



Service Level Agreement (SLA)
Ekiti State Ministry of Physical Planning and Urban Development

Phase V, State Secretariat Complex, Ado-Ekiti

1. Introduction This Service Level Agreement (SLA) establishes a framework for the delivery of services by the Ekiti State Ministry of Physical Planning and Urban Development (referred to as "the Ministry") to its stakeholders, including citizens, businesses, and government entities. This agreement outlines the scope of services, performance standards, and responsibilities of all parties involved.

2. Purpose The purpose of this SLA is to:

- Define the services provided by the Ministry.
- Set clear expectations for service delivery standards.
- Foster accountability and transparency in the Ministry's operations.
- Promote continuous improvement in service delivery.

3. Scope of Services The Ministry provides the following services:

- Issuance of development permits.
- Approval of building plans and layouts.
- Monitoring and enforcement of physical planning regulations.
- Urban development control and management.
- Issuance of Right of Way Permit
- Advisory services on land use and zoning.
- Public awareness and sensitization programs on physical planning matters.

4. Performance Standards The Ministry commits to the following performance standards:

Service	Standard Processing Time	Performance Indicator
Issuance of Building Permits ¹	14 working days	Percentage of permits issued on time
Issuance of ROW ²	21 working days	Number of issued permit
Response to Public Complaints	30 working days	Resolution time for complaints

¹ See the annexure for the regulatory procedure for obtaining of building permit

² See the annexure for the regulatory process for ROW

Service	Standard Processing Time	Performance Indicator
Site Inspection	Within 5 working days	Percentage of inspections conducted
Public Awareness Campaigns	Quarterly	Frequency and reach of campaigns

5. Stakeholder Responsibilities

5.1 The Ministry:

- Provide accurate and up-to-date information on requirements and processes.
- Ensure timely delivery of services within the agreed timelines.
- Maintain open and accessible communication channels.
- Implement mechanisms to monitor and improve service delivery.

5.2 Stakeholders:

- Submit complete and accurate applications with all required documentation.
- Comply with all relevant regulations and guidelines.
- Provide prompt feedback on services received.
- Participate in public awareness and stakeholder engagement initiatives.

6. Monitoring and Reporting

- The Ministry will conduct quarterly reviews to assess compliance with performance standards.
- Stakeholders may provide feedback through established channels, such as physical offices, hotlines, and online platforms.
- Key performance metrics will be published annually to ensure transparency.

7. Escalation and Resolution If stakeholders experience delays or unsatisfactory service, the following escalation process applies:

1. Report the issue to the appropriate departmental head.
2. If unresolved within 30 working days, escalate to the Permanent Secretary of the Ministry.
3. If further resolution is required, the matter may be referred to the Commissioner for Physical Planning and Urban Development.

8. Review and Amendments This SLA is subject to periodic review, at least once every two years, to ensure it reflects current practices, laws, and stakeholder needs. Amendments may be made by mutual agreement between the Ministry and its stakeholders.

9. Effective Date This SLA becomes effective on 14th November, 2024 and remains in force until replaced or amended.

Annexure

REGULATORY PROCESS FOR OBTAINING RIGHT OF WAY PERMIT IN EKITI STATE

Pursuant to Ekiti State Right of Way Regulation, 2023, all service providers seeking to lay broadband infrastructure including Optic fibre in Ekiti State can apply for a Right of Way permit through the following process:

