



**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 – 30th June, 2025

1. Introduction

This report outlines the compliance of the fire service with the service level agreement (SLA) for June 2025. It provides a detailed account of service requests and processes, and measures the timeliness and responsiveness of the fire service in fulfilling statutory obligations

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

3. SLA Requirement

Fire Service SLA required all fire safety permit requests to be processed and a decision communicated within **eleven (11) working days** from the date of completed submission.

4. Service Request Log – June 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	SLA Timeline	Days to Decision	Compliance Status
1	Renewal	walk in	Life Legacy Nur /Pry School	-		02/6/25	Approved	02/6/25	11 days	1 day	Compliance
2	Issuance	Online/ walk in	OKT Ventures			02/6/25	Approved	02/6/25	11 days	1 day	Compliance
3	Renewal	On line/ walk in	Rosam Favour Exp. Nig. Ltd			02/6/25	Approved	02/6/25	11 days	1 day	Compliance
4	Renewal	Online/ walk in	Aarinola Nur /Pry School			02/6/25	Approved	02/6/25	11 days	1 day	Compliance
5	Issuance	On line/ walk in	MOG Multi Concept			02/6/25	Approved	02/6/25	11 days	1 day	Compliance
6	Fire report	On line/ walk in	Mr. Olarewaju Akinola			02/6/25	Approved	02/6/25	11 days	1 day	Compliance

7	Renewal	On line/ walk in	Great Champion Nur /Pry School			02/6/25	Approved	02/6/25	11 days	1 day	Compliance
8	Renewal	On line/ walk in	Top Child Model college			02/6/25	Approved	02/6/25	11 days	1 day	Compliance
9	Renewal	On line/ walk in	Top Child Nur /Pry School			02/6/25	Approved	02/6/25	11 days	1 day	Compliance
10	Renewal	On line/ walk in	Royal Petroleum			02/6/25	Approved	02/6/25	11 days	1 day	Compliance
11	Issuance	On line/ walk in	Abek Clinic			19/6/25	Approved	19/6/25	11 days	1 day	Compliance
12	Issuance	On line/ walk in	Mercy Nur /Pry School			13/6/25	Approved	13/6/25	11 days	1 day	Compliance
13	Renewal	On line/ walk in	Comfort Nur /Pry School			13/6/25	Approved	13/6/25	11 days	1 day	Compliance
14	Renewal	On line/ walk in	Delight of God			10/6/25	Approved	10/6/25	11 days	1 day	Compliance
15	Renewal	On line/ walk in	First class Nur /Pry School			10/6/25	Approved	10/6/25	11 days	1 day	Compliance
16	Renewal	Walk in	Fakajob Integrated		08106201226	10/6/25	Approved	10/6/25	11 days	1 day	Compliance
17	Renewal	On line/ walk in	Royal Oil Limited			10/6/25	Approved	10/6/25	11 days	1 day	Compliance

18	Renewal	On line/ walk in	First Class College			10/6/25	Approved	10/6/25	11 days	1 day	Compliance
19	Renewal	On line/ walk in	Christ Victory			05/6/25	Approved	05/6/25	11 days	1 day	Compliance

5. Compliance Analysis

- Total Requests Received: 19
- Requests Processed Within SLA Timeline: 19
- Requests Processed Beyond SLA Timeline: nil
- Overall SLA Compliance Rate: 100%

6. Observations

- The fire service showed commendable efficiency with all service requests resolved within the mandated timeframe;

7. Recommendations

- Continue sensitizing the public on the use of digital channels for faster request handling

Prepared by:

Ayeni Florence Yemisi

Fire Service, Ministry of Infrastructure and Public Utilities

Date: 19th August, 2025