



GOVERNMENT OF EKITI STATE

Ministry of Trade, Investment, Industry and Cooperative

SERVICE LEVEL AGREEMENT (SLA) COMPLIANCE REPORT

Reporting Period: August 1 – 31, 2025

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 August 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.

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 **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.

4. Service Request Log – August, 2025

S/ N	Nature of Service Req.	Channel of Req.	Name of Requester	Em ail Ad d	Telephone No	Date of Req.	Decision Reached	Date of Decision	SLA Timeline	Days to Decision	Compliance Status
1	Reg. of Busines s Premise s	Walk in	Olubu Oluwasan mi Joseph		0803403617 1	Aug. 06, 2025	Approve d	Aug. 07,2025	10	1	Compliance
2	Reg. of Busines s Premise s	Walk in	Agidi Victor I		0703505018 7	Aug. 8, 2025	Approve d	Aug.09, 2025	10	1	Compliance

3	Reg. of Busines s Premise s	Walk in	Oluwole Afolabi Ayodeji		0802300471 5	Aug. 14, 2025	Approve d	Aug.15, 2025	10	1	Compliance
4	Reg. of Busines s Premise s	Walk in	Ayorinde Sandra Ayoola		0814805323 6	Aug.1 8. 2025	Approve d	Aug.26,2 025	10	8	Compliance
5	Reg. of Busines s Premise s	Walk in	Steven Ayogu Eze		0806497640 0	Aug.2 0,202 5	Approve d	Aug.26,2 025	10	6	Compliance
6	Reg. of Busines s Premise s	Walk in	Adebiyi Oladipo M		0803467691 1	Aug.2 1,202 5	Approve d	Aug.26,2 025	10	5	Compliance

5. Compliance Analysis

- **Total Requests Received:** 6
- **Requests Processed Within SLA Timeline:** 6
- **Requests Processed Beyond SLA Timeline:** Nill
- **Overall SLA Compliance Rate:** 100%

6. Observations

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

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.

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