STEP 1

REGISTRATION/APPLICATION	CONCERNED MDAs	PROCESSING TIMELINE	REMARK
<p>Start your application by using the channels below</p> <p>Write an application letter to the Permanent Secretary, Ministry of Physical Planning and Urban Development, Phase V, State Secretariat Complex, Ado-Ekiti</p> <p>DOCUMENTATIONS AND SUBMISSION</p> <p>The applicant is expected to submit the following documents with the application letter:</p> <ol style="list-style-type: none"> i. Name, designation, physical address, telephone number and email address of the applicant or contact person of the applicant (where it is a corporate entity). ii. Name of the Business (if it is corporate entity) iii. Incorporation Certificate issued by the Corporate Affairs Commission (CAC) iv. Route Location Map 	<p>Ministry of Physical Planning and Urban Development Phase V, State Secretariat Complex, Ado-Ekiti Contact: Director, Physical Planning, Ministry of Physical Planning and Urban Development 08065237160 Mhud@ekitistate.gov.ng</p>	<p>The processing of the application by the Ministry of Physical Planning and Urban Development is expected to commence within 48 hours (2 days) of the receipt of the application letter</p>	<ul style="list-style-type: none"> • Fill out the form completely and accurately. • LEAVE NO section empty or unanswered. • Submit photocopies of all required documents
<ol style="list-style-type: none"> v. Tax Clearance Certificate vi. Evidence of Ekiti State Development Levy vii. Where such infrastructure is subject to a Physical Planning Technical Report by virtue of the Ekiti State Urban and Regional Planning and Development Law No 3 of 2011, a copy of such approval. 			

STEP 2

PROCEDURE	CONCERNED MDAS	PROCESSING TIMELINE	REMARK
<p>Site Inspection by the Ministry's Officers</p> <p>The Route Locational Map submitted by applicant is used by the Officers of the Ministry of Physical Planning and Urban development for site inspection to ensure that the application is in correlation with the existing site information.</p>	<p>Ministry of Physical Planning and Urban Development Phase V, State Secretariat Complex, Ado-Ekiti</p> <p>Contact: Director, Physical Planning, Ministry of Physical Planning and Urban Development 08065237160 Mhud@ekitistate.gov.ng</p>	<p>Site inspection will be conducted by the Ministry of Physical Planning and urban development within five working day or one (1) after submission of the application with all relevant documents</p>	

STEP 3

PROCEDURE	CONCERNED MDAS	PROCESSING TIMELINE	REMARK
<p>Issuance of Demand Notice and Submission of Evidence of Payment of Right of Way Fees.</p> <p>After a successful site inspection, the applicant is issued a Demand Notice for the payment of the Right of Way fees</p> <ol style="list-style-type: none"> i. Pay the applicable amount stated on the Demand Notice using any of the following payment channels: <ol style="list-style-type: none"> a. Any commercial bank in the State b. Registered Ekiti State Internal Revenue Agents outlet c. Remita d. Ekiti Revenue Autonomous System (ERAS) 2. Submit a copy of the receipt as evidence/proof of payment of the Right of Way fees to the Office of the Permanent Secretary, Ministry of Physical Planning and Urban Development 	<p>Ministry of Physical Planning and Urban Development</p>	<p>2 Days</p>	<p>This is calculated based on the coverage area of the Optic fibre cable by the ₦145per linear meter stipulated in the Executive Order No. 007 of 2020 and the Ekiti State Right of Way Regulation, 2023</p> <p>TYPICAL EXAMPLE: An optic</p>

<p>Confirmation of Application:</p> <p>i. Upon submission of evidence of payment, the applicant will be notified within 2 days of successful application and can visit the Ministry of Physical Planning and Urban Development to collect approval for commencement of work on-site.</p> <p>ii. Where an applicant has not been notified of a successful application within the 2 days, the applicant should please contact the Ministry of Physical Planning and Urban Development located at Phase V, State Secretariat Complex, Ado-Ekiti, Ekiti state.</p>			<p>fibre cable with a total length of 345 linear meters is to be laid</p> <p>Right of Way = 345 x ₦145 = ₦50,025</p> <p>NB: a charge of ₦700,000.00 per site for BTS (Base Transceiver Station) is imperative as stated in the Ekiti State Right of Way Regulation, 2023.</p>
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STEP 4

PROCEDURE	CONCERNED MDAS	PROCESSING TIMELINE	REMARK
<p>Approval to Commence Work</p> <p>i. Upon confirmation of application, Applicants are notified via text or call within 5-10 days for approval to commence work on site.</p> <p>ii. The site is monitored to ensure compliance and non-damage of public infrastructure. Where there is damage to any public infrastructure/private property at the course of work on-site, the applicant is made to repair it. This is in line with Ekiti State Telecommunication Regulation 2023</p>	<p>Ministry of Physical Planning and Urban Development</p>	<p>10 Days</p>	

