank | MDA Name                                                         | Service Level Agreement (%) |
|------|------------------------------------------------------------------|-----------------------------|
| 1    | National Pension Commission                                      | 100.0%                      |
| 2    | National Drug Law Enforcement Agency                             | 95.0%                       |
| 3    | Federal Competition and Consumer Protection Commission           | 94.6%                       |
| 4    | Nigeria Immigration Service                                      | 94.2%                       |
| 5    | Nigerian Content Development Management Board                    | 92.9%                       |
| 6    | Federal Airports Authority of Nigeria                            | 92.3%                       |
| 7    | Nigerian Investment Promotion Council                            | 91.5%                       |
| 8    | Galaxy Backbone Limited                                          | 88.9%                       |
| 9    | Nigerian Electricity Management Service Agency                   | 88.5%                       |
| 10   | Nigeria Customs Service                                          | 86.7%                       |
| 11   | Nigerian Ports Authority                                         | 86.5%                       |
| 12   | Nigerian Communications Commission                               | 86.2%                       |
| 13   | Nigeria Export Promotion Council                                 | 82.3%                       |
| 14   | Corporate Affairs Commission                                     | 81.2%                       |
| 14   | Oil & Gas Free Zone Authority                                    | 81.2%                       |
| 16   | Bureau for Public Procurement                                    | 80.8%                       |
| 16   | Nigerian Maritime Administration and Safety Agency               | 80.8%                       |
| 18   | National Information Technology Development Agency               | 76.5%                       |
| 19   | Nigerian Midstream and Downstream Petroleum Regulatory Authority | 73.8%                       |
| 20   | Securities and Exchange Commission                               | 73.3%                       |
| 21   | Patent and Design Registry                                       | 70.8%                       |
| 22   | Central Bank of Nigeria - National Collateral Registry           | 67.3%                       |
| 23   | Nigerian Airspace Management Agency                              | 66.7%                       |
| 23   | Nigeria Civil Aviation Authority                                 | 66.7%                       |
| 25   | Nigerian Shippers' Council                                       | 65.8%                       |
| 26   | National Agency for Food and Drug Administration and Control     | 65.4%                       |
| 27   | Federal Inland Revenue                                           | 64.6%                       |
| 28   | National Insurance Commission                                    | 62.9%                       |
| 29   | National Identity Management Commission                          | 57.3%                       |
| 30   | Nigerian Upstream Petroleum Regulatory Commission                | 55.8%                       |
| 31   | Nigerian Electricity Regulatory Commission                       | 54.2%                       |
| 32   | Special Control Unit for Money Laundering                        | 52.3%                       |

