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**GOVERNMENT OF EKITI STATE**

**MINISTRY OF ENVIRONMENT**

**EKITI STATE ENVIRONMENTAL PROTECTION & WATERSHED MANAGEMENT AGENCY**

**SERVICE LEVEL AGREEMENT (SLA) COMPLIANCE REPORT**

**Reporting Period: June 1 – 31, 2025**

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## **1. Introduction**

This report outlines the compliance of the Ekiti State Environmental Protection and Watershed Management Agency with the Service Level Agreement (SLA) for the month of June 2025. It provides a detailed account of service requests received and processed, and measures the timeliness and responsiveness of the Agency in fulfilling its statutory obligations.

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## **2. Scope of Report**

The report covers:

- Nature of services requested
- 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

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### 3. SLA Requirement

Per the Ekiti State Environmental Protection and Watershed Management Agency s’ SLA, all Environmental Impact Assessment and Environmental Audit service requests are to be processed and a decision communicated within **eleven (11) working days** from the date of complete submission.

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### 4. Service Request Log – June, 2025

S/N	Nature of Service Requested	Channel of Request	Name of Requester	Email Address	Telephone No.	Date of Request	Decision Reached	Date Decision Communicated	SLA Timeline/Days to Decision	Compliance Status
1	EIA Certificate	Walk-in	Charlibot Geotech Company Ltd	<a href="mailto:charlibot@gmail.com">charlibot@gmail.com</a>	08033811411	10-June-2025	Approved	16-June-2025	11 Days/4 Working Days	<input checked="" type="checkbox"/> Compliant
2	EIA Certificate	Walk-in	TGED Nig Ltd	<a href="mailto:tgersltd@gmail.com">tgersltd@gmail.com</a>	08064208024	23-June-2025	Approved	27-June-2025	11 Day/ 4 Working Days	<input checked="" type="checkbox"/> Compliant
3	Envtal. Audit Certificate	Walk-in	Frontlight Consults Limited	<a href="mailto:ayodejiajai@gmail.com">ayodejiajai@gmail.com</a>	08162392036	23-June-2025	Approved	27-June-2025	11 Day/ 4 Working Days	<input checked="" type="checkbox"/> Compliant

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## 5. Compliance Analysis

- **Total Requests Received:** 3
  - **Requests Processed Within SLA Timeline:** 3
  - **Requests Processed Beyond SLA Timeline:** Nill
  - **Overall SLA Compliance Rate:** 100%
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## 6. Observations

- The Agency showed commendable efficiency with most service requests resolved within the SLA-mandated timeframe.
  - No delay in issuing Environmental Impact and Environmental Audit Certificate.
  - Online platforms remain the preferred channel for service engagement, underlining the importance of continued investment in digital services infrastructure.
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## 7. Recommendations

- Implement an internal tracking mechanism for inter-agency dependencies to minimize delays in complex service categories like grievance resolution.
  - Continue sensitizing the public on the use of digital channels for faster request handling.
  - Strengthen internal workflows to ensure that all requests, regardless of complexity, meet the SLA window.
  - Improved service delivery to the general public, through regular and timely communication to the consultants on their applications.
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