



Research Paper

## Assessment of Electronic Planning Permit on Building Plan Approval in Lagos

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### ABSTRACT

*Building permits are an important requirement for orderly urban development. However, the practice of vetting and approving every development has not been wholly successful in Nigeria. This situation has led to haphazard developments in the major urban centers of the country. This study therefore investigates how effective Electronic Planning Permit is on Building Plan Process.*

*The research employed both primary and secondary sources in collecting the data. Primary source include; questionnaire directed to residents (gender, method of registration, rationale for chosen type of registration, comfortability, challenges and benefits) and in depth interview conducted with Lagos State Physical Planning Permit Authority (LASPPPA) to obtain information on regulations, duration it takes to approve, procedures of manual and e-permit approval, and guiding rules on development permit. Secondary source of data obtained from journals, books, LASPPPA handbook and online database. Information from the residents was collected using an accidental sampling method. Therefore, having a total of fifty -eight (58) respondents, that administered the questionnaire as the sample size for the study. Descriptive statistics was used to analyse the data.*

*The findings revealed that the respondents preferred the use of electronic planning permits owing to shorter period of processing, easier means of payment and easier communication with planning officers. Delays in the processing of building plan approval have been minimized through Electronic Planning Permit Application. Electronic permit has reduced permit time, improved customer service and staff efficiency, enhanced quality, and made operating funds more productive. It is therefore recommended that Lagos State Public Officers as well as the Professional Bodies in the built environment still need to sensitize the residents on the advantages of Electronic Planning Permit over the Manual Planning Permit.*

**KEYWORDS:** *Electronic planning permit, development, building, approval*

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### I. INTRODUCTION

Building permit is an official certificate of permission issued by Local Authorities to a builder to commence construction, enlarge or alter a building. Ayotamuno and Owei (2015) noted that planning permit or planning consent is the permission granted a developer or builder by planning authority to develop. As an essential requirement, every building especially in urban centers is expected to apply and obtain planning permit or approval before the commencement or construction takes place. The application and approval ensure that all development complies with planning standards building code enforced within the area at a particular time. It also ensures that minimum standards such as building line, height, size, set back, size of a room, ventilation and among others are enforced for healthy living in the built environment. The application is rejected if the plan does not comply with the prescribed requirements documents or the proposal is likely to harm the environment.

The building permission also could be defined in general as the standard procedure to obtain building or renovation permission for a personal building. On the other hand, the concept of Electronic Service represents one prominent application of utilizing the use of information and communication technologies in different areas. Combining the electronic services with the building permit process could lead to several benefits, both for customers and public authorities. Electronic Customer Related services of governments have expanded enormously. In many regulatory domains, the use of ICT Services has become common property; this applies also to the field of building regulations. It is from this foregoing; this paper examines the effectiveness of electronic planning permits on building plan approval in Lagos.

## **II. LITERATURE REVIEW**

According Somiah (2014) building permits approval to prospective developers to build structures in approved locations. This building activity must take place within an established time frame and in accordance with the national building regulations. The building permit is a legal document and covers any property whose plans are judged to be suitable for implementation and subsequent human dwelling. The author further states that building permits are normally approved for residential, industrial and commercial buildings which are permanent structures. Temporary or makeshift structures can also be given approval.

Marlyana; Azfarniza; and Oliver (2019) posit that time and procedures in construction permits are the biggest regulatory impediment to doing business. The time taken by the authorities especially for the issues of design approval is uncertain and difficult to predict. The construction permit or the building and service plan (building plan) approval come as the most important stage in development as it will determine the exact date for construction to start. The paper expatiates on the importance of planning permit to the construction or development.

The old traditional planning system before the implementation of the Malaysian One Shop Center (OSC) was also characterized with many of the delay problems mirroring those of the current Ghanaian System. The One Shop Center (OSC) has proved to be efficient and effective with recent development in planning approval such as an electronic submission (E-submission) of applications and electronic approvals (E-approval) (Rashid, 2012), considering the appraisal of the OSC, this model could be a good example for Lagos-Nigeria.

