



**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 July, 2025

1. Introduction

This report outlines the compliance of the fire service with the service level agreement (SLA) for July 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 – July 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	SLA Timeline	Compliance Status
1	Renewal	Walk in	TND Energy Ltd	-	08033966656	02/7/25	Approved	02/7/25	1 days	11 days	Compliance
2	Renewal	Walk in	Strive Energy		09165144879	1/7/25	Approved	1/7/25	1 days	11 days	Compliance
3	Renewal	On line/ walk in	GTB	Elemure kola @gmail.com	07046357388	1/7/25	Approved	1/7/25	1 days	11 days	Compliance
4	Issuance	On line/ walk in	NNPC (Erio)		08168000700	3/7/25	Approved	3/7/25	1 days	11 days	Compliance
5	Issuance	walk in	M.I Olumide Global Resources Ltd		08037783051	3/7/25	Approved	3/7/25	1 days	11 days	Compliance
6	Renewal	On line/ walk in	Liberty Medical centre		08033974498	3/7/25	Approved	3/7/25	1 days	11 days	Compliance

7	Renewal	On line/ walk in	NNPC Iyin Road	nnpc@ado.vi	08060704552	4/7/25	Approved	4/7/25	1 days	11 days	Compliance
8	Renewal	On line/ walk in	Covenant Academy	Covenantaca damy34 @gmail.com	08035365853	4/7/25	Approved	4/7/25	1 days	11 days	Compliance
9	Renewal	On line/ walk in	Keystone Bank Ado Ekiti			8/7/25	Approved	8/7/25	1 days	11 days	Compliance
10	Renewal	On line/ walk in	Harvillah Int. School	Debbybamise @gmail.com	08038359388	8/7/25	Approved	8/7/25	1 days	11 days	Compliance
11	Issuance	On line/ walk in	Tripple World wide Multibuz		08034234874	9/7/25	Approved	9/7/25	1 days	11 days	Compliance
12	Issuance	On line/ walk in	K & T Gat Oil and Gas		08066482674	14/7/25	Approved	14/7/25	1 days	11 days	Compliance
13	Renewal	On line/ walk in	Ile –Abiye Hospital		08066482674	16/7/25	Approved	16/7/25	1 days	11 days	Compliance
14	Renewal	On line/ walk in	Total Fajuyi	Totalenergy fillingstation @gmail.com	09100099909	25/7/25	Approved	25/7/25	1 days	11 days	Compliance

15	Renewal	Walk in	Ibukun Mega Mercy	Ibukunoluwa@gmail.com	08102987998	21/7/25	Approved	21/7/25	1 days	11 days	Compliance
16	Renewal	On line/ walk in	TOS filling Station	Tosfillinf@gmail.com	08164051053	23/7/25	Approved	23/7/25	1 days	11 days	Compliance
17	Issuance	walk in	M. A Yusuf		08030771734	25/7/25	Approved	25/7/25	1 days	11 days	Compliance
18	Issuance	walk in	M. A Yusuf		08030771734	17/7/25	Approved	17/7/25	1 days	11 days	Compliance
19	Renewal	walk in	Stefy Global Concept Ltd		08034742575	21/7/25	Approved	21/7/25	1 days	11 days	Compliance
20	Renewal	walk in	Isaac Taiwo Petroleum Ltd	Taiwoisaac@gmail.com	07030230960	18/7/25		18/7/25	1 days	11 days	Compliance
21	Renewal	On line/ walk in	MC Topland Filling Station	Mctoplandfillingstation@yahoo.com	07038786508	18/7/25		18/7/25	1 days	11 days	Compliance
22	Renewal	On line/ walk in	Green View Recreational services		08035416915	9/7/25		9/7/25	1 days	11 days	Compliance
23	Fire report	walk in	Mr. Olatile O.		08037054464	25/7/25		25/7/25	1 days	11 days	Compliance
24	Fire report	walk in	Mrs. Bukola A.		08145819145	30/7/25		30/7/25	1 days	11 days	Compliance

25	Renewal	On line/ walk in	Paraclete Eye Clinic	Paracletevisio ncare @gmail.com	07034312410	30/7/25		30/7/25	1 days	11 days	Compliance
26	Renewal	On line/ walk in	God's own full filed Nur/Pry School		08139524577	31/7/25		31/7/25	1 days	11 days	Compliance
27	Renewal	On line/ walk in	Good will cinema		08134477887	25/7/25		25/7/25	1 days	11 days	Compliance
28	Renewal	On line/ walk in	Mrs. Olowe Omotola			30/7/25		30/7/25	1 days	11 days	Compliance

5. Compliance Analysis

- Total Requests Received: 28
- Requests Processed Within SLA Timeline: 28
- 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
- Strengthen internal workflows to ensure that all requests, regardless of complexity, meet the SLA window

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Date: 26th Sept., 2025