



GOVERNMENT OF EKITI STATE
BUREAU OF LAND SERVICES
SERVICE LEVEL AGREEMENT (SLA) COMPLIANCE REPORT
Reporting Period: September 1st – 30th, 2025

1. Introduction

This report outlines the compliance of the Bureau of Land Services with the Service Level Agreement (SLA) for September 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
1	September -25	Application for Legal Search for a property	Walk-in	Ibrahim B. Jaliike	helpdesk@ndic.gov.ng	+234080063624357	8- September -25	Approved	29- September -25	30 working days	16 Working Days	☒ Compliant
2	September -25	Application for search and Authentication of certificate of occupancy	Walk-in	E.E Nworie	lawspectiveattorney@gmail.com	08134599515	11- September -25	Approved	17- September -25	30 working days	5 working days	☒ Compliant
3	September -25	Application for certified True Copy of Certificate of Occupancy	Walk in	Prof Alfred Oluropo Filani	alfredfilani@yahoo.com	08033807506	1- September -25	Approved	8- September -25	30 working days	6 working days	☒ Compliant
4	September -25	Application for legal search on a property	Walk in	Dede Atsagbede	info@ndic.gov.ng	+234(01)2719010	15- September -25	Approved	24- September -25	30 working days	8 working days	☒ Compliant

5. Compliance Analysis

- **Total Requests Received: 4**
- **Requests Processed Within SLA Timeline: 4**
- **Requests Processed Beyond SLA Timeline: 0**
- **Overall SLA Compliance Rate: 100%**

6. Observation

- The Bureau showed a high compliance with the time frame

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: 30th September, 2025