



GOVERNMENT OF EKITI STATE

Ministry of Trade, Investment, Industry and Cooperative SERVICE LEVEL AGREEMENT (SLA) COMPLIANCE REPORT Reporting Period: June 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 July 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 – July, 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 Business premises	Walk in	AJIBOYE OJO SAMUEL	-	08062453124	JUNE 30,2025	Approved	JULY 9,2025	10	9days	Compliance
2	Registration of Business premises	Walk in	OLUBISI ADELEKE	-	08030712715	JUNE 30,2025	Approved	JULY 9,2025	10	9 days	Compliance
3	Registration of Business premises	Walk in	AKINDELE AMOS ADETIFA	-	08035211745	JUNE 30,2025	Approved	JULY 9,2025	10	9 days	Compliance
4	Registration of Business premises	Walk in	BARAU USMAN	-		JULY 1,2025	Approved	JULY 9,2025	10	8 days	Compliance
5	Registration of Business premises	Walk in	ILORI BABAJIDE CLEMENT	-		JULY 1,2025	Approved	JULY 9,2025	10	8 days	Compliance
6	Registration of Business premises	Walk in	OGUNDIPE ADEJOKE	-	08034044345	JULY 8,2025	Approved	JULY 9,2025	10	2 days	Compliance
7	Registration of Business premises	Walk in	JIMOH GANIYU	-	08030711714	JULY 8,2025	Approved	JULY 9,2025	10	2 days	Compliance

8	Registration of Business premises	Walk in	OLUMIDE JOHN ATOKBI		08035801755	JULY 8,2025	Approved	JULY 18.2025	10	10 days	Compliance
9	Registration of Business premises	Walk in	OLUYEMI OLUWATOYIN		08033835815	JULY 3,2025	Approved	JULY 18.2025	10	15 days	Non-Compliance
10	Registration of Business premises	Walk in	ADEFEMI OLUSESAN BAMIDELE		08100378758	JULY 8,2025	Approved	JULY 18.2025	10	10 days	Compliance
11	Registration of Business premises	Walk in	OLATUNDE GBENGA MICHEAL		08038387956	JULY 9,2025	Approved	JULY 18.2025	10	9 days	Compliance
12	Registration of Business premises	Walk in	ADENIYI BAMISILE		08106356810	JULY 14,2025	Approved	JULY 18.2025	10	4 days	Compliance
13	Registration of Business premises	Walk in	AROGUNDADE AZEEZ OLALEKAN		08066505904	JULY 16,2025	Approved	JULY 18.2025	10	2 days	Compliance
14	Registration of Business premises	Walk in	GANIYU KAREEM		08037260341	JULY 9,2025	Approved	JULY 29,2025	10	20 days	Non-Compliance
15	Registration of Business premises	Walk in	BANKOLE OLATUNDE		07047500909	JULY 16,2025	Approved	JULY 29,2025	10	23 days	Non-Compliance
16	Registration of Business premises	Walk in	OGUNSAKIN SAMUEL GBADURA		07062097959	JULY 21,2025	Approved	JULY 29,2025	10	8 days	Compliance
17	Registration of Business premises	Walk in	DR. OLUWAYEMI EMMANUEL		08033225657	JULY 21,2025	Approved	JULY 29,2025	10	8 days	Compliance
18	Registration of Business premises	Walk in	ENGR.TOPE AJAYI		08067284506	JULY 22,2025	Approved	JULY 29,2025	10	7 days	Compliance
19	Registration of Business premises	Walk in	ADENBIYI ADENIYI MAYOWA		08060200725	JULY 24,2025	Approved	JULY 29,2025	10	5 days	Compliance

5. Compliance Analysis

- **Total Requests Received:** 19
 - **Requests Processed Within SLA Timeline:** 16
 - **Requests Processed Beyond SLA Timeline:** 3
 - **Overall SLA Compliance Rate:** 84%
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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

To enhance efficiency and reduce delays in complex service categories such as dispute resolution, it is essential to establish a comprehensive internal tracking system. This mechanism will facilitate real-time monitoring of inter-agency dependencies, ensuring all relevant parties remain informed and aligned throughout the process. By centralizing information and streamlining communication, we can proactively identify potential bottlenecks and address them swiftly, ultimately leading to more timely resolutions and improved service delivery across agencies.

Prepared by:

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Ministry of Trade, Investment, Industry and Cooperative

Date: September 26, 2025