



**GOVERNMENT OF EKITI STATE**  
**BUREAU OF LAND SERVICES**  
**SERVICE LEVEL AGREEMENT (SLA) COMPLIANCE REPORT**  
**Reporting Period: October 1st – 31st, 2025**

## **1. Introduction**

This report outlines the compliance of the Bureau of Land Services with the Service Level Agreement (SLA) for October 2025. It provides a detailed account of service requests received and processed, and measures the timeliness and responsiveness of the Bureau in fulfilling its statutory obligations.

## **2. Scope of Report**

The report covers:

- Nature of services requested
- Channel through which requests were submitted
- Details of requesters (names, email addresses, and phone numbers)
- Dates of request submissions
- Decisions reached (approval or denial)
- Dates of communication of decisions
- Comparison with SLA timeline
- Compliance status

## **3. SLA Requirement**

Per the Bureau of Land Services SLA, all land-related service requests are to be processed and a decision communicated within **30 working days** from the date of complete submission.

#### 4. Service Request Log – September, 2025

S/N	Month	Nature of Service Requested	Channel of Request	Name of Requester	Email Address	Telephone No.	Date of Request	Decision Reached	Date of Decision & Communication	SLA Timeline (Days)	Days to Decision	Compliance Status
4	September - 25	Application for legal search on a property	Walk in	NDIC	<a href="mailto:info@ndic.gov.ng">info@ndic.gov.ng</a>	+234(01)2719010	7- October- 25	Approved	9- October -25	30 working days	3 working days	<input checked="" type="checkbox"/> Compliant

#### 5. Compliance Analysis

- **Total Requests Received: 1**
- **Requests Processed Within SLA Timeline: 1**
- **Requests Processed Beyond SLA Timeline: 0**
- **Overall SLA Compliance Rate: 100%**

#### 6. Observation

- There is decline in request due to suppose dwindling of year activities.

#### 7. Recommendation

- The General public should be enlighten more on the process of formalizing Land Title.

**Ojo Matins Kayode**  
**Executive Secretary, Bureau of Land, Ekiti State**  
**Date: 31st October, 2025**

