



GOVERNMENT OF EKITI STATE
BUREAU OF LAND SERVICES
SERVICE LEVEL AGREEMENT (SLA) COMPLIANCE REPORT
Reporting Period: June 1st – 30th, 2025

1. Introduction

This report outlines the compliance of the Bureau of Land Services with the Service Level Agreement (SLA) for June 2025. It provides a detailed account of service requests received and processed, and measures the timeliness and responsiveness of the Bureau in fulfilling its 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

Per the Bureau of Land Services SLA, all land-related service requests are to be processed and a decision communicated within **30 working days** from the date of complete submission.

4. Service Request Log – May, 2025

S/N	Month	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	June -25	Application for certified True Copy of Certificate of Occupancy and Filling of caution on land (placement of Caveat) .	Walk-in	Mr Abe Femi	Abefem@gmail.com	08030635007	5-June-2025	Approved	30-June-2025	30 working days	14 Working Days	<input checked="" type="checkbox"/> Compliant
2	June -25	Conduct of search on certificate of occupancy	Walk-in	Ibitoye Adeyiola	Ajefemiolaoluwa668@gmail.com	08039404386	26-June-2025	Approved	27-June-2025	30 working days	2 working days	<input checked="" type="checkbox"/> Compliant
3	June -25	Conduct of search on certificate of occupancy	Walk-in	CP Banji Ogunrinde Rtd	Ogunrindebani9@gmail.com	08030790087	2-june-25	Approved	10-June-25	30 working days	7 working days	<input checked="" type="checkbox"/> Compliant

5. Compliance Analysis

- **Total Requests Received: 3**
- **Requests Processed Within SLA Timeline: 3**
- **Requests Processed Beyond SLA Timeline: 0**
- **Overall SLA Compliance Rate: 100%**

6. Observation

- There has been an improved awareness of the process of perfecting land title documents.

7. Recommendation

- Publicity/awareness of the general public should be increased to inform them of the necessity of perfecting the Land Title transaction.

Ojo Matins Kayode
Executive Secretary,
Bureau of Land, Ekiti
State Date: 30th June, 2025