In a study of dealing with construction permits in Nigeria, the World Bank (2014) examines the procedures, time and cost of obtaining building approval. The study found that across Nigeria, dealing with construction permits takes an average of 14 procedures and 63 days at the cost of 565.4% of income per capita. The World Bank found that it is easier to comply with formalities to build a warehouse and connect it to utilities in Jigawa and Sokoto and more difficult in Abuja and Lagos States. The study reported that in the case of a simple construction project, applicants in Enugu, Jigawa, Kano, Kwara and Sokoto States, can submit the building permit application without the need of prior preconstruction clearances, whereas 29 states require an environmental impact assessment prior to applying for a building permit for any project regardless of the size and type of construction. It also found that in Adamawa, Akwa Ibom, Bayelsa, Ekiti, Lagos and Ogun States, the applicant must obtain additional proof of land ownership, even if in possession of a certificate of occupancy. The study further showed that obtaining a building permit takes about two months in Adamawa, Akwa Ibom, and Kaduna, whereas the same process is carried out in less than two weeks in Enugu, Jigawa, and Ogun. The study concluded that builders spend more time getting the building permit.

### **2.1.1 THE BEGINNING OF ELECTRONIC PLANNING PERMIT IN LAGOS STATE**

In year 2015, the Ministry in conjunction with Ministry of Science and Technology (MoST) commenced the design, development and deployment of Partial Automation of Planning Permit Process in Lagos State as an immediate solution against the implementation of Full Automation of Planning Permit System, which was the first phase of the full Automation process in the Ministry. In view of this, a Consultant (O and Geftpos) was engaged by MoST to work in collaboration with the Ministry to achieve a Customized Platform for Partial Automation of Planning Permit with the support of Eco Bank in the area of provision of some of the infrastructure needed.

In February, 2016, the Ministry Go-Live on the implementation and operation of this Platform with a view to enhancing Ease of Doing Business under Construction Permit Pillar Index. In Year 2018 to 31st of September 2019, the Platform experienced system break down as result of dispute between the Consultant and logistic issues with the Ministry of Science and Technology and Lagos State Revenue Gate. Since this issue came up, support and maintenance of the platform were not adequately carried out and the Ministry of Justice with the recommendation of the Ministry and MoST terminated the Contract agreement of the project with O and Geftpos Consult.

The e-Planning Unit is the Portal Office established to coordinate, supervise and monitor the implementation of the Lagos e-Planning Project (Lagos e-PP) which is an Electronic (Online) scheme for the automation of the Planning Permit System, in line with the Global Computerization Policy and e-Governance Vision of the Lagos State Government as articulated in the Lagos State Development Plan (2012-2025). Thus, it is geared towards improving Town Planning Administration and Service Delivery Capacity of the State through Speedy Processing/Granting of Planning Permits which is the statutory charge of the Lagos State Physical Planning Permit Authority (LASPPPA). It is the First, Electronic, Automated and Do-It-Yourself Planning Permit Platform (<https://lagosepp.com.ng>) in Nigeria and a front-burner in the nation's better ranking on the Global Ranking of Ease of Doing Business.

### **2.1.2 FUNCTIONS AND RESPONSIBILITIES**

The Unit/Portal Office is envisioned to serve as a Desk Office for the implementation of the Lagos e-PP with the following responsibilities:

- i. Facilitation, Supervision and Management of the processing of Applications on the e-Planning platform/Website.
- ii. Receiving and Dispatch of Permit Applications' Drawings and Documents (Architectural Drawings, Survey Plans and Title Documents) submitted to the e-Planning Permit Online Platform or the Portal Office to respective offices for Screening and Processing.
- ii. Liaising with the Lagos e-Planning Consultant as well as relevant Officers on issues relating to the e-PP Portal/Application.
- iv. Conveying Application Queries from respective Plan Assessors (Architects, Town Planners and Engineers).
- v. Coordination and Training of Staff for hitch-free implementation of the ePP

### **2.1.3 PLANNING REGULATIONS**

The Lagos State Physical Planning, Urban Development, Urban Regeneration and Building Control, Law 2010 section 28(1-6) states that Planning Permit must be obtained to carry out any form of development in Lagos State as follows:

- A developer (whether private or government) shall apply for a planning permit in such manner using such forms and providing such information and documents as may be prescribed by the Regulations made under this Law.
- An application made under this Law shall comply with all requirements and standards of an operative Development Plan of which it is a part.
- A plan required to be made under this Law shall be prepared by the appropriate registered professionals and shall be in accordance with the provisions of the Regulations made pursuant to this Law.
- An application for a Planning Permit to develop or partition a structure or subdivide or partition land shall be in conformity with the Planning Regulations made pursuant to this Law.
- Any Planning Permit granted shall satisfy the provisions of the State Land Policy and the Land Use Act.
- No development shall be commenced by any government or its agencies without obtaining a permit from the Planning Permit Authority.

