



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

## **1. Introduction**

This report outlines the compliance of the Bureau of Land Services with the Service Level Agreement (SLA) for May 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 – May, 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	May -25	Deeds of Legal Mortgage (Discharge of Mortgage)	Walk-in	Dr. Tunde Ajayi	Tundeajayi@gmail.com	07031471181	15-May-2025	Approved	21-May-2025	30 working days	5 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

- The Bureau showed commendable efficiency with average service requests resolved within the SLA-mandated timeframe.

#### 7. Recommendation

- Timely submission of documents by applicants as at when due;
- Keep raising awareness among the public about the necessity of securing Deed of Assignment approval for their properties.

**Ojo Matins Kayode**  
**Executive Secretary, Bureau of Land, Ekiti State**  
**Date: July 20, 2025**