



GOVERNMENT OF EKITI STATE

Ministry of Trade, Investment, Industry and Cooperative

SERVICE LEVEL AGREEMENT (SLA) COMPLIANCE REPORT **Reporting Period: October 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 October 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 – October, 2025

S/N	Nature of Service Req.	Channel of Req.	Name of Requester	Email Add	Telephone No	Date of Req.	Decision Reached	Date of Decision	SLA Timelin e	Days to Decision	Compliance Status
1	Reg. of Business Premises	Walk in	Oluwadaisi O.M		08133035347	2/10/2025	Approved	6/10/2025	10	4	Compliance
2	Reg. of Business Premise	Walk in	Zhaaq Zhichen		09015546509	3/10/2025	Approved	6/10/2025	10	3	Compliance
3	Reg. of Business Premises	Walk in	Salami Adedotun		08033643312	6/10/2025	Approved	8/10/2025	10	2	Compliance

4	Reg. of Business Premises	Walk in	Akinwale R.T		07036889367	8/10/2025	Approved	10/10/25	10	2	Compliance
5	Reg. of Business Premises	Walk in	Ijaleye Rapheal		09038412419	15/10/2025	Approved	17/10/25	10	2	Compliance

5. Compliance Analysis

- **Total Requests Received:** 5
- **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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