



GOVERNMENT OF EKITI STATE

Ministry of Trade, Investment, Industry and Cooperative

SERVICE LEVEL AGREEMENT (SLA) COMPLIANCE REPORT Reporting Period: September 1 – 30, 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 September 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 – September, 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 Timeline	Days to Decision	Compliance Status
1	Reg. of Business Premises	Walk in	Jemilua Busiyi Samson		08142382441	24th Sep, 2025	Approved	25 th Sep,2025	10	2	Compliance
2	Reg. of Business Premises	Walk in	Mrs J. Okunoye		08035201442	26th Sep,	Approved	28th Sep,2025	10	3	Compliance

						2025					
3	Reg. of Business Premises	Walk in	Chinyere Ogbu		08064449677	15th Sep, 2025	Approved	18 th Sep,2025	10	4	Compliance
4	Reg. of Business Premises	Walk in	Ige Alegbeleye		07055194402	15th Sep, 2025	Approved	18 th Sep,2025	10	4	Compliance
5	Reg. of Business Premises	Walk in	Modupe Omidiora		08034054442	22nd Sep, 2025	Approved	24 th Sep 2025	10	3	Compliance
6	Reg. of Business Premises	Walk in	Olusola Felix		08168458688	24th Sep 2025	Approved	25th Sep 2025	10	2	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%
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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.

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Ministry of Trade, Investment, Industry, and Cooperative

Date: November 24, 2025
