



Service Level Agreement (SLA)

for

Complaints Handling on the Grievance Redress Mechanism (GRM)

for

Business Enabling Environment Ministries, Departments or Agencies (MDAs) in Ekiti State

1. Introduction

This Service Level Agreement (SLA) outlines the process, timelines, and expectations regarding the handling of complaints submitted through the Grievance Redress Mechanism (GRM) for the Business Enabling Ministries. This document aims to ensure transparency, accountability, and effective resolution of complaints, fostering trust and satisfaction among stakeholders.

2. Objectives

The primary objectives of this SLA are to:

- Define the procedures for logging and resolving complaints.
- Establish timelines for addressing complaints.
- Set performance standards for complaint handling.
- Ensure that business-related grievances are resolved efficiently and fairly.

3. Scope

This SLA applies to all business-related complaints logged through the GRM, which are managed by the Business Enabling Environment Ministries, Departments, and Agencies (BEEs MDAs) responsible for business facilitation, policy, and regulatory processes in Ekiti State.

4. Complaint Categories

Complaints submitted under the GRM may include, but are not limited to:

- Delays in processing permits, licenses, or other business-related documentation.
- Poor customer service or lack of support.
- Unclear, unfair, or discriminatory business regulations.
- Corruption or bribery issues.
- Inconsistent application of laws and policies.
- Other complaints affecting business operations.

5. Complaint Submission Process

To submit a complaint, businesses may utilize the following channels:

- **Online Portal:** The dedicated web platform where businesses can submit complaints is <https://www.ekitistate.gov.ng/#1698658322785-b2373b30-d80a>.
- **Email:** Official GRM email addresses of the BEEs MDAs are
 - Bureau of Land Services – blm@ekitistate.gov.ng
 - Vehicle Inspection Service (EKIRS) – Ekiticvisvio@gmail.com
 - Ekiti State Signage and Advertisement Agency – eksa@ekitistate.gov.ng
 - Ekiti State Environmental & Watershed Mgt Agency – sepagrievanceredress@gmail.com
 - Fire Service (Min of Infrastructure) – mipu@ekitistate.gov.ng
 - Ministry of Trade, Industry, Inv. & Coop – tradegr@ekitistate.gov.ng
- **Phone Hotline:** A designated hotline for immediate complaints.
 - Bureau of Land Services – [+234-7064489481](tel:+2347064489481)
 - Vehicle Inspection Service (EKIRS) – [08036578559](tel:08036578559)
 - Ekiti State Signage and Advertisement Agency – [08067948503](tel:08067948503)
 - Ekiti State Environmental & Watershed Mgt Agency – [08038061934](tel:08038061934)
 - Fire Service (Min of Infrastructure) – [07069582302](tel:07069582302)
 - Ministry of Trade, Industry, Inv. & Coop – [09038758555](tel:09038758555)
- **Physical Submission:** Complaints can also be submitted in writing to the relevant ministry office.

6. Grievance Handling Process

1. **Acknowledgment:**
 - Grievance will be acknowledged within **24 hours** of receipt.
 - A unique grievance ID will be assigned and shared with the complainant for tracking.
2. **Initial Review:**
 - An initial assessment will be conducted within **5 business days** to determine the grievance's validity and category.
3. **Investigation:**
 - A detailed investigation will be initiated for valid grievances. The investigation will be completed within **10 business days**.
 - Complex cases may require up to **20 business days**, with prior notification to the complainant.
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4. Resolution:

- A resolution will be communicated to the complainant within **5 business days (within 30 days day after the submission of the complaints)** after the investigation is concluded.

5. Escalation:

- If the complainant is dissatisfied with the resolution, the grievance can be escalated to a senior officer or an independent oversight body within **5 business days**.

7. Timelines

Activity	Timeline
Acknowledgment of Grievance	Within 24 hours
Initial Review	Within 3 business days
Investigation	10-20 business days
Communication of Resolution	Within 5 business days ¹
Escalation Review (if needed)	Within 5 business days

8. Resolution Mechanisms

Final Resolution Notification: Upon resolution, businesses will be notified in writing (or via email or phone call) within 5 business days. The notification will include the outcome of the investigation, any corrective actions taken, and steps to prevent recurrence. Resolutions may include:

- Corrective action to address service failures.
- Compensation or restitution (if applicable).
- Policy or procedural adjustments to prevent recurrence.
- Disciplinary action against staff, where necessary.

9. Escalation Process

If the business is dissatisfied with the resolution or believes the complaint has not been adequately addressed, they may escalate the matter through the following steps:

- **First Level Escalation:** A senior officer from the relevant ministry will review the case and provide a final decision within 10 business days.
- **Second Level Escalation:** If still unresolved, the matter may be escalated to the relevant business regulatory board or ombudsman for further investigation.

¹ Within 30 working days after the submission of the complaints.

10. Performance Standards and Monitoring

- **Response Time Compliance:** The ministry commits to addressing at least 50% of complaints within the prescribed timelines.
- **Resolution Rate:** At least 50% of complaints should be resolved within the defined resolution period.

11. Confidentiality and Data Protection

All complaints will be treated with the highest level of confidentiality. The MDAs will ensure that personal and business information is securely handled and not disclosed to unauthorized parties in accordance with relevant data protection laws.

12. Reporting and Review

- **Quarterly Reports:** The ministry will provide a quarterly report summarizing all complaints received, their status, and resolutions to the relevant oversight committee.
- **Annual Review:** An annual review of the GRM process will be conducted to assess its efficiency and effectiveness. Necessary adjustments will be made based on feedback from stakeholders.

13. Amendments and Termination

- **Amendments:** This SLA may be amended or updated to reflect changes in procedures, policies, or laws. Any amendments will be communicated to all relevant stakeholders.
 - **Termination:** Either party may terminate this SLA with a notice period of 30 days in writing, in the event of substantial non-compliance or other relevant issues.
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