KEY 100% - 70% 69% - 50% 49% - 40% 39% - 0%

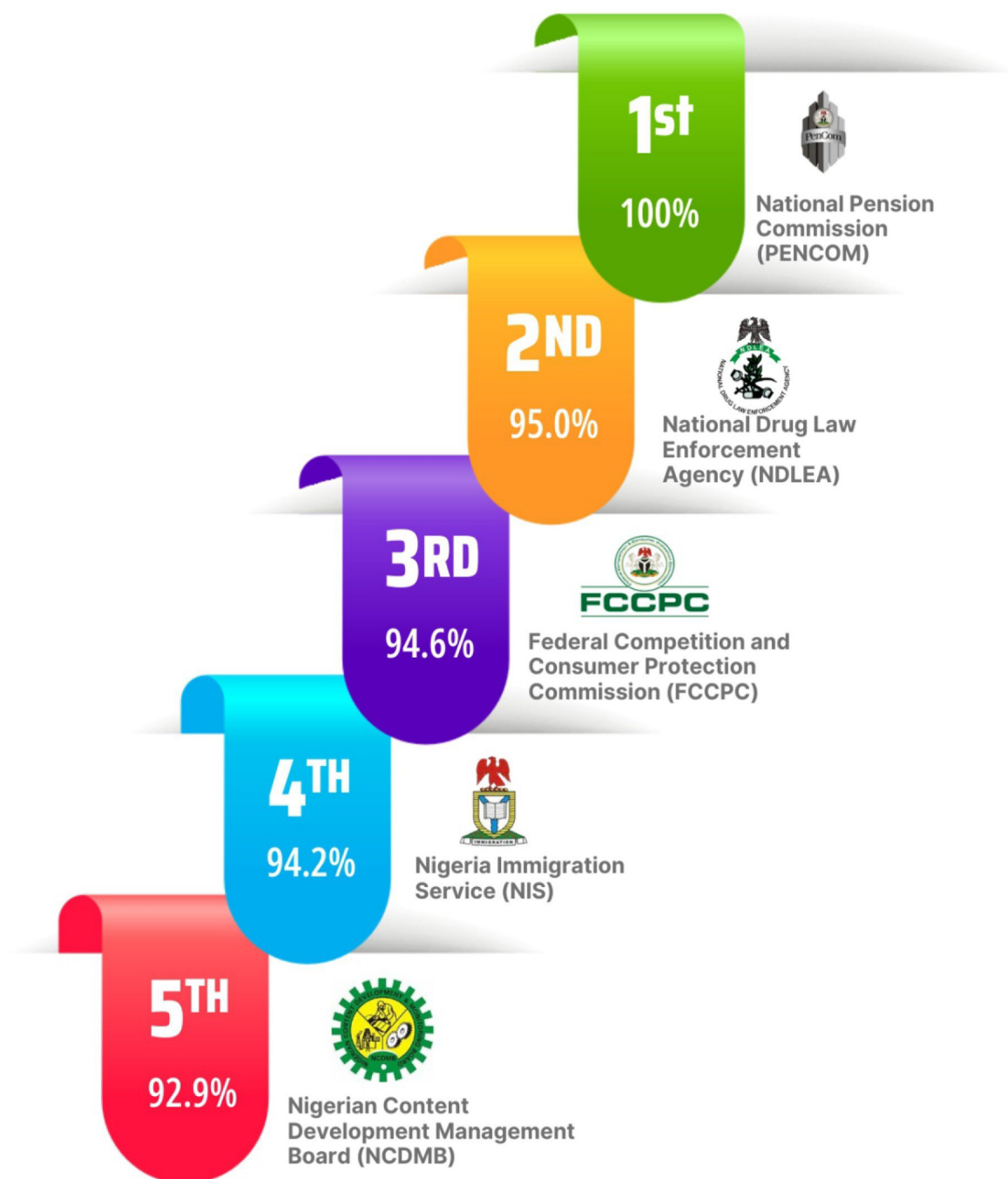
## MYSTERY SHOPPING

| Rank | MDA Name                                                            | Service Level Agreement (%) |
|------|---------------------------------------------------------------------|-----------------------------|
| 33   | Nigerian Postal Service                                             | 51.9%                       |
| 34   | Nigeria Agricultural Quarantine Service                             | 51.5%                       |
| 35   | National Inland Waterways Authority                                 | 50.8%                       |
| 36   | National Environmental Standards and Regulations Enforcement Agency | 50.0%                       |
| 37   | Nigerian Copyright Commission                                       | 48.5%                       |
| 38   | Federal Produce Inspection Service                                  | 46.9%                       |
| 38   | Industrial Training Fund                                            | 46.9%                       |
| 40   | National Office for Technology Acquisition and Promotion            | 44.6%                       |
| 41   | Standards Organisation of Nigeria                                   | 43.8%                       |
| 42   | Federal Road Safety Corps                                           | 43.5%                       |
| 43   | National Bureau of Statistics                                       | 42.2%                       |
| 44   | Joint Tax Board                                                     | 40.8%                       |
| 45   | Advertising Regulatory Council of Nigeria                           | 38.5%                       |
| 46   | Environmental Health Council of Nigeria                             | 37.7%                       |
| 47   | Bank of Industry                                                    | 36.9%                       |
| 47   | Nigeria Broadcasting Commission                                     | 36.9%                       |
| 47   | Nigerian Agricultural Insurance Corporation                         | 36.9%                       |
| 50   | Nigerian Export - Import Bank                                       | 34.6%                       |
| 51   | Service Compact                                                     | 31.5%                       |
| 52   | Trademarks Registry                                                 | 25.4%                       |
| 53   | Nigeria Export Processing Zone Authority                            | 11.5%                       |

KEY 100% - 70% 69% - 50% 49% - 40% 39% - 0%

# Top 5 MDAs for Mystery Shopping

January to October 2025







## BOLSTERING TRANSPARENCY & SERVICE DELIVERY



### A YEAR IN REVIEW FOR **reportgov.ng**

In our continuous pursuit of a more efficient and business-friendly environment, the Presidential Enabling Business Environment Council (PEBEC) has leveraged the ReportGov platform as a cornerstone of its reform monitoring and evaluation strategy. This official public service complaint portal has served as a vital channel for stakeholder feedback, driving accountability and enhancing service delivery across key government agencies.



## EMPOWERING CITIZENS, STRENGTHENING SERVICES

The platform launched as a central clearinghouse for feedback, empowers citizens and businesses to directly report on their experiences while interacting with PEBEC's 69 Ministries, Departments, and Agencies (MDAs). It is a key tool for implementing the BFA2022, transforming user experiences into actionable insights for continuous improvement.

We can assess the platform's impact through these key areas:

- **Aggregating Stakeholder Feedback:** It provides a unified, transparent system for collecting public feedback on MDA services.
- **Enforcing Standards:** By tracking complaints and resolutions, it strengthens the enforcement of established service delivery standards.
- **Enhancing Reform Monitoring:** It offers critical data for evaluating the effectiveness of implemented reforms, ensuring they deliver real world benefits.



