



**GOVERNMENT OF EKITI STATE**  
**EKITI STATE SIGNAGE AND ADVERTISEMENT AGENCY (EKSAA)**

**SERVICE LEVEL AGREEMENT (SLA) COMPLIANCE REPORT**  
**Reporting Period: 1<sup>st</sup> - 31<sup>st</sup> July, 2025.**

**1. Introduction:**

This report outlines the compliance of the Ekiti State Signage and Advertisement Agency (EKSAA) with the Service Level Agreement (SLA) for July, 2025. It offers a detailed account of service requests received and processed, measuring the timeliness and responsiveness of the Agency in fulfilling its statutory obligations.

**2. Scope of Report**

The report covers:

- Nature of services requested
- The 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

According to the Agency's SLA all Signage and Advertisement permit service requests must be processed and a decision communicated within 9 working days.

#### CORE REGULATORY PROCESSES AND COMMITTED TURNAROUND TIMES

S/N	REGULATORY PROCESS	COMMITTED TURNAROUND TIME
	Signage and Advertisement Permit	9 Working days

### 4. Service Request Log- July, 2025

S/N	Nature of Service Requested	Channel of Request	Name of Requester	E-mail Address	Telephone no	Date of request	Decision reached	Date of Decision and Communication	SLA Timeline(days)	Date decision communicated	Compliance Status
1.	Signage and Advertisement permit(Approval for the erection of billboard)	Walk-in	Big Bay Hotel		0803503705	02/07/2025	Approved	04/07/2025	9 working days	2 days	Compliant
2.	Signage and Advertisement permit(Approval for the erection of billboard)	Walk-in	Mirfood International School		08033736302	08/07/2025	Approved	11/07/2025	9 working days	3 days	Compliant
3.	Signage and Advertisement	Walk-in	Western Classic		0903760912	14/07/2025	Approved	16/07/2025	9 working days	2 days	Compliant

	permit(Appr oval for the erection of billboard		Hotel & Suit								
--	---	--	-----------------	--	--	--	--	--	--	--	--

5. **Compliant analysis**

- Total requests received: 3
- Requests processed within SLA Timeline - 3
- Requests processed Beyond SLA Timeline - 0
- Overall SLA Compliance Rate: 100%

6. **Observation**

Overall, the SLA Compliance with committed turnaround times stands at 100%

7. **Recommendation**

- \* Enhance internal workflows to consistently sustain and improve performance.

**Prepared By:**

**Olatunbosun Ajidara,Esq**  
 Ekiti State Signage and Advertisement Agency (EKSAA)  
 Date: 3<sup>rd</sup> September, 2025