



**GOVERNMENT OF EKITI STATE**  
**EKITI STATE SIGNAGE AND ADVERTISEMENT AGENCY (EKSAA)**  
**SERVICE LEVEL AGREEMENT (SLA) COMPLIANCE REPORT**  
**Reporting Period: April 1st – 30th, 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 April 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 – April, 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)	Date Decision Communicated	Compliance Status
1	Signage and Advertisement Permit (Approval for the Erection of Billboard)	walk-in	New Crystal Communication Ltd		08037421368	04/02/2025	Approved	04/05/2025	9 working days	3 days	Compliant
2	Signage and Advertisement Permit (Approval for the Erection of Billboard)	walk-in	Hallelujah Farms		08062435153	04/06/2025	Approved	04/08/2025	9 working days	2 days	Compliant
3	Signage and Advertisement Permit (Approval for the Erection of Billboard)	walk-in	Glory 2 God Apartment	<a href="mailto:ogunleye@onerada.com">ogunleye@onerada.com</a>	07020325591	04/08/2025	Approved	04/12/2025	9 working days	4days	Compliant
4	Signage and Advertisement Permit (Approval for the Erection of Billboard)	walk-in	Wattitad Solar Company		09137916158	04/12/2025	Approved	04/15/2025	9 working days	3days	Compliant
5	Signage and Advertisement Permit (Approval for the Erection of Billboard)	walk-in	AQS Lodging Apartment	<a href="mailto:talentorija@gmail.com">talentorija@gmail.com</a>	08033761719	04/19/2025	Approved	04/23/2025	9 working days	4 days	Compliant
6	Signage and Advertisement Permit (Approval for the Erection of Billboard)	walk-in	Eageless Flight Investments Ltd.	<a href="mailto:eagelessflightinvestment2019@gmail.com">eagelessflightinvestment2019@gmail.com</a>	08088000496	04/26/2025	Approved	04/30/2025	9 working days	4 days	Compliant

### 5. Compliance Analysis

- Total Requests Received: 6
- Requests Processed Within SLA Timeline: 6
- 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:** June 27, 2025