# EXPANDING OUR REACH:

## STRATEGIC DEPLOYMENT OF QR CODES

To modernize access and drive nationwide awareness, PEBEC has launched a strategic initiative to place ReportGov QR Codes in major airports across Nigeria. The codes are now live in Abuja, Enugu, Kano, Lagos, and Rivers States, providing a wide and diverse demographic of travellers with instant platform access.

Citizens and businesses passing through these airports can now simply scan the code with their smartphone camera to be directed straight to the complaint portal. This initiative eliminates barriers to reporting, allowing for immediate feedback on services right at the point of experience and significantly boosting public engagement across the nation.





# A STREAMLINED PROCESS FOR RESOLUTION

The complaint resolution process is designed for efficiency and transparency:

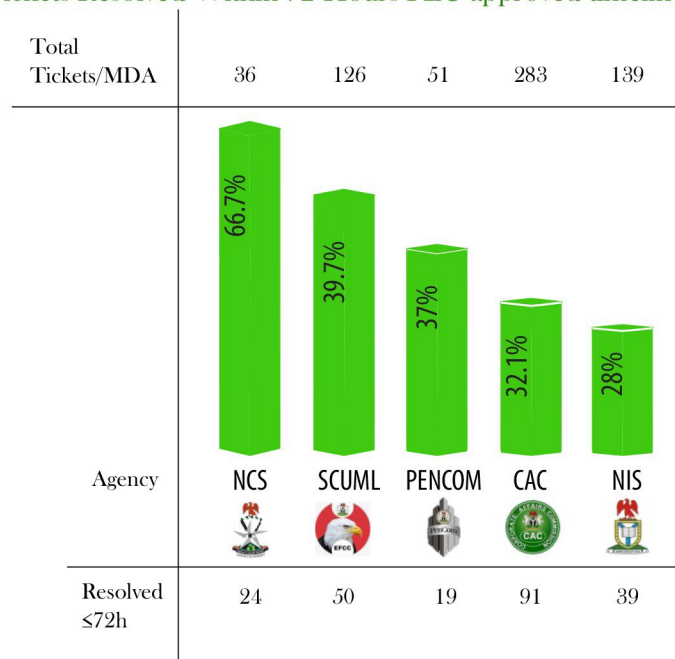
- A citizen lodges a complaint by scanning a QR code or visiting <https://www.pebec.gov.ng/reportgov-ng>
- Upon successful submission of complaint/feedback, a ticket number will be generated for ease of tracking.
- A designated MDA agent (Reportgov Agent) is notified and logs into the system to address the issue.
- The agent provides a response, and the complainant is notified via email all within a strict 72-hour Service Level Agreement (SLA) mandated by the Federal Executive Council.



## PERFORMANCE OF MDAS

reportgov.ng

Most Tickets Resolved Within 72 Hours FEC approved timeline (June-November)







## LOOKING AHEAD



The ReportGov platform stands as a testament to our commitment to a government that is accountable, transparent, and responsive. The rollout of our rebranded ReportGov Kiosks is currently underway at airports across the country. As we move forward, the PEBEC Secretariat remains dedicated to fostering greater use and awareness of the platform through the expanded rollout of QR codes and targeted communication, ensuring all Micro, Small, and Medium Enterprises (MSMEs) and the public can easily report their experiences. We will continue to work together with all MDAs to ensure that every complaint is an opportunity to improve and that the voice of the public remains at the heart of our service delivery reforms.

Looking ahead, future Efficiency compliance ranking will expand the assessment to include MDA implementation of the Default Approval provision where timelines are exceeded, as well as compliance with the One Government directive on inter-agency coordination and data sharing.





## CONCLUSION

The 2025 Business Facilitation Act Performance Report moves beyond a compliance checklist to serve as a powerful governance diagnostic, one that reveals, with clarity and evidence, the extent to which Nigeria's public institutions are enabling a competitive, predictable, and citizen-centred business environment. It demonstrates that the quality of public service delivery is not abstract; it directly shapes productivity, investor confidence, and national economic outcomes.

The introduction of the new metrics of assessment has strengthened accountability across government by embedding transparency, timeliness, responsiveness, and innovation into a measurable framework. The report's findings show a clear upward trajectory: MDAs are increasingly adhering to published Service Level Agreements (SLAs), improving transparency, and resolving citizen and business complaints more effectively through ReportGov. These gains affirm the BFA's core premise: legal obligations backed by systematic monitoring drive behavioural change at scale.

The report also highlights critical gaps in automation, customer experience, and inter-agency coordination that must be urgently addressed. Closing these gaps is essential not only for compliance, but for building the type of public service that Nigeria's economic ambitions demand: one that is digitally enabled, operationally coherent, and consistently reliable across all touchpoints.

Overall, the 2025 BFA Report underscores the Federal Government's commitment to institutional reform and service excellence. The foundation has been laid, the performance data is clear, and the direction of progress is unmistakable. What remains is the collective acceleration of service-delivery transformation, so that every MDA, at every level, consistently delivers the efficiency, transparency, and professionalism required to drive investment, foster innovation, and strengthen public trust.





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