## **III. METHODOLOGY**

The research employed both primary and secondary sources in collecting the data. Questionnaire and in-depth interview was employed as a primary source of information. Two types of questionnaires were used. One questionnaire was directed to the residents in Lagos to obtain information on gender, method of registration, rationale for using electronic planning permit method and comfortability for using the method. Another questionnaire was also directed to the staff of Lagos State Physical Planning Permit Authority in the 20 district offices in Lagos to obtain information on number of application/per week, source of power, time frame for the process, relationship of staff with the applicant, challenges during the process and number of manual and electronic application received. Other information related to the subject matter was obtained from secondary sources such as journals, books, LASPPP handbook and online database. Information from the residents was collected using an accidental sampling method. Any five (5) residents that came to all the district offices in respect to development permit issues as at the time the researcher was there to obtain the information were given the questionnaire to fill. Therefore, having a total of fifty (50) respondents, that administered the questionnaire. In this same vein, one staff each of the Lagos state physical planning authority was randomly picked from the 20 district offices, having a total of twenty (20) staff of the district offices that administered the questionnaire. Interview was also directed to the staff of the district office. Data was analysed using a descriptive method of analysis.

## **IV. FINDINGS AND DISCUSSION**

### **➤ Gender of Respondents**

An investigation was conducted on the gender characteristics of respondents; the results of the findings are represented in Table 1 and this show that 70.7% of the respondents were male, while 29.3 percent were female. This indicates that the majority of the respondents that were concerned about housing development and procedures of obtaining the documents required were male.

**Table 1: Gender of Respondents**

Item	Variable	Respondent	Percentage
Marital Status	Male	35	70.7
	Females	15	29.3
Total		50	100.0

Source: Field work, 2021.

#### ➤ Method of Registration

Investigations were conducted on the traditional and electronic mode of registration method or payment mode that the applicant uses in paying building plan fees. Table 2, revealed that 79.3% of the respondents applied for their building permit through electronic as their method of registration, while the remaining 20.7 percent of the respondents preferred the traditional method (manual). This indicates that the majority of the respondents preferred the electronic development permit more effective than the manual method of registration.

It is owing to this, the respondents noted the rationales for choosing the electronic development permit. This includes short duration for processing the application, easy mode of payment, and easy means of communication with the planning officers and easy means of application without stress as shown in Table 2. This implies that the manual method of application has been defaulted in one way or the other based on the rationales stated by the respondents.

**Table 2: Method of Registration of development permit and rationale for chosen the method**

Item	Variable	Respondents	Percentage
Method of Registration	Manual	10	20.7
	Electronic	40	79.3
	Total	50	100.0
<b>Rationale for chosen electronic development permit</b>			
Short duration for processing the application	Yes	26	65.2
	No	14	34.8
	Total	40	100.0
Easy mode of payment	Yes	27	67.2
	No	13	32.8
	Total	40	100.0
Easy means of communication with the planning officers in charge of the development permit	Yes	31	77.6
	No	09	22.4
	Total	40	100.0
Easy means of application without stress	Yes	32	81.0
	No	08	19.0
	Total	40	100.0

Source: Field work, 2021.

#### ➤ Comfortability with the use of EPP

Investigation was conducted on the comfortability of the respondents with the use of electronic planning permit application. Table 3, revealed that 84.2 percent were comfortable with the use of electronic planning permit as a means of registration and processing of building plan approval, 10.7 percent were not comfortable, while 5.1 percent did not respond to the request. It indicates that the majority of the respondents were satisfied with the use of electronic planning permits.

**Table 3: Comfortability with the use of EPP**

Criteria	Variables	Frequency	Percentage
	Yes	34	84.2
	No	4	10.7
	No Response	2	5.1
Total		40	100

Source: Field work, 2021.

#### ➤ Number of application registered per week

Table 4, shows the number of the application received by the district offices in a week, 44.4 percent of the district offices received above 15 applications per week, 27.7 percent of the district offices received between 11 to 15 applications per weeks, 22.2 percent of the district offices received between 6 to 10 applications, while 5.5 percent of the district office received between 1 to 5 application(s) per week. This shows that the system using electronic registration is very effective, and simple to apply.

