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## **GOVERNMENT OF EKITI STATE**

### **Ministry of Trade, Investment, Industry and Cooperative SERVICE LEVEL AGREEMENT (SLA) COMPLIANCE REPORT Reporting Period: June 1 – 30, 2025**

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#### **1. Introduction**

This report outlines the compliance of the (**Ministry of Trade, Investment, Industry and Cooperative**) with the Service Level Agreement (SLA) for the month of June 2025. It provides a detailed account of service requests received and processed, and measures the timeliness and responsiveness of the Ministry in fulfilling its statutory obligations.

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#### **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

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### 3. SLA Requirement

Per the **Ministry of Trade, Investment, Industry and Cooperative** SLA, all business premises registration -related service requests are to be processed and a decision communicated within 10 working days from date of complete submission.

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### 4. Service Request Log – June, 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	Registration of Bussines premisses	Walk in	Alegbeleye Oluwafemi		8037124660	June 3,2025	Approved	June 10,2025	10	7	Compliance
2	Registration of Bussines premisses	Walk in	Oladele Ayodeji		8033879759	June 4,2025	Approved	June 10,2025	10	6	Compliance
3	Registration of Bussines premisses	Walk in	Braiye Adetuberu		8038446292	June 4,2025	Approved	June 10,2025	10	6	Compliance
4	Registration of Bussines premisses	Walk in	Olotun Afolabi		8033835851	June 18,2025	Approved	July 1,2025	10	13	Non Compliance
5	Registration of Bussines premisses	Walk in	Ogunlade Titilope		8105353205	June 25,2025	Approved	July 1,2025	10	6	Compliance
6	Registration of Bussines premisses	Walk in	Alebiosun Tarebi Ashere		7061240799	June 26,2025	Approved	July 1,2025	10	5	Compliance

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## 5. Compliance Analysis

- **Total Requests Received:** 6
- **Requests Processed Within SLA Timeline:** 5
- **Requests Processed Beyond SLA Timeline:** 1
- **Overall SLA Compliance Rate:** 83.33%

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## 6. Observations

- Online platforms remain the preferred channel for service engagement, underlining the importance of continued investment in digital services infrastructure.

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## 7. Recommendations

- Implement an internal tracking mechanism for inter-agency dependencies to minimize delays in complex service categories like dispute resolution.
- 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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**Prepared by:**

**Ore Oluwadamilare Sola**

**Ministry of Trade, Investment, Industry and Cooperative**

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