

Service Level Agreement (SLA)
for
MINISTRY OF INFRASTRUCTURE AND PUBLIC UTILITIES,
STATE SECRETARIAT, ADO-EKITI,
EKITI STATE



Service Level Agreement (SLA)

MINISTRY OF INFRASTRUCTURE AND PUBLIC UTILITIES,
STATE SECRETARIAT, ADO-EKITI, EKITI STATE

Effective Date: December, 2024

SERVICE LEVEL AGREEMENT (SLA) BETWEEN EKITI STATE MINISTRY OF INFRASTRUCTURE AND PUBLIC UTILITIES AND THE CLIENTS/STAKEHOLDERS FOR THE PROVISION OF INFRASTRUCTURE AND PUBLIC UTILITY SERVICES TO THE PEOPLE OF EKITI STATE.

1.0 INTRODUCTION AND OBJECTIVES OF THE SERVICE LEVEL AGREEMENT

Ekiti State Ministry of Infrastructure and Public Utilities (hereafter referred to as "the Ministry"), is divided into the Department of Administration and Supplies, Department of Finance/Accounts, Department of Public Buildings, Department of Planning, Research & Statistics, Department of Information & Communication, and Operations department.

The Agencies under the management of the Ministry include:

- i. Ekiti State Water and Sanitation Regulatory Agency (EK-WASRA)
- ii. Ekiti State Fire Service
- iii. Ekiti State Electricity

This Service Level Agreement (SLA) is made between the Ekiti State Ministry of Infrastructure and Public Utilities (hereafter referred to as "the Ministry") and the People of Ekiti State (hereafter referred to as "the Beneficiaries") to outline the services to be provided by the Ministry, establish performance expectations, and enhance accountability and trust in the Ministry's activities. Additionally, it delineates the roles and responsibilities of all parties involved in this agreement, including stakeholders, service providers, and the Ministry itself. Through this SLA, we seek to foster a mutual understanding of expectations and obligations, thereby promoting effective collaboration and ensuring that the highest quality of infrastructure and public utilities services is consistently delivered to the community.

The purpose of this agreement is to:

- i. Provide clear, measurable commitments from the Ministry to ensure the effective delivery of infrastructure and public utility services to the people of Ekiti State.
 - ii. Promote transparency and accountability in the execution of infrastructure and public utilities projects.
 - iii. Foster collaboration and feedback between the Ministry and the Beneficiaries to ensure continuous improvement in service delivery.
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2.0 SCOPE OF SERVICES

The Ministry of Infrastructure and Public Utilities is dedicated to enhancing the quality of life for the community by providing essential social amenities. This includes the delivery of clean and accessible water and sanitation services, which are vital for public health and hygiene. The ministry also focuses on rural electrification initiatives, aiming to extend reliable electricity access to underserved areas, thereby fostering economic development and improving living standards.

In addition to these critical services, the Ministry is involved in the construction and maintenance of public buildings. This encompasses a variety of structures, including schools, hospitals, and community centres, ensuring that they are built to high standards and maintained effectively over time.

The Ministry has committed to delivering the following services with a focus on sustainability, efficiency, and community engagement to effectively meet the population's needs. The Ministry agrees to deliver the following services: :

- **Infrastructure Development:** Construction, maintenance, and repair of roads, bridges, public buildings, and other civil works.
 - **Utilities Management:** Provision and maintenance of water supply, electricity, and other public utilities.
 - **Emergency Response:** Rapid response to infrastructure and utility-related emergencies – **Fire Service**
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3.0 PERFORMANCE EXPECTATIONS

The Ministry commits to the following performance standards:

3.1 Timeliness

- Execute infrastructure projects within agreed timelines as communicated to the public.
- Address reported issues (e.g., utility outages, infrastructure damage) within two days.

3.2 Accessibility

- Ensure that infrastructure and public utilities are accessible to all, including marginalized and rural communities.

3.3 Transparency

- Regularly publish updates on projects, budgets, and timelines via the Ministry's official platforms.

3.4 Quality Assurance

- Adhere to national and international standards for all infrastructure projects.
- Ensure that public utilities meet health, safety, and environmental standards.

3.5 Sustainability

- Integrate sustainable and environmentally friendly practices in infrastructure and utility management.