STEP 5

PROCEDURE	CONCERNED MDAS	PROCESSING TIMELINE	REMARK
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<p>Collection of Certificate of Completion</p> <p>i. Upon successful completion of work on-site, the applicant must submit a Completion Notice to the Ministry of Physical Planning and Urban Development.</p> <p>ii. A final site inspection is conducted by the Ministry of Physical Planning and Urban Development located at Phase V, State Secretariat Complex, Ado-Ekiti, Ekiti state and the applicant is issued a Certificate of Completion within 21 days upon successful clearance.</p>	<p>Ministry of Physical Planning and Urban Development</p>	<p>10 Days</p>	
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For more information, enquiry or complaints please contact Ekiti State Ministry of Physical Planning and Urban Development located at Phase V, State Secretariat Complex, Ado-Ekiti, between 8:00 am. and 4:00 pm. Contact: Tpl Mrs Olaleye, Director, Physical Planning, Ministry of Physical Planning and Urban Development. Please call 08065237160 or send an email to Mhud@ekitistate.gov.ng (Monday - Friday, excluding public holidays) or visit www.ekitistate.gov.ng



Permanent Secretary,

Ministry of Physical Planning and Urban
Development **13th November, 2024**

APPLICATION PROCESS AND GUIDELINES FOR OBTAINING BUILDING PERMIT IN EKITI STATE

Pursuant to Ekiti State Building Regulations, 2017, **Part I, Schedule 2(3)** any person intending to carry out any development on any land within the State shall apply to the **Ministry/appropriate Area Urban and Regional Planning Office (AURPO)** for appropriate advice/directives. In view of this, all individuals and organizations seeking to develop their land in Ekiti State can apply for a development (building) permit through the following process:

STEP 1

PROCEDURE	CONCERNED MDAs	PROCESSING TIMELINE	REMARK
<p>Start your application by using the channels below</p> <p>Obtain appropriate construction permit application form (individual and organization) for free at</p> <p>(i) The Nearest Zonal/Area Offices of Ekiti State Ministry of Physical Planning and Urban Development, located at all the Local Government Headquarters in Ekiti State.</p> <p>(ii) The applicant for constructions within Government Reserved Areas (GRA)</p>	<p>Ministry of Physical Planning and Urban Development</p> <p>Phase V, State Secretariat Complex, Ado-Ekiti.</p> <p>Contact details:</p>		<p>The application form is free for categories of construction</p>

PROCEDURE	CONCERNED MDAs	PROCESSING TIMELINE	REMARK
should obtain the application form at the Ministry of Physical Planning and Urban Development , Phase V, State Secretariat Complex, Ado-Ekiti.	mhud@ekitistate.gov.ng 08034470020.		

STEP 2

PROCEDURE	CONCERNED MDAs	PROCESSING TIMELINE	REMARK
<p>Prepare all relevant documents.</p> <p>a. Duly completed construction permit application form.</p> <p>b. Photocopy of VALID means of identification</p> <p>c. Most recent passport sized photograph of applicant</p> <p>d. Copies of the following documents are required to process application for construction permit.</p> <p>i. A copy of Certificate of Occupancy (C of O) from Bureau of Lands Office, if available.</p> <p>ii. A copy of Surveyor General Approved Survey Plan from Surveyor-General's Office. (http://surv.gen.ekitistate.gov.ng/)</p> <p>Surveyor General Office Deji Ajayi Building, State Secretariat Complex, Ado-Ekiti</p> <p>Contact Details: 08032339448 osg@ekitistate.gov.ng</p>	<p>Bureau of Land Services, Mutual (Revenue) House, Beside Tantalizer Building, Fajuyi, Ado-Ekiti. OR Bureau of Land Services (Deji Ajayi Building), Right Wing, Ground Floor, State Secretariat, New Iyin Road, Ado-Ekiti. OR Call 08035763116, 08035859506. You can send email to bls@ekitistate.gov.ng</p> <p>Surveyor General Office Deji Ajayi Building, State Secretariat Complex, Ado-</p>		<p>Please note that refusal to attach a copy of C of O may cause a delay in the processing of your application of your application pending when a copy of the C of O and Surveyor General approved survey will be made available.</p>

