



GOVERNMENT OF EKITI STATE
EKITI STATE SIGNAGE AND ADVERTISEMENT AGENCY (EKSAA)
SERVICE LEVEL AGREEMENT (SLA) COMPLIANCE REPORT
Reporting Period: May 1st – 31st, 2025

1. Introduction

This report presents the compliance statistics for the SLA in Ekiti State, specifically concerning the five business-enabling Ministries, Departments, and Agencies (MDAs). It focuses on the committed turnaround times for core business regulatory processes and the percentage of total requests completed within these turnaround times. This report outlines the compliance of the Ekiti State Signage and Advertisement Agency (EKSAA) with the Service Level Agreement (SLA) for May 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 – May, 2025

S/N	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	Signage & Advertisement Permit (Approval for Erection of Billboard)	Walk-in	Headmaster Solar Electrical	=	07063745418	05/05/2025	Approved	07/05/25	9 Working Days	2 days	<input checked="" type="checkbox"/> Compliant
2	Signage & Advertisement Permit (Approval for Erection of Billboard)	Walk-in	Harrison Niyi Alonge Care Foundation		09060008555	05/05/2015	Approved	08/05/2015	9 Working Days	3 day	<input checked="" type="checkbox"/> Compliant
3	Signage & Advertisement Permit (Approval for Erection of Billboard)	Walk-in	St. Paul Phonex Autos	abdusalamalm@gmail.com	08162730903	12/05/2025	Approved	14/05/2025	9 Working Days	2 day	<input checked="" type="checkbox"/> Compliant
4	Signage & Advertisement Permit (Approval for Erection of Billboard)	Walk-in	Tapco Global Nig. Limited		08148777703	12/05/25	Approved	15/05/2025	9 Working Days	3 day	<input checked="" type="checkbox"/> 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

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

7. Recommendation

- Strengthen internal workflows to sustain the performance.



Director-General, Ekiti State Signage & Advertisement Agency (EKSAA)

Oke-Ori Omi, Ado-Ekiti

Date: July 18, 2025