4.0 RESPONSIBILITIES OF THE MINISTRY

4.1 The Ministry shall undertake the following responsibilities:

- a) **Formulation of State Water and Sanitation Policy:** Develop and implement comprehensive policies aimed at promoting effective management and conservation of water resources, ensuring sustainable sanitation practices across the state.
- b) **Enactment of State Water and Sanitation Law:** Create and pass legislation that establishes legal frameworks and regulatory measures for water use, sanitation, and waste management, contributing to public health and environmental sustainability.
- c) **Conduct Turn Around Maintenance (TAM) of Ero and Ureje Dams:** Perform essential upgrade and maintenance activities for the Ero and Ureje Dams to enhance their

operational efficiency, safety, and reliability, ensuring that they consistently meet the water supply needs of the State.

- d) **Replacement of Old Water Infrastructure:** Identify and replace ageing water pipes and distribution systems to prevent leaks and ensure the delivery of clean and safe drinking water to consumers.
- e) **Extension of Water Pipelines to New Areas:** Expand the existing water pipeline network to underserved regions of Ekiti State, providing access to clean water and supporting the development of new communities.
- f) **Production and Distribution of Water to the Public:** Oversee the extraction, treatment, and distribution processes of potable water, ensuring that it meets health standards and is readily available to all residents.
- g) **Collection of Water Rates:** Implement an efficient system for the collection of water rates from residents and businesses, aiming to support the financial sustainability of water services and infrastructure.
- h) **Maintenance of Existing Rural Electrification Facilities:** Regularly assess and maintain current electrification setups in rural areas, ensuring uninterrupted power supply and supporting local development.
- i) **Identification of New Areas for Electrification:** Conduct studies to locate and prioritize additional regions for electrification efforts, promoting equitable access to electricity.
- j) **Procurement and Installation of Additional Transformers:** Acquire and install necessary transformers to enhance the electrical grid's capacity and reliability as demand grows across the state.

- k) Maintenance of Existing Public Buildings: Ensure that all government-owned buildings are properly maintained and upgraded as necessary, prioritizing safety and functionality for public use.
 - l) Construction of New Public Buildings as Required: Plan and execute the construction of new public facilities to support governmental operations and serve community needs effectively.
 - m) Issuance of Fire Safety Permits/Certificates through the State: Establish a system for evaluating and approving fire safety compliance for public and private buildings, contributing to overall community safety and risk management. The regulatory procedure for the processing of the fire safety certificate is attached as annexure
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5.0 BENEFICIARY RESPONSIBILITIES

5.1 To guarantee the successful implementation and effectiveness of this agreement, the Beneficiaries commit to the following responsibilities:

- i. Actively safeguard public infrastructure and utilities from incidents of vandalism and misuse, ensuring that these essential services remain intact and functional for the community's benefit.
- ii. Immediately report any instances of damaged or malfunctioning infrastructure or utilities to the Ministry, providing detailed information regarding the nature and extent of the issue to facilitate timely repairs and maintenance.
- iii. Ensure the timely payment of all applicable utility fees and taxes, contributing to the sustainability and reliability of service delivery for all users and helping to maintain the quality of public services.

- iv. Offer constructive and proactive feedback to the Ministry regarding the operation and management of public utilities, aiding in the identification of areas for improvement and supporting ongoing efforts to enhance service delivery and community satisfaction.
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7.0 REPORTING AND COMMUNICATION

7.1 Ministry's Reporting Obligations

- a) **Timely Updates on Projects:** The ministry is required to consistently publish comprehensive and timely updates regarding all completed and ongoing projects. This includes detailed descriptions of the project's objectives, progress milestones, budget allocations, and anticipated outcomes. Regular updates should be made accessible to the public, preferably through the ministry's official website and other communication channels, ensuring that stakeholders are informed of the latest developments.
- b) **Performance Reports:** The ministry must prepare and disseminate performance reports, which provide a thorough analysis of its activities and initiatives. These reports should include quantitative and qualitative metrics to evaluate the efficiency and effectiveness of the ministry's programs. Additionally, the reports should highlight key achievements, challenges faced, and strategies for future improvement, ensuring transparency and accountability to the public. These reports should be made easily accessible in various formats to cater to different audiences, maintaining clarity and openness regarding the ministry's performance and impacts.

7.2 Communication Channels

Beneficiaries are encouraged to report any issues or share their feedback through the following channels:

- a) Email: You can reach out to us directly by sending an email to mipu@ekitistate.gov.ng
This is a convenient way to communicate any concerns or suggestions you may have.
- b) Online Portal: Visit our dedicated online portal at www.ekitistate.gov.ng This platform allows you to submit your feedback or report issues in a structured manner, ensuring that your voice is heard promptly.
- c) Ministry of Infrastructures and Public Utilities: You can also visit the Ministry at OLUGBENGA FASELUKA BUILDING, STATE SECRETARIAT COMPLEX, ADO-EKITI, EKITI STATE, where staff members are available to assist you in person. They can take your concerns and ensure they are addressed effectively.

