



**GOVERNMENT OF EKITI STATE
EKITI STATE MINISTRY OF INFRASTRUCTURE AND PUBLIC UTILITIES**

**EKITI STATE FIRE SERVICE,
SERVICE LEVEL AGREEMENT (SLA) COMPLIANCE REPORT**

REPORTING PERIOD: 1ST -30ST September, 2025.

1. INTRODUCTION

This report outlined the compliance of the fire service with the service level agreement (SLA) for the month of September, 2025. It provides the detailed account of service request and processed, and measures the timeliness and responsiveness of the fire service in fulfilling statutory obligations.

2. SCOPE OF THE REPORT

The report covers:

- Nature of service requested
- Channel through which request were submitted.
- Detail of requesters (named, email and phone numbers)
- Date of request submissions
- Decisions reached (approval or denial)
- Date of communication of decision:
- Comparison with SLA timeline
- Compliance status

3. SLA REQUIREMENTS

Fire Service SLA Required all fire service request to be processed and a decision communicated within eleven (11) working days from the date of completed submission

4. SERVICE REQUEST LOG FOR SEPTEMBER, 2025

S/N	Name of service requested	Channel of request	Name of request	E-mail Address	Telephone number	Date of request	Decision reached	Date decision communicate	Days to decision	Compliance Status
1	Renewal	Walk in	John Bosco Trading Company		08164434692	1/9/25	Approved	2/9/25	2 days	Compliance
2	Renewal	Walk in	Cannanland Model Group of school (Nur/Pry)	cannanland@gmail.com	08033913831	1/9/25	Approved	1/9/25	1 days	Compliance
3	Renewal	On line/ walk in	Havana mall	oyegold@gmail.com	08064744129	1/9/25	Approved	10/9/25	9 days	Compliance
4	Renewal	On line/ walk in	Our baby hospital		09072966332	2/9/25	Approved	2/9/25	1 days	Compliance
5	Renewal	walk in	God's city Global Academy	mathew@mailsac.com	07039749667	4/9/25	Approved	4/9/25	1 days	Compliance
6	Renewal	On line/ walk in	Club 52 at radiance	RADIANCE@GMAIL.COM	07067481762	9/9/25	Approved	9/9/25	1 days	Compliance
7	Renewal	On line/ walk in	AB micro finance bank	account@ab-mfbnig.com	09024969163	9/9/25	Approved	18/9/25	9 days	Compliance
8	Renewal	On line/ walk in	De Jewel hospitality venture	dejewel@gmail.com	07046162725	9/9/25	Approved	13/9/25	4 days	Compliance
9	Renewal	On line/ walk in	Oduwoye Brother Ng. Ltd	Oduwoye brotherng.ltd@gmail.com	08034686572	9/9/25	Approved	9/9/25	1 days	Compliance
10	Renewal	On line/ walk in	Balo Guest house	Balogunismaila@yahoo.com	08064695205	10/9/25	Approved	10/9/25	1 days	Compliance