**Table 4: Number of Application registered per week**

Criteria	Variables	Frequency	Percentage
Registration Per Week	1-5	1	5.6
	6-10	4	22.2
	11-15	6	27.8
	15 above	9	44.4
	No Response	-	-
Total		20	100

Source: Field work, 2021.

➤ **Source of power supply**

The findings revealed in Table 5, that 55.5 percent of the district office respondents major means of power supply was through generator, 33.3 percent support national grid, 5.6 percent of district office make use of inverter, while 5.6 percent did not response. This investigation shown that government need to improve in the power supply, using inverter or solar to power the system for effective work delivery.

**Table 5: Source of power supply**

Criteria	Variables	Frequency	Percentage
Power Supply	Electricity	7	33.3
	Generator	11	55.5
	Inverter	1	5.6
	No Response	1	5.6
Total		20	100

Source: Field work, 2021.

➤ **Time frame for the process**

Investigation was conducted to determine the actual time each district offices spent of the electronic planning processing. Table 6, shows that 44.1 percent of district offices respondents that planning permit completed and delivered between 21 to 30 days, 30.3 percent of the district office delivered planning permit after 31 days and 19.7 percent between 11 to 20 days, while 5.9 did not respond. However, the highest number of days that the planning permit must be delivered to the applicants or developer is 28 days, which means that the district offices work in line with the State Policy. Also it was noted that some applicants apply for fast track processing which was just 10days application and the payment is times five of the calculated assessment, the application will run within ten days without delay from MDA's.

**Table 6: Time frame for the process**

Criteria	Variables	Frequency	Percentage
Delivery Time	Below 10days	-	-
	11-20days	4	19.7
	21- 30days	9	44.1
	After 31 days	6	30.3
	No Response	1	5.9
Total		20	100

Source: Field work, 2021.

➤ **Relationship of staff with the applicants**

Table shows that 50.0 percent has good relationship with applicants, 27.78 percent has very good relationship, and 16.67 percent of the relationship with the applicants was fair, while 5.5 did not response. This shows that respondents in the district offices have a good relationship with the applicants and developers.

**Table 7: Relationship of staff with the applicants**

Criteria	Variables	Frequency	Percentage
Relationship	Very Good	6	27.8
	Good	10	50.0
	Fair	3	16.8
	Poor	-	-
	No Response	1	5.4
Total		20	100

Source: Field work, 2021.

➤ **Challenges during process of application**

Table 8, shows that 50.0% of the district office respondents noted that the major challenges in the planning process was the issue of tax clearance from the Lagos State Internal Revenue, 33.3 percent of the respondents said it was Certificate of Occupancy, while 16.7 percent of the respondents noted that response of the applicants toward some of the comments raised by the district offices.



**Table 8: Challenges during process of application**

Criteria	Variables	Frequency	Percentage
Challenges	Issue of Certificate of Occupancy	7	33.3
	Issue of Tax Clearance	10	50.0
	Clearance from the MDA'S	-	-
	Applicant response toward comments raised by district officer	3	16.7
	No Response	-	-
Total		20	100

Source: Field work, 2021

➤ **Procedures for electronic planning permit process**

A desk officer (a Town Planner) receive the below documents for screening and if the document is sufficient for further evaluation, the Desk Officer route the architectural drawing to the Architect for screening. If the documents are satisfactory, the applicant will be invited for joint site inspection and later requested to submit structural drawing, mechanical and electrical drawings where necessary, and after then further screening by the engineer. The desk officer will inform the applicant of successful screening and request for planning permit processing fee and submission of all relevant documents and amended drawings, where necessary.

- Architectural Drawing;
- Title Document;
- Survey Plan- For Charting to ascertain Zoning/land Use;
- Comprehensive 250M radius Location Plan; in order to ascertain compliance with all Planning Standards as stated in relevant Planning Information i.e:
  - Site Plan and Site Analysis;
  - Parking Requirements;
  - Landscaping Requirements;
  - Height Permissible;
  - Floor Area Ratios;
  - Permissible Dwelling Units (Where applicable), etc.