PROCEDURE	CONCERNED MDAs	PROCESSING TIMELINE	REMARK
<p>iii. Four copies of A3 sized Architectural Working Drawings and details sealed and endorsed by a registered Architect.</p> <p>iv. Site Analysis Report (TOPREC Form) prepared by a Consultant (Town Planner) registered with Ekiti State Ministry of Physical Planning and Urban Development.</p> <p>v. Four (4) copies of A3 sized Structural working drawings and details sealed and endorsed by a COREN registered Structural Engineer (for storey buildings, hotels, warehouses, churches, Petrol and Gas Station and other special structural requirements)</p> <p>vi. Structural Calculation sheets, letter of undertaking sealed and endorsed by a COREN registered Structural engineer (for storey buildings, warehouses, churches, Petrol and Gas Station and other special structural requirements).</p> <p>vii. If the building is above two (2) storey, it requires Four (4) Copies of A3 sized Mechanical, Structural and Electrical working drawings and details sealed and endorsed by COREN registered Mechanical, Surveyor General officer and Electrical Engineer (for warehouse, church, Petrol and Gas Station and other special structural requirements).</p>	<p>Ekiti</p> <p>Contact Details: 08032339448 osg@ekitistate.gov.ng</p> <p>Ekiti State Environmental</p>		<p>There are Land use charges of N1000 and N5000 for residential and commercial uses respectively.</p>

PROCEDURE	CONCERNED MDAs	PROCESSING TIMELINE	REMARK
<p>viii. Soil Investigation Report (for multi-storey developments that exceeds three floors) from the Ministry of Works and Transportation, Ajilosun Road, Ado-Ekiti</p> <p>ix. Ekiti State Environmental Protection Agency (EKSEPA) Environmental Impact Assessment (EIA) approval certificate (for Agricultural, Commercial, Industrial, Warehouse, Church, Hotel, Bank, Petrol and Gas Station, Mass housing and other multi-storey Residential developments) from Ekiti State Environmental Protection Agency.</p> <p>x. Physical Planning Technical Report duly prepared by a Town Planner (for Church, Block of Shops)</p> <p>xi. Land Use Clearance (for all development)</p> <p>xii. Service approvals including Fire and Police Reports (for Petrol and Gas Station) from Ekiti State Fire Services (Fajuyi, Ado-Ekiti) and any Nigeria Police Stations nearest to the proposed site.</p>	<p>Protection Agency, Peju Babafemi Building, State Secretariat Complex, Ado-Ekiti</p> <p>Contact : 08038851149 sepa@ekitistate.gov.ng</p>		

STEP 3

PROCEDURE	CONCERNED MDAs	PROCESSING TIMELINE	REMARK
<p>Submission of all required documents and evidence of payment of all fees by the applicant.</p> <p>1. Pay the applicable assessment fee using any of the available payment channels:</p> <p>Any commercial bank in the State using registered Ekiti State Internal Revenue Agents outlets (a) designated Banks (b) Remita (c) ERAS</p> <p>Note: <i>Kindly note the assessment fee varies and is determined by the volume and the use of the building. For details on charges/fees click on https://ekitistate.gov.ng/wp-content/uploads/2022/BuildingApprovalRequirement.pdf</i></p> <p>2. Submit the duly completed Application Form and evidence of payment (teller/e-receipt)) directly to Ekiti State Ministry of Physical Planning and Urban Development or its Area/Zonal officers together with the following documents</p> <p>i. Evidence/proof of payment of all assessment fees.</p> <p>ii. All applicable documents detailed in Step 2 above</p>	<p>Ekiti State Internal Revenue Services, Revenue House, Ado-Ekiti.</p> <p>Contact Mr Kehinde (kehinde.oluwadare@ekitistaterevenue.com) 0806-037-5573 or visit them at their website: http://www.ekitistaterevenue.com</p>	<p>We aim to process submitted applications for building permits within 5 days (for individuals) and 14 working days (for organizations) prior to the final stage for collection described in step 4 below</p>	<p>TYPICAL EXAMPLE; A proposed residential development with volume of 285m³ is to be built on an area of area of 648m² of land in Ado-Ekiti. If the perimeter of the proposed land is 108m, the total amount to be paid by the proponent is LUC = N1000</p> <p>Fence permit = Perimeter of the land x 50 =108m x 50 = N5400</p> <p>Ratification = Area of plot x 10 = N6480</p> <p>Assessment =</p>