11	Renewal	On line/ walk in	Matter Kristi Cath Nur / Basic School	Matterkristi Nursery/basic school@gmail.com	07031297173	10/9/25	Approved	10/9/25	1 days	Compliance
12	Renewal	On line/ walk in	Dave Hotel		08033862440	11/9/25	Approved	11/9/25	1 days	Compliance
13	Renewal	On line/ walk in	De-praise kiddies school	De-praise kiddiesschool8062 325@gmail .com	08038611246	11/9/25	Approved	11/9/25	1 days	Compliance
14	Renewal	On line/ walk in	Snaps school Nur/Pry,	Snapschool2346355 @gmail .com	08066618938	12/9/25	Approved	12/9/25	1 days	Compliance
15	Renewal	Walk in	K & Q Int. Academy (Nur/Pry)	Ogolabisi @ @gmail .com	08035820583	17/9/25	Approved	17/9/25	1 days	Compliance
16	Renewal	On line/ walk in	SamRossy Hotel	Samrossy6754@ gmail.com	08130658978	17/9/25	Approved	17/9/25	1 days	Compliance
17	Renewal	walk in	Cannanland Model Group of schools	Cannanland @gmail .com	08033913831	17/9/25	Approved	17/9/25	1 days	Compliance
18	Renewal	walk in	Devine Academy	aca@gmail .com	08034387897	17/9/25	Approved	17/9/25	1 days	Compliance
19	Renewal	walk in	Kadilat Hotel & Event Centre		08160317957	17/9/25	Approved	17/9/25	1 days	Compliance
20	Renewal	walk in	Sam Temmy Hotel		07040611376	17/9/25	Approved	17/9/25	1 days	Compliance
21	Renewal	On line/ walk in	Abdul Ganiyu Ibrahim Odetayo Oil & Gas Ltd	Ibrahim odetayo @gmail .com	08021373494	17/9/25	Approved	17/9/25	1 days	Compliance
22	Renewal	On line/ walk in	K & Q International	Ogolabisi @gmail .com	08035820583	18/9/25	Approved	18/9/25	1 days	Compliance
23	Renewal	walk in	Fourteb Model School	Fourteb@gmail .com	08035736730	18/9/25	Approved	18/9/25	1 days	Compliance

24	Renewal	walk in	Baptist Nur /Pry School, Ipao	Baptistnurpry @gmail .com	08085669858	19/9/25	Approved	19/9/25	1 days	Compliance
25	Renewal	On line/ walk in	Oduwoye Brothers Nig. Ltd	Oduwoyebrothers @gmail .com	09100988800	19/9/25	Approved	30/9/25	11 days	Compliance
26	Renewal	On line/ walk in	Alinco Filling Station, Afao Road, Ado Ekiti	Alinvyu768 @gmail .com	08100020203	19/8/25	Approved	19/8/25	1 days	Compliance
27	Renewal	On line/ walk in	Tim-cross Invest Nig Ltd	Crossim @gmailcom	08042401260	22/9/25	Approved	22/9/25	1 days	Compliance
28	Renewal	On line/ walk in	Ultimate Destiny College	Ultimate651746	08034929836	23/9/25	Approved	23/9/25	1 days	Compliance
29	Renewal	On line/ walk in	Oduwoye Brothers Nig. Ltd		07067795322	23/9/25	Approved	23/9/25	1 days	Compliance
30	Renewal	On line/ walk in	Oduwoye Brothers Nig. Ltd		09100988800	23/9/25	Approved	23/9/25	1 days	Compliance
31	Issuance	On line/ walk in	J. O. Umen Global Venture		07034505302	23/9/25	Approved	23/9/25	1 days	Compliance
32	Renewal	On line/ walk in	Cannanland Model Group of schools	Cannanland %gmail.com	08033913831	24/9/25	Approved	24/9/25	1 days	Compliance
33	Renewal	On line/ walk in	1 st Elegant Synergy Oil & Gas Ltd	1 st elegant @gmail .com	08066555891	29/9/25	Approved	29/9/25	1 days	Compliance
34	Renewal	On line/ walk in	Covenant Nur/Pry School,	Covenant @gmail .com	08061154984	29/9/25	Approved	29/9/25	1 days	Compliance
35	Renewal	On line/ walk in	Union Bank	unionbank@gmail com	08127645839	30/9/25	Approved	30/9/25	1 days	Compliance

5. COMPLIANCE ANALYSIS

- Total request received - 35
- Request processed within SLA timeline – 35
- Request processed beyond SLA timeline – Nil

Overall SLA compliance – 100%

6. OBSERVATIONS

- The fire service showed commendable efficiency with all services request resolved within the SLA mandate timeframe.

7. RECOMMENDATIONS

- Strengthen internal workflows to ensure that all request, regardless of complexity, meet the SLA window

Prepared by:

Ayeni Florence Yemisi

Fire Service,

Ekiti State

24th November, 2025.