8.0 SERVICE MONITORING AND EVALUATION

8.1 The Ministry will implement a comprehensive monitoring strategy to evaluate its performance through the following measures:

- i. Biannual Feedback and Satisfaction Surveys: The Ministry will conduct periodic detailed surveys among the Beneficiaries to gather insights on their experiences and satisfaction levels regarding the services provided. These surveys will include a range of questions aimed at understanding the effectiveness, accessibility, and quality of the services, enabling the Ministry to make informed adjustments based on the respondents' feedback.
- ii. Collaboration with Civil Society Organizations: The Ministry will engage in partnerships with various civil society organizations, leveraging their expertise and

resources to assess the quality of service delivery. Through joint initiatives and consultations, the Ministry aims to gain a comprehensive understanding of community needs and expectations, ensuring that services are aligned with the beneficiaries' requirements and improving overall accountability.

9.0 CONSEQUENCES OF NON-PERFORMANCE

If the Ministry does not fulfil the established performance standards, the following steps will be taken to address the concerns of affected beneficiaries:

- i. Affected beneficiaries are encouraged to escalate any complaints they may have by either contacting the GRM (Grievance Redress Mechanism) desk officer directly or by completing the GRM form available on the State's official website at www.ekitistate.gov.ng. It is important for beneficiaries to clearly articulate their issues to ensure they are adequately addressed.
- ii. Upon receipt of the complaints, the Ministry will promptly acknowledge the identified shortcomings. A thorough review of the situation will be conducted, and a suitable corrective redress action will be proposed to rectify the issues and ensure such lapses do not occur in the future. This process aims to uphold accountability and maintain the trust of the beneficiaries.

10.0 TERM AND REVIEW

- This Service Level Agreement (SLA) shall remain in effect for a period of three years, commencing from the specified effective date. During the term of this agreement, it will be reviewed on an annual basis to assess and accommodate any

emerging needs, challenges, or changes in circumstances that may arise. These reviews will ensure that the SLA continues to align with the evolving requirements of both parties and maintains its relevance and effectiveness over time.



**MINISTRY OF INFRASTRUCTURE AND PUBLIC UTILITIES,
BUILDING, STATE SECRETARIAT, ADO-EKITI, EKITI STATE
REGULATORY PROCESS FOR FIRE SAFETY CERTIFICATE REGISTRATION**

In pursuant EKITI STATE BOARD OF INTERNAL REVENUE (FIRST AMENDMENT) LAW, 2020 - <https://ekitistate.gov.ng/wp-content/uploads/2020/irsLaw2020.pdf>, and Ekiti State Fire Service Law, 2023 all business owners in Ekiti State are required to obtain Fire Safety Certificate for their business premises by following the underlisted process:

STEP 1

REGISTRATION/APPLICATION	CONCERNED MDAs	PROCESSING TIMELINE	REMARK
<ul style="list-style-type: none"> Write an application letter for Fire Safety Certificate to the Director of Fire Prevention Service Department at the Ministry of Infrastructure and Public Utilities, State Secretariat, Ado- Ekiti. The applicant should specify the particular use or uses of the premises and provide such information as may be prescribed about the premises and any matter connected therewith <p>Contact Customer service on +234 706 958 2302 or mipu@ekitistate.gov.ng</p>	<p>Ministry of Infrastructure and Public Utilities, State Secretariat, Ado-Ekiti. Contact: Director of Fire Service on 08030790296 or Customer service on +234 706 958 2302 or mipu@ekitistate.gov.ng</p>	<p>The Department is expected to commence the processing of the application within 24 hours of the receipt of the letter of application</p>	

STEP 2

DOCUMENTATIONS AND SUSMISSION	CONCERNED MDAS	PROCESSING TIMELINE	REMARK
<p>(i) Visit the Fire Prevention Service Department at the Ministry of Infrastructure and Public Utilities, State Secretariat, Ado-Ekiti with the applications letter and the following documents:</p> <ul style="list-style-type: none">a) Survey Plan of the business building;b) Valid proof of Identificationc) Valid proof of Business Registrationd) Proof of residential addresse) Proof of payment (e-receipt)f) Any supporting document (as required) <p>(ii) Submit the Application letter with the required documents (as stated above)</p>	<p>Fire Service Department at the Ministry of Infrastructure and Public Utilities, State Secretariat, Ado-Ekiti. Contact Customer service on +234 706 958 2302 or mipu@ekitistate.gov.ng</p>	<p>The applicant is expected to submit all the required documentation not later than two (2) days after the submission of the application</p>	