PROCEDURE	CONCERNED MDAs	PROCESSING TIMELINE	REMARK
<p>Confirmation of Application:</p> <p>i. Upon submission of your application form, applicants will be provided a unique Application Reference Number and an Acknowledgement Letter that carries the file number for the application.</p>			<p>$L \times B \times H \times R = \text{Volume} \times \text{Rate}$</p> <p>$= 1,710\text{m}^2 \times 25 =$</p> <p>N42,750</p> <p>TOTAL = N55,630</p>

STEP 4

PROCEDURE	CONCERNED MDAs	PROCESSING TIMELINE	REMARK
<p>Collection of Building Permit Certificate</p> <p>i. Successful applicants are notified via text or call within 5-10 days to pay the assessed building plan assessment fees (see https://ekitistate.gov.ng/wp-content/uploads/2022/BuildingApprovalRequirement.pdf for details)</p> <p>ii. Planning and development permit fees are assessed based on the size, and use of the property as stipulated in part II of the annexed schedule of the Ministry of Housing and Urban Development fees order.</p> <p>iii. Payment can be made through any Commercial bank in the</p>	<p>Ministry of Physical Planning and Urban Development,</p> <p>Phase V, State Secretariat Complex, Ado-Ekiti.</p> <p>Contact details:</p> <p>Mr Femi: femibamisaye78@gmail.com, mhud@ekitistate.gov.ng; 08034470020</p> <p>Ekiti State Internal Revenue Services,</p>		

PROCEDURE	CONCERNED MDAs	PROCESSING TIMELINE	REMARK
<p>State using the following channels (a) registered Ekiti State Internal Revenue Agents outlet (b) Banks (c) Remita.</p> <p>iv. Within 3 days upon making all relevant payments the applicant will be notified of successful processing and can visit the Ministry of Physical Planning and Urban Development office where the building plan is submitted.</p> <p>v. Where an applicant has not been notified of a successful application within the 3 days, he/she should please contact the Headquarters of the Ministry of Physical Planning and Urban Development located at Phase V, State Secretariat Complex, Ado-Ekiti, Ekiti State or contact us at mhud@ekitistate.gov.ng or call Mr Bamisaye on 08034470020; e-mail: femibamisaye78@gmail.com or visit www.ekitistate.gov.ng.</p>	<p>Revenue House, Ado-Ekiti. Contact Mr Kehinde (kehinde.oluwadare@ekitistaterevenue.com) 0806-037-5573 or visit them at their website: http://www.ekitistaterevenue.com</p>		

For more information, enquiry or complaints please contact Ekiti State **Ministry of Physical Planning and Urban Development** located at Phase V, State Secretariat Complex, Ado-Ekiti, between 8:00 am and 4:00 pm. (Monday - Friday, excluding public holidays) or contact us at mhud@ekitistate.gov.ng or call Femi Bamisaye on 08034470020 (email: femibamisaye78@gmail.com) or visit www.ekitistate.gov.ng

A handwritten signature in blue ink, appearing to be 'A. B. M. K.', enclosed within a circular stamp or seal.

Permanent Secretary,
Ministry of Physical Planning and Urban Development

14th November 2024