



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

SERVICE LEVEL AGREEMENT (SLA) COMPLIANCE REPORT
Reporting Period: 1st - 31st August, 2025.

1. Introduction:

This report outlines the compliance of the Ekiti State Signage and Advertisement Agency (EKSA) with the Service Level Agreement (SLA) for August, 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- August, 2025

S/N	Nature of Service Requested	Channel of Request	Name of Requester	E-mail Addresses	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	FDI Global Investment Ltd.		08024368667	04/08/2025	Approved	06/08/2025	9 working days	2 days	Compliant
2.	Signage and Advertisement permit(Approval for the erection of billboard	Walk-in	Beauty of God Construction Ltd		07035740971	11/08/2025	Approved	14/08/2025	9 working days	3 days	Compliant
3.	Signage and Advertisement permit(Approval for the erection of billboard	Walk-in	LEO District 404B2		08124243499	18/08/2025	Approved	22/08/2025	9 working days	4 days	Compliant

4	Signage and Advertisement permit(Approval for the erection of billboard	Wal k-in	Grail Message Foundation		08035063446	25/08/2025	Approved	29/08/2025	9 working days	4 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**

- * Equip Employees with modern tools and resources in order to enhance overall organizational performance and productivity.

Prepared By:

Olatunbosun Ajidara,Esq

Ekiti State Signage and Advertisement Agency (EKSAA)

Date: 24th October, 2025

