



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

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

Reporting Period: May 1st – 31st, 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 May 2025. It provides a detailed account of service requests processed, and measures the timeliness and responsiveness of the Fire Service under the Ministry of Infrastructure & Public Utilities in fulfilling statutory obligations. 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

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

4. Service Request Log – May, 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 | Renewal | Walk-in | Divine IYK Great & Bros Enterprise | - | - | 6/5/25 | Approved | 6/5/25 | 11 Working Days | 1 days | <input checked="" type="checkbox"/> Compliant |
| 2 | Issuance | Walk-in | Aromokeye & Co. Limited | | | 2/5/25 | Approved | 2/5/25 | 11 Working Days | 1 day | <input checked="" type="checkbox"/> Compliant |
| 3 | Renewal | Walk-in | Holand Investment (NNPC Affiliated) | | 08032290827 | 7/5/25 | Approved | 7/5/25 | 11 Working Days | 1 day | <input checked="" type="checkbox"/> Compliant |
| 4 | Renewal | Walk-in | First Bank PLC | | | 8/5/25 | Approved | 8/5/25 | 11 Working Days | 1 day | <input checked="" type="checkbox"/> Compliant |
| 5 | Issuance | Walk-in | A4 Hotel & Suites | | | 12/5/25 | Approved | 12/5/25 | 11 Working Days | 1 day | <input checked="" type="checkbox"/> Compliant |
| 6 | Issuance | Walk-in | Green view Hotel & Suites | | | 8/5/25 | Approved | 8/5/25 | 11 Working Days | 1 day | <input checked="" type="checkbox"/> Compliant |
| 7 | Renewal | Walk-in | Fabsco Honesty Synergy | | 08033898252 | 14/5/25 | Approved | 14/5/25 | 11 Working Days | 1 day | <input checked="" type="checkbox"/> Compliant |
| 8 | Renewal | Walk-in | Ekiti State University Staff School | | | 14/5/25 | Approved | 14/5/25 | 11 Working Days | 1 day | <input checked="" type="checkbox"/> Compliant |

| | | | | | | | | | | | |
|----|--------------------------------|---------|--------------------------------|--|-------------|-----------|----------|-----------|-----------------|-------|---|
| 9 | Renewal of Fire Safety Permit | Walk-in | KBF Global Resources | | 07031879888 | 21/5/25 | Approved | 21/5/25 | 11 Working Days | 1 day | <input checked="" type="checkbox"/> Compliant |
| 10 | Renewal | Walk-in | Maxx Mags & Sons Nig. Limited | | 07049621711 | 26/5/25 | Approved | 26/5/25 | 11 Working Days | 1 day | <input checked="" type="checkbox"/> Compliant |
| 11 | Issuance of Fire Safety Permit | Walk-in | Heavy Brothers Resources | | | 23/5/25 | Approved | 23/5/25 | 11 Working Days | 1 day | <input checked="" type="checkbox"/> Compliant |
| 12 | Issuance | Walk-in | Bell Funeral Home | | | 27/5/25 | Approved | 27/5/25 | 11 Working Days | 1 day | <input checked="" type="checkbox"/> Compliant |
| 13 | Renewal | Walk-in | Tolseg Med. Centre | | | 27/5/25 | Approved | 27/5/25 | 11 Working Days | 1 day | <input checked="" type="checkbox"/> Compliant |
| 14 | Renewal | Walk-in | Ibukun Dental Clinic | | | 27/5/25 | Approved | 27/5/25 | 11 Working Days | 1 day | <input checked="" type="checkbox"/> Compliant |
| 15 | Renewal | Walk-in | Brook Academy | | | 27/5/25 | Approved | 27/5/25 | 11 Working Days | 1 day | <input checked="" type="checkbox"/> Compliant |
| 16 | Renewal | Walk-in | Anisco Unique Services Limited | | 08034228353 | 26/5/25 | Approved | 26/5/25 | 11 Working Days | 1 day | <input checked="" type="checkbox"/> Compliant |
| 17 | Renewal | Walk-in | J.F. International Ltd | | | 28/5/25 | Approved | 28/5/25 | 11 Working Days | 1 day | <input checked="" type="checkbox"/> Compliant |
| 18 | Renewal | Walk-in | Hosanna Hotel | | | 5/5/25 | Approved | 5/5/25 | 11 Working Days | 1 day | <input checked="" type="checkbox"/> Compliant |
| 19 | Renewal | Walk-in | Moralab Hotel | | | 6/5/25 | Approved | 6/5/25 | 11 Working Days | 1 day | <input checked="" type="checkbox"/> Compliant |
| 20 | Renewal | Walk-in | Freshwater Int. School | | | 01/5/25 | Approved | 01/5/2025 | 11 Working Days | 1 day | <input checked="" type="checkbox"/> Compliant |
| 21 | Renewal | Walk-in | Vogas Physiotherapy | | | 09/05/25 | Approved | 09/05/25 | 11 Working Days | 1 day | <input checked="" type="checkbox"/> Compliant |
| 22 | Renewal | Walk-in | Sam Chapter Hotel | | | 13/5/2025 | Approved | 13/5/25 | 11 Working Days | 1 day | <input checked="" type="checkbox"/> Compliant |

| | | | | | | | | | | | |
|----|-------------------------------|---------|-------------------|--|--|---------|----------|---------|-----------------|-------|---|
| 23 | Renewal of Fire Safety Permit | Walk-in | Light of Tomorrow | | | 19/5/25 | Approved | 19/5/25 | 11 Working Days | 1 day | <input checked="" type="checkbox"/> Compliant |
|----|-------------------------------|---------|-------------------|--|--|---------|----------|---------|-----------------|-------|---|

5. Compliance Analysis

- Total Requests Received: 23
- Requests Processed Within SLA Timeline: 23
- 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

- Conduct sensitization of 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.

Prepared by:

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Date: 18th July, 2025
