



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

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

**1. Introduction:**

This report outlines the compliance of the Ekiti State Signage and Advertisement Agency (EKSA) with the Service Level Agreement (SLA) for October, 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	Chan- nel of Requ est	Name of Requester	E-mail Addres s	Telephone no	Date of request	Decision reached	Date of Decision and Communication	SLA Timeline(days)	Date decision commu- nicated	Compliance Status
1.	Signage and Advertisement permit(Approval for the erection of billboard	Walk-in	Cakes and Pastries Nig. Ent		08105469670	06/10/2025	Approved	08/10/2025	9 working days	2 days	Compliant
2.	Signage and Advertisement permit(Approval for the erection of billboard	Walk-in	Vibrant Godly Children International School		08036841737	13/10/2025	Approved	15/10/2025	9 working days	2 days	Compliant
3.	Signage and Advertisement permit(Approval	Walk-in	Sam Temi Hotel		08135732966	27/10/2025	Approved	29/10/2025	9 working days	2 days	Compliant

	for the erection of billboard										
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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**

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

**Prepared By:**

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 Date: 22<sup>nd</sup> December, 2025