➤ **Procedure for grant of planning permit through electronic**

- Notification for submission of application (Architectural, Structural, Mechanical and Electrical Drawings, Survey Plan and Title Documents) and payment of Assessment Fee received by the Desk Officer (Day 1)
- Desk Office download or accept all the screened and submitted Design Drawings, Documents and Planning Permit Processing Fees paid and fill application form accordingly (Day 2-3);
- Endorsement of Architectural Drawing (Day 4-6 );
- Endorsement of Structural, Mechanical & Electrical Drawings where applicable (Day 6-9);
- Vetting and recommending of Application for further processing (Day 9-11);
- Confirmation of Planning Permit Processing Fee (Day 11-13);
- Application forwarded to Lagos State Internal Revenue Service's (LIRS) for Tax Clearance (Day 14-17);
- Application forwarded for Consideration of grant of Planning Permit (Concurrent Approvals) (Day 17-22), This depends on the number of floors;
  - District Officers approves Ground - 2nd Floor;
  - Supervising Directors approves 3rd - 4th Floor;
  - General Manager approves 5th-7th Floor;
  - Permanent Manager Secretary approves 7th-8th Floor;
  - Hon Commissioner approves 9th-10th Floor;
  - His Excellency approves 11th Floor above.
- Approved application on structures above 2nd floor forwarded to the District Officer for Permit endorsement (Day 23-25 );
- District Officer endorses and release of Planning Permit (Day 26 -28).

**Weakness of the manual paper– based planning permit process**

The manual paper – based planning permit process has inherent weaknesses that can be addressed through the provision of an electronic planning permit process. These weaknesses include:

➤ **In- person submission of paper plans**

Paper plan must be submitted during the working hours and received by the authority in charge. Typically, there will be a room in the authority or planning permit department dedicated to the storing of rolls of plans and files waiting for review or archiving.

➤ **No easy way to check for incomplete submissions**

A manual planning permit process does not provide a way to recognize early enough in the process if the applicant has submitted incomplete plans. Incomplete submissions cause frustrating delays in the process.

➤ **Physical delivery of Paper – based plans to reviewers**

Plans must be delivered in- person, or by postal or other delivery service,

➤ **Time consuming plan status up dates**

A status updates must be obtained on an individual basis, either in person, over the phone or by email. This introduces uncertainty, erosion of trust, and consequent delays in the process.

➤ **Manual revision checking and comparison**

There is no efficient way to compare various drafts of submitted drawings. Comparisons between different drafts must be performed manually, which increases the risk that a reviewer will fail to notice a change (or the absence of a change) in the submitted plans.

➤ **Multi department and multi- agency work flow management issues.**

For plans that require review by multiple agencies and departments, concurrent paper- based review can create confusion.

However, Table 9 revealed that between 2017 to 2020, 18,286 applications for planning permit were registered, 3,537 applications were granted planning permit, while 14,749 were still under processing owing to the following reasons;

- i. Lagos State Internal Revenue Clearance (Tax)
- ii. Land documents with Land Bureau;
- iii. Applicant's responses

During the interview with a staff of the district office, it was noted that the Ministry of Physical Planning and Urban Development through Lagos State Physical Planning Permit Authority announced a six-month amnesty for the regularization of developments without permits, during which owners and developers of existing structures are expected to regularize their developments. The penal fees were to be paid on the building plan assessment charge and were waived during this period. It was designed in order for developers and owners to obtain permits and certificates of fitness on their developments. In 2018, as shown in Table 9, total numbers of 10,402 applications were registered, 1,112 planning permits were granted and 9,290 applications still pending due to documentation issues and attitude of the applicant as reported by the approving department, also it was noted that the whole applications were submitted manually. It was also stated during the interview that between late 2017 and 2018 the authority recorded a large number of registrations due to the six-month amnesty for the regularization of developments without permits. It was also known that during this period penal fees which should be paid on building assessment charges were waived during this period.

**Table 9: Application on manual planning permit**

S/N	YEAR	APPLICATION REGISTERED	APPLICATION GRANTED	BACKLOG	REMARKS
1	2017	4124	1552	2572	
2	2018	10402	1112	9290	
3	2019	3020	349	2671	
4	2020	740	524	216	
	<b>Total</b>	<b>18,286</b>	<b>3,537</b>	<b>14,749</b>	

**Source: PPRS Lagos State Physical Planning Permit Department, (2021).**

However, a cursory look on Table 10 shows that more than an average electronic application submitted between the year 2017 and 2018 were granted approval while between January 2020 and December 2020, 820 applications were granted approval out of 1,865 applications. In contrast to the applications submitted by manual in 2017 and 2018, it indicates that many of the people submitted their applications through manual owing because they are yet to familiar themselves with electronic methods and to know more about the benefits of electronic to manual methods. However in the year 2020, the number that submitted their applications through electronic means superseded the number that submitted through manual method of submission which indicates that people are getting more familiar and understand better the benefits of electronic methods.

