



**GOVERNMENT OF EKITI STATE, MINISTRY OF ENVIRONMENT & NATURAL RESOURCES
EKITI STATE ENVIRONMENTAL PROTECTION & WATERSHED MANAGEMENT AGENCY
SERVICE LEVEL AGREEMENT (SLA) COMPLIANCE REPORT
Reporting Period: October 1 – 31, 2025**

1. Introduction

This report outlines the compliance of the Ekiti State Environmental Protection and Watershed Management Agency 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 Agency 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

The service level requirement for Ekiti State Environmental Protection and Watershed Management Agency s’ SLA, all Environmental Impact Assessment and Environmental Audit service requests are to be processed and a decision communicated within **eight (8) working days** from the date of complete submission.

4. Service Request Log – October, 2025

S/N	Nature of Service Requested	Channel of Request	Name of Requester	Email Address	Telephone No.	Date of Request	Decision Reached	Date Decision Communicated	SLA Timeline	Compliance Status
1	Envtal Audit Certificate	Walk-in	TGED Nigeria Ltd.	tgersltd@gmail.com	08064208024	9- October 2025	Approved	15- October - 2025	5Working Days	<input checked="" type="checkbox"/> Compliant
2	Envtal Audit Certificate	Walk-in	Initem Planning Consultancy Services	maryafolabi@gmail.com	08035831943	10- October - 2025	Approved	15- October - 2025	4Working Days	<input checked="" type="checkbox"/> Compliant
3	Envtal Impact Assessment	Walk-in	Masterpique Planning Consult	ibklondon@gmail.com	08137755348	21- October- 2025	Not approved	24-October-2025	4 Working Days	<input checked="" type="checkbox"/> Compliant

S/N	Nature of Service Requested	Channel of Request	Name of Requester	Email Address	Telephone No.	Date of Request	Decision Reached	Date Decision Communicated	SLA Timeline	Compliance Status
4	Envtal. Audit Certificate	Walk-in	Earthmirror Geo-Tech Nig. Ltd	earthmirror@gmail.com	08033505138	22-October - 2025	Approved	27- October - 2025	4 Working Days	<input checked="" type="checkbox"/> Compliant

5. Compliance Analysis

- **Total Requests Received: 4**
 - **Requests Processed Within SLA Timeline: 4**
 - **Requests Processed Beyond SLA Timeline: Nill**
 - **Overall SLA Compliance Rate: 100%**
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6. Observations

- The Agency showed utmost efficiency with most service requests and resolved within the SLA-mandated timeframe.
 - The Agency ensures no delay in issuing Environmental Impact and Environmental Audit Certificate.
 - Online platforms is also an available channel for service engagement, thus, 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 grievance resolution.

- Continue sensitization of the public on the use of digital channels for enquires and faster response.
- Strengthen internal workflows to ensure that all requests, regardless of complexity, meet the SLA window.
- Improved service delivery to the general public, through regular and timely feedback to consultants on their applications.

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Date: 22 December, 2025

GRIEVANCE REDRESS MECHANISM REPORT ON ENVIRONMENTAL IMPACT ASSESSMENT & ENVIRONMENTAL AUDIT

S/N	NAME OF COMPLAINANT	CONTACT DETAILS	DATE OF COMPLAINT	DESCRIPTION OF COMPLAINT	MODE/CHANNEL OF RECEIVING COMPLAINT	STATUS OF COMPLAINT	FEEDBACK GIVEN	DATE OF RESPONSE