



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

1. Introduction

This report outlines the compliance of the Bureau of Land Services with the Service Level Agreement (SLA) for August 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 – August, 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
1	August -25	Application for the conduct of search	Walk-in	Adefolaju Ayobioloja Esq	dafolajuwonloesq@yahoo.com	07062396839	14- August - 2025	Approved	18- August -2025	30 working days	4 Working Days	☒ Compliant
2	August -25	Conduct of search on certificate of occupancy	Walk-in	Lawrence Aso	Asolawrence1999@yahoo.com	08036359829	7-August-2025	Approved	18-August-2025	30 working days	8 working days	☒ Compliant
3	August -25	Request for verification of certificate of occupancy	Walk in	Omotayo Oloruntola Esq	Glutayo2@gmail.com	07060835599	15-August-25	Approved	28-August-2025	30 working days	10 working days	☒ Compliant

5. Compliance Analysis

- **Total Requests Received: 3**
- **Requests Processed Within SLA Timeline: 3**
- **Requests Processed Beyond SLA Timeline: 0**
- **Overall SLA Compliance Rate: 100%**

6. Observation

- There has been an impressive response to request received by the Bureau.

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 August, 2025