**Table 10: Summary of electronic planning permit (EPP)**

S/N	YEAR	APPLICATION REGISTERED	APPLICATION GRANTED	APPLICATION UNDER PROCESS	REMARKS
1	April 2017 – Dec 2018	2,023	1,237	786	
2	Jan 2019 – Dec 2019	-	-	-	Platform experience system breakdown
3	Jan 2020 – Dec 2020	1,865	820	1,045	

**Source: Lagos State Physical Planning Permit (EPP Unit), 2021.**

The Electronic Planning Permit is built to support the following functions specific to the administration of building permits;

- i. Submission of building proposal for review and approval: the applicants online without having to present themselves physically at planning office
- ii. Submission of payment evidence: the applicants upload evidence of payment made for processing of building proposal;
- iii. Monitoring of submitted building proposal: the planners can log into the system and view the status of their submitted building proposals. The system also notices the applicants via SMS and Email once the proposals complete key milestones in the system. Notifications are also received when actions are pending for the applicant e.g. requests to make payment.
- iv. Review and approval of building proposal: development control offices in the country can log into the system, view submitted building proposals, provide comments on them and approved pr return them (electronically) to the applicants for amendments.
- v. Issuances of planning permit: After approval, the system generates the permit and allows the applicant to download it immediately and commence construction work.

#### ➤ **Benefits of Electronic Planning Permit**

The Lagos e-PP Portal is a 24/7 Website and aim to achieve: regardless to the catalyst for change, electronic permit can provide a broad range of benefits including;

- i. Flexibility of Operations
- ii. Better internal management tools for gauging department efficiency and spotting problems
- iii. More efficient use of staff times and less duplication of effort
- iv. Higher quality inspections with better scheduling and improved reporting
- v. Electronic planning permit application eliminating the use of paper form, filing a permit application online typically occurs where online payments can also be made, and
- vi. Define workflow and projects tracking that reviews plans and approves permits more quickly
- vii. Speedy Processing of Permit Applications (28 Working Days from Submission to Grant of Permit)
- viii. Reduction in Building Application Processing Turn-Around Time
- ix. Real Time Information, Monitoring/Tracking of Building Plan Application
- x. Enhanced Planning Information Dissemination
- xi. Web-Based Service Delivery and Online Global (Accessing) Patronage
- xii. Accountability and Transparency in Town Planning Administration
- xiii. Easy submission of application from anywhere in the world;
- xiv. Easy electronic payment procedure
- xv. Shorter processing time thereby improving revenue to the State as more applicants would embrace the system;
- xvi. Portability nature of the system;
- xvii. Easy tracking of transaction or application process;
- xviii. Easy archival (ending the era of scanning of approved building plan files) and retrieval;
- xix. Ensuring integrity and security of documents;

## **V. CONCLUSION AND RECOMMENDATIONS**

The findings of the research therefore revealed that electronic permit methods are more effective and preferred to use owing to its short term duration of processing, easy mode of payment and means of communication with the planning officers. Therefore the planning officers should continue to educate the people more on the benefits of the electronic method so as many people that have already had their buildings before approval can prepare them to apply for the building permit approval. Other recommendations include the following:

- **Training and Succession Planning:** There is need to Train/Retrain Staff of LASPPPA in Systems Administration of the operation of the e-Planning Application (on Rotational Basis) in order to be



properly positioned to handle the ensuing back-end issues by the time the Consultant totally hands-off the Project, especially in view of changes to the Law/Regulation.

- Sensitization: The Lagos State Public Officers as well as the Professional Bodies in the built environment still need to be sensitized about Lagos State Electronic Planning Permit in order to educate and demonstrate its advantages over the Manual Planning Permit.
- Deployment of all Officers Trained in e-Charting from MPP&UD and its Parastatals to the District Offices: It is envisaged that these Officers could serve as Front Desk Officers to enhance the Planning Permit Process.
- Reducing Applicant Interface with LASPPPA: Piecemeal Queries should be avoided to the barest and all queries should be compiled and forwarded to Applicants as Screening Results, all at once.
- Uploading of the Operational Model City Plans to the Electronic Planning Permit Website: This would greatly enrich MPP&UD's Website to adequately advise on intending Developers on site selection as well as serve for Revenue Generation from online sales of copies of the Model City Plans using Scratch Cards.

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