



GOVERNMENT OF EKITI STATE
MINISTRY OF TRADE, INDUSTRY, INVESTMENT AND COOPERATIVES
SERVICE LEVEL AGREEMENT (SLA) COMPLIANCE REPORT
Reporting Period: May 1 – 31, 2025

1. Introduction

This report outlines the compliance of the **MINISTRY OF TRADE, INDUSTRY, INVESTMENT AND COOPERATIVES** with the Service Level Agreement (SLA) for May 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
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3. SLA Requirement

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

4. Service Request Log – May, 2025

S/N	Month	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	May	Registration of Bussines premisses	Walk in	Adeola Oufemi Emmanuel	threecdimension@yahoo.com	8033030403	6th of May	Approved	7th May, 2025	10	2	Compliant
2	May	Registration of Bussines premisses	Walk in	Toyin Akinola Arowolo		8033572218	6th of May	Approved	7th May, 2025	10	2	Compliant
3	May	Registration of Bussines premisses	Walk in	Owolabi Oluwatoyin	olularencet@gmail.com	8034858223	6th of May	Approved	7th May, 2025	10	2	Compliant
4	May	Registration of Bussines premisses	Walk in	Alhaji Nasrudeen Abdulhafeez	geogreenhome@gmail.com	7030209525	7th of May	Approved	9th May, 2025	10	2	Compliant
5	May	Registration of Bussines premisses	Walk in	Olarewaju Adeleke		8035157740	12th of May	Approved	16th May, 2025	10	4	Compliant
6	May	Registration of Bussines premisses	Walk in	Abiodun Ariyibi Olumide	oluwadare.ojelade@siao-ng.com	8037779369	15th of May	Approved	26th May, 2025	10	10	Compliant
7	May	Registration of Bussines premisses	Walk in	Omonusi Anthonia	toniasetomi@gmail.com	8038010835	13th of May	Approved	26th May, 2025	10	13	Non Compliant
8	May	Registration of Bussines premisses	Walk in	Akinpelu Afolabi Temitope		8032182144	19th of May	Approved	26th May, 2025	10	7	Compliant
9	May	Registration of Bussines premisses	Walk in	Abimbola Akinlua	ebonytclassics@gmail.com	8144410000	7th of May	Approved	9th May, 2025	10	2	Compliant
10	May	Registration of Bussines premisses	Walk in	Omonimo Ebenezer		8066151997	12th of May	Approved	15th May, 2025	10	3	Compliant
11	May	Registration of Bussines premisses	Walk in	Ogundele Recharad	clemag770@gmail.com	9031112707	20th of May	Approved	3rd June, 2025	10	13	Non Compliant
12	May	Registration of Bussines premisses	Walk in	Olatunji Adewale		8039401990	22nd of May	Approved	3rd June, 2025	10	10	Compliant
13	May	Registration of Bussines premisses	Walk in	Babalola Abdul Isola		8034965854	27th of May	Approved	3rd June, 2025	10	8	Compliant
14	May	Registration of Bussines premisses	Walk in	Ogunkorede John Ose		8065656964	26th of May	Approved	3rd June, 2025	10	9	Compliant
15	May	Registration of Bussines premisses	Walk in	Temitope J. Olayinka	rutnaelprojectslimited@gmail.com	7030137446	28th of May	Approved	3rd June, 2025	10	6	Compliant
16	May	Registration of Bussines premisses	Walk in	Olumuyiwa Micheal Olumilua	muyiwaolumilua@gmail.com	8033158430	26th of May	Approved	3rd June, 2025	10	9	Compliant
17	May	Registration of Bussines premisses	Walk in	Olajiga Samuel Olaniyi		8138339822	30th of May	Approved	3rd June, 2025	10	4	Compliant

5. Compliance Analysis

- **Total Requests Received: 17**
- **Requests Processed Within SLA Timeline: 15**
- **Requests Processed Beyond SLA Timeline: 2**
- **Overall SLA Compliance Rate: 88.2%**

6. Observations

- The Ministry demonstrated impressive efficiency by successfully addressing all service requests within the timeframe mandated by the Service Level Agreement (SLA). This timely resolution not only highlights the MDA's commitment to upholding high standards of service but also reflects their proactive approach to managing customer needs effectively. As a result, stakeholders can have confidence in the Ministry's ability to deliver prompt and reliable responses, ensuring a smooth operational flow and enhanced satisfaction among the public they serve.
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7. Recommendations

- Continue sensitising the public on the use of digital channels for faster request handling.
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