



**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 -31ST AUGUST, 2025.

1. INTRODUCTION

This report outlined the compliance of the fire service with the service level agreement (SLA) for the month of August 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 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 AUGUST, 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	Compliance Status
1	Renewal	Walk in	MERCIPORT Energy		0816182218	19/8/25	Approved	19/8/25	11 days	Compliance
2	Renewal	Walk in	T.D. Olorunkuise			13/8/25	Approved	13/8/25	11 days	Compliance
3	Renewal	On line/ walk in	D Grace hotel		09000000010	13/8/25	Approved	13/8/25	11 days	Compliance
4	Renewal	On line/ walk in	Oyelayo Salawu Filling Station			26/8/25	Approved	26/8/25	11 days	Compliance
5	Renewal	walk in	Maria Assumpta Hospital			19/8/25	Approved	19/8/25	11 days	Compliance
6	Renewal	On line/ walk in	Mafelix filling station			7/8/25	Approved	7/8/25	11 days	Compliance
7	Renewal	On line/ walk in	Access bank Plc			26/8/25	Approved	26/8/25	11 days	Compliance
8	Renewal	On line/ walk in	Access bank Plc			31/8/25	Approved	31/8/25	11 days	Compliance
9	Renewal	On line/ walk in	Prince Wale			28/8/25	Approved	28/8/25	11 days	Compliance
10	Renewal	On line/ walk in	Bovas Poly road			26/8/25	Approved	26/8/25	11 days	Compliance

11	Renewal	On line/ walk in	Tresbo Filling Station		09133883354	26/8/25	Approved	26/8/25	11 days	Compliance
12	Renewal	On line/ walk in	Top mind Int. Bus. Ltd		08131144671	18/8/25	Approved	18/8/25	11 days	Compliance
13	Renewal	On line/ walk in	Access bank Plc			31/8/25	Approved	31/8/25	11 days	Compliance
14	Renewal	On line/ walk in	Airtel Network		08022222614	13/8/25	Approved	13/8/25	11 days	Compliance
15	Renewal	Walk in	Top choice massive global		08164620424	19/8/25	Approved	19/8/25	11 days	Compliance
16	Renewal	On line/ walk in	Total filling Station			13/8/25	Approved	13/8/25	11 days	Compliance
17	Renewal	walk in	Nazeem filling station			26/8/25	Approved	26/8/25	11 days	Compliance
18	Renewal	walk in	Bumtop Integrated Global services		08067153006	4/8/25	Approved	4/8/25	11 days	Compliance
19	Renewal	walk in	Oando filling station			26/8/25	Approved	26/8/25	11 days	Compliance
20	Renewal	walk in	Bumtop Integrated Global services			18/8/25		18/8/25	11 days	Compliance
21	Renewal	On line/ walk in	Topmind Int. Bus. Ltd.		07030575334	31/8/25		31/8/25	11 days	Compliance
22	Renewal	On line/ walk in	Rasgab Resources Nig. Ltd.			18/8/25		18/8/25	11 days	Compliance
23	Renewal	walk in	Access bank Plc		09000000010	31/8/25		31/8/25	11 days	Compliance

24	Renewal	walk in	Adrom homes & properties			14/8/25		14/8/25	11 days	Compliance
25	Renewal	On line/ walk in	Faluyi Olaiya Twinz Bread		08034494481	12/8/25		12/8/25	11 days	Compliance
26	Renewal	On line/ walk in	Oluwaloseyi funmi comm.			20/8/25		20/8/25	11 days	Compliance
27	Renewal	On line/ walk in	Access bank Plc			31/8/25		31/8/25	11 days	Compliance
28	Renewal	On line/ walk in	NIPPCO plc		09159293659	26/8/25		26/8/25	11 days	Compliance
29	Renewal	On line/ walk in	King of Kings N/P School			22/8/25		22/8/25	11 days	Compliance
30	Renewal	On line/ walk in	Febasons Filling station			26/8/25		26/8/25	11 days	Compliance
31	Issuance	On line/ walk in	Earthbound Energy Nig. Ltd		08032052787	11/8/25		11/8/25	11 days	Compliance
32	Renewal	On line/ walk in	Abba Guest House			11/8/25		11/8/25	11 days	Compliance
33	Renewal	On line/ walk in	Access bank Plc			26/8/25		26/8/25	11 days	Compliance
34	Renewal	On line/ walk in	Tresbol Filling Station			26/8/25		26/8/25	11 days	Compliance
35	Renewal	On line/ walk in	Tresbol Filling Station			26/8/25		26/8/25	11 days	Compliance
36	Renewal	On line/ walk in	Tresbol Filling Station			26/8/25		26/8/25	11 days	Compliance

37	Renewal	On line/ walk in	Adron homes and property			14/8/25		14/8/25	11 days	Compliance
38	Renewal	On line/ walk in	Access bank Plc			31/8/25		31/8/25	11 days	Compliance
39	Renewal	On line/ walk in	Access bank Plc			31/8/25		31/8/25	11 days	Compliance
40	Renewal	On line/ walk in	Ayobola Hospital		08035799039	13/8/25		13/8/25	11 days	Compliance
41	Renewal	On line/ walk in	Jamruq Oil & Gas			15/8/25		15/8/25	11 days	Compliance

5. COMPLIANCE ANALYSIS

- Total request received - 41
- Request processed within SLA timeline – 41
- Request processed beyond SLA timeline – Nil

Overall SLA compliance – 100%

6. OBSERVATIONS

- The fire service showed commendable efficiency with all service requests resolved within the SLA mandate timeframe.
- Online platforms remain the preferred channel for the for-service agreement, underlining the importance of continued investment in digital services infrastructure.

7. RECOMMENDATIONS

- Implement an internal tracking mechanism for inter-agency dependency to minimize delay in complex service category
- Continue sensitizing the public on the use of digital channels for faster request handling.
- Strengthen internal workflows to ensure that all request, regardless of complexity, meet the SLA window

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26th September, 2025.