



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

**SERVICE LEVEL AGREEMENT (SLA) COMPLIANCE REPORT
Reporting Period: 1st – 30th September, 2025.**

1. Introduction:

This report outlines the compliance of the Ekiti State Signage and Advertisement Agency (EKSA) with the Service Level Agreement (SLA) for September, 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- September, 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	Me Me Kiddies World		07016832035	02/09/2025	Approved	04/09/2025	9 working days	2 days	Compliant
2.	Signage and Advertisement permit (Approval for the erection of billboard)	Walk-in	Solpia Nigeria Ltd			08/09/2025	Approved	11/09/2025	9 working days	3 days	Compliant
3.	Signage and Advertisement permit (Approval for the erection of billboard)	Walk-in	Divine Living Springs School		07033331397	17/09/2025	Approved	19/09/2025	9 working days	2 days	Compliant
4	Signage and Advertisement permit (Approval for the erection of billboard)	Walk-in	Talent City Communication		09029075234	22/09/2025	Approved	25/09/2025	9 working days	3 days	Compliant

5. **Compliant 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**

- * Offer continuous training program to support optimal job performance.

Prepared By:

Olatunbosun Ajidara, Esq

Ekiti State Signage and Advertisement Agency (EKSAA)

Date: 26th November, 2025