



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

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

Reporting Period: April 1 – 30, 2025

1. Introduction

This report presents a comprehensive analysis of the compliance of the Fire Services under the Ministry of Infrastructure and Public Utilities with the established Service Level Agreement (SLA) for the month of April 2025. By examining these analyses, we aim to provide insights into the operational effectiveness of the Fire Services and identify areas for potential improvement. This thorough assessment serves not only to ensure accountability but also to enhance service delivery for the community we serve.

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

Per the Ekiti State Environmental Protection and Watershed Management Agency s’ SLA, all land-related service requests are to be processed and a decision communicated within **eleven (11) working days**.

4. Service Request Log – April, 2025

S/N	Nature of Service Requested	Channel of Request	Name of Requester	Email Address	Telephone No.	Date of Request	Decision Reached	Date of Decision & Communication	SLA Timeline (Days)	Days to Decision	Compliance Status
1	Fire Safety Permit	Walk-in	Crunchies fried chicken, Ado		-	3/4/25	Approved	3/4/25	11 Working Days	1 days	<input checked="" type="checkbox"/> Compliant
2	Fire Safety Permit	Walk-in	Pentagon Hill LPG			3/4/25	Approved	3/4/25	11 Working Days	1 day	<input checked="" type="checkbox"/> Compliant
3	Fire Safety Permit	Walk-in	All Saint Church Guest House, Ado-Ekiti			8/4/25	Approved	8/4/25	11 Working Days	1 day	<input checked="" type="checkbox"/> Compliant
4	Fire Safety Permit	Walk-in	Adebol Secondary School, Ad-Ekiti			8/4/25	Approved	8/4/25	11 Working Days	1 day	<input checked="" type="checkbox"/> Compliant
5	Fire Safety Permit	Walk-in	Total energy, Ado-Ekiti			8/4/25	Approved	8/4/25	11 Working Days	1 day	<input checked="" type="checkbox"/> Compliant
6	Fire Safety Permit	Walk-in	Donleson Multi Business Limited			9/4/25	Approved	9/4/25	11 Working Days	1 day	<input checked="" type="checkbox"/> Compliant
7	Fire Safety Permit	Walk-in	Soladona Petroleum Nig Ltd			10/4/25	Approved	10/4/25	11 Working Days	1 day	<input checked="" type="checkbox"/> Compliant
8	Fire Safety Permit	Walk-in	Okanlawon & Sons Ltd Ikoro Ekiti			14/4/25	Approved	14/4/25	11 Working Days	1 day	<input checked="" type="checkbox"/> Compliant

9	Fire Safety Permit	Walk-in	Petoria Nur/Pry School, Ado-Ekiti			15/4/25	Approved	15/4/25	11 Working Days	1 day	<input checked="" type="checkbox"/> Compliant
10	Fire Safety Permit	Walk-in	Mobil Filling Station, Ado-Ekiti			22/4/25	Approved	22/4/25	11 Working Days	1 day	<input checked="" type="checkbox"/> Compliant
11	Fire Safety Permit	Walk-in	Tolajas General Merchandise			22/4/25	Approved	22/4/25	11 Working Days	1 day	<input checked="" type="checkbox"/> Compliant
12	Fire Safety Permit	Walk-in	Aanuoluwa Filling Station			29/4/25	Approved	29/4/25	11 Working Days	1 day	<input checked="" type="checkbox"/> Compliant
13	Fire Safety Permit	Walk-in	Odus Ken Multi Resources Nig.			25/4/25	Approved	25/4/25	11 Working Days	1 day	<input checked="" type="checkbox"/> Compliant
14	Fire Safety Permit	Walk-in	Abound Filling Station			30/4/25	Approved	30/4/25	11 Working Days	1 day	<input checked="" type="checkbox"/> Compliant
15	Fire Safety Permit	Walk-in	Adekaitan Nig. Ltd, Ado-Ekiti			30/4/25	Approved	30/4/25	11 Working Days	1 day	<input checked="" type="checkbox"/> Compliant
16	Fire Safety Permit	Walk-in	Zenith Bank Plc, Ekiti State			10/4/25	Approved	10/4/25	11 Working Days	1 day	<input checked="" type="checkbox"/> Compliant

5. Compliance Analysis

- Total Requests Received: 16
- Requests Processed Within SLA Timeline: 16
- Requests Processed Beyond SLA Timeline: nill
- Overall SLA Compliance Rate: 100%

6. Observations

- The SLA compliance with committed turnaround times across the core business regulatory process stands at 100%
- The fire service showed commendable efficiency with all service requests resolved within the mandated timeframe;

7. Recommendations

- Enhance internal processes to guarantee that every request, no matter how complicated, adheres to the SLA timeframe.

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Date: April 26, 2025