STEP 3

VERIFICATION AND INSPECTION	CONCERNED MDAS	PROCESSING TIMELINE	REMARK
<p>(i) After verification of the submitted application letter and required documents, Ekiti State Fire Service shall carry out an inspection of the relevant building;</p> <p>(ii) Where the Fire authority is satisfied that:</p> <ul style="list-style-type: none">• the means of escape in case of fire with which premises are provided;• the means, other than means for fighting fire, with which the relevant building or premises is provided for securing that means of escape with which the premises are provided can be safely and effectively used at all material times;• the means with which the relevant buildings or premises is provided for giving persons in the premises warning in case of fire. <p>(iii) Where the Fire Service, after causing to be carried out an inspection of the relevant buildings or premises, as regards any use of the premises specified in the application, is not satisfied that the means mentioned are such as may be required in the circumstances of the case in connection with that use, there shall be a notice served on the applicants informing him/her as appropriate;</p>	<p>Ekiti State Fire Service Fajuyi, Ado-Ekiti, Ekiti State Contact Customer Service on 08057651977 or +234 706 958 2302 or mipu@ekitistate.gov.ng</p>	<p>Within 24 hours after submission of the application letter with relevant documents</p>	

STEP 4

PAYMENT AND SUBMISSION PROCEDURE	CONCERNED MDAS	PROCESSING TIMELINE	REMARK
<p>Where the Fire Service is satisfied with the inspection, the applicant would pay the required certificate fee through the bill/invoice raised using any of the available payment channels:</p> <p>a) through REMITA on https://login.remita.net/remita/onepage/G_0000141549/biller.spage</p> <ul style="list-style-type: none"> • fill in as appropriate • make payment <p>b) Any commercial Bank in the State</p> <ul style="list-style-type: none"> • request for a specialized/customized teller with the State's designated IGR Account number • fill the teller • make payment • proceed to the Ekiti State Internal Revenue Service with the filled teller to obtain e-receipt <p>Obtain revenue e-receipt from the e- Receipt section of Ekiti State Internal Revenue Service and submit directly to the Fire Prevention Service Department at the Ministry of Infrastructure and Public Utilities, State Secretariat, Ado-Ekiti.</p> <p>Contact Customer service on +234 706 958 2302 or mipu@ekitistate.gov.ng</p>	<p>Ekiti State Internal Revenue Services, Revenue House, Fajuyi, Ado-Ekiti Contact Customer service on +234 704 555 5137 or +234 704 555 5139 info@ekitistaterevenue.com</p>	<p>The payment of the fees for the certificate is to be made not later than 7 days after successful inspection.</p>	<p>Kindly note the fee varies and is determined by the type of business as stated in first schedule (section 11) of Ekiti State Board of Internal Revenue (First Amendment) pages 16 – 18.</p> <p>For details on charges/fees click on https://ekitistate.gov.ng/wp-content/uploads/2020/irsLaw2020.pdf</p>

STEP 5

ISSUANCE OF CERTIFICATE	CONCERNED MDAS	PROCESSING TIMELINE	REMARK
<ul style="list-style-type: none"> Successful applicants are notified through text or call within 24 hours (1 day) after payment of the required fee The Fire Safety Certificate is issued to successful applicants 24 hours (1 days) and payment of the required fee. 	Fire Prevention Service Department at the Ministry of Infrastructure and Public Utilities, State Secretariat, Ado-Ekiti. Contact Customer service on +234 706 958 2302 or mipu@ekitistate.gov.ng	Within 24 hours after payment of the required fee	NOTE: The Fire Safety Certificate is renewed on annual basis. WHERE AN APPLICANT HAS NOT BEEN NOTIFIED OF A SUCCESSFUL APPLICATION WITHIN 24 HOURS, HE/SHE SHOULD CONTACT Fire Prevention Service Department at the Ministry of Infrastructure and Public Utilities, State Secretariat, Ado-Ekiti. Contact Customer service on +234 706 958 2302 or mipu@ekitistate.gov.ng

The end-to-end illustration of the process of obtaining the Fire Service certificate in sequential order is as highlighted in the table below:

SN	ACTIVITY BY	TASKS	RELEVANT MDAS TO INTERACT WITH	REQUIRED DOCUMENTATIONS	OFFICIAL COSTS	TIME FRAME (DAY)
I.	Applicant	Registration and applications for the Fire Safety Certificate	Fire Prevention Service Department at the Ministry of Infrastructure and Public Utilities, State Secretariat, Ado-Ekiti	Application Letter/form	At no cost	The processing of the application is expected to start within 24 hours of the receipt of the letter of application
II	Applicant	Submission of the required documentation for processing	Office of the Surveyor General, State Secretariats Complex, Ado-Ekiti and Bureau of Land Services Ministry of Trade and Investment, Phase I, State Secretariat Complex, Ado-Ekiti Ekiti State Internal Revenue Service, Revenue House, Fajuyi, Ado-Ekiti Fire Prevention Service Department at the Ministry of Infrastructure and Public Utilities, State Secretariat, Ado-Ekiti	(i) Surveyor Plan of the Business Building (ii) Valid proof of Business Registration (iii) Proof of payment of fees (e-receipt) (iv) Other relevant documents	At no cost	The applicant is expected to submit all required documents not more than 2 days after the application letter
III.	Fire Safety Inspection Officer (Designated)	Verification and Inspections - Inspection of the site of the business	Fire Prevention Service Department of the Ministry of Public Utilities	Evidence of payment of inspection fees	1. Filling Station (Petrol, Gas, etc) 100,000.00 2. Hotels (FSC) (a) Standard with 25 rooms & above	Inspection is carried out within 24 hours after the submission of the application

		buildings			<p>30,000.00 (b) Hotel with reception halls and with 10 - 24 rooms N30,000.00 (c) Local hotels with less than 10 rooms N20,000.00</p> <p>3. Factories / Industries/ Company (FSC) (a) with over 100 workers N50,000 (b) With between 51 - 99 workers N40,000 (c) With between 25 -50 workers N30,000.00 (d) With less than 25 workers 20,000.00</p> <p>4. Sawmill (FSC) 50,000.00 5. Bakeries (a) with electric / Gas oven N30,000.00 (b) with wooden oven N20,000.00</p> <p>6. Automobile Firms & premises (a) With garage N20,000.00 (b) Without garage N10,000.00</p> <p>7. Banks 20,000.00</p>	with the required documents with evidence of payment of inspection fees
IV	Applicant	Following a successful inspection of the building, the Applicant would make payment for the issuance of the Certificate	Ekiti State Internal Revenue Service, Revenue House Fajuyi, Ado-Ekiti State	<p>(i) E-receipt (ii) Payment Teller</p>	<p>1. Filling Station (Petrol, Gas, etc) 100,000.00 2. Hotels (FSC) (a) Standard with 25 rooms & above 30,000.00 (b) Hotel with reception halls and with 10 - 24 rooms N30,000.00 (c) Local hotels with less than 10 rooms N20,000.00</p> <p>3. Factories / Industries/ Company (FSC) (a) with over 100 workers N50,000 (b) With between 51 - 99 workers N40,000 (c) With between 25 -50 workers N30,000.00 (d) With less than 25 workers 20,000.00</p> <p>4. Sawmill (FSC) 50,000.00</p>	not later than 7 days after successful inspection.

					5. Bakeries (a) with electric / Gas oven N30,000.00 (b) with wooden oven N20,000.00 6. Automobile Firms & premises (a) With garage N20,000.00 (b) Without garage N10,000.00 7. Banks 30,000.00	
V	Director, Fire Prevention Service Department	Issuance of the Fire Safety Certificate	Fire Prevention Service Department at the Ministry of Infrastructure and Public Utilities, State Secretariat, Ado-Ekiti. Contact Customer service on +234 706 958 2302 or mipu@ekitistate.gov.ng	Evidence of payment of the required fee for issuance of Certificate	No cost implications	within 24 hours (1 day) after payment

For more information, enquiry or complaints please Fire Prevention Service Department at the Ministry of Infrastructure and Public Utilities, State Secretariat, Ado-Ekiti.

Contact Customer service on +234 706 958 2302 or mipu@ekitistate.gov.ng, between 8:00 am. and 4:00 pm.

(Monday - Friday, excluding public holidays) or visit <https://www.ekitistaterevenue.com/>



Signed:
Permanent Secretary,
Ministry of Infrastructure and Public Utilities
24th December, 2024