



GOVERNMENT OF EKITI STATE

MINISTRY OF ENVIRONMENT

EKITI STATE ENVIRONMENTAL PROTECTION & WATERSHED MANAGEMENT AGENCY

(State Environmental Protection Agency-SEPA)

Peju Babfemi Building, Secretariat Complex, Ado-Ekiti, Ekiti State, Nigeria

SERVICE LEVEL AGREEMENT (SLA) COMPLIANCE REPORT

Reporting Period: May 1 – 31, 2025

*All Communication should be addressed
to the General Manager*

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 May 2025. It provides a detailed account of service requests received and processed, and measures the timeliness and responsiveness of the Bureau 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

Per the Ekiti State Environmental Protection and Watershed Management Agency s’ SLA, all land-related service requests are to be processed and a decision communicated within **eleven (11) working days**.

4. Service Request Log – May, 2025

| S/N | 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 | EIA Certificate | Walk-in | Earth Mirror Geo-Tech Nig. Ltd | earthmirriorgeotech@gmail.com | 08033505138 | 12/05/2025 | Approved | 15-May-2025 | 11 Working Days | 4 working days | <input checked="" type="checkbox"/> Compliant |
| 2 | EIA Certificate | Walk-in | TGED Nig Ltd | tgersltd@gmail.com | 08064208024 | 14/05/2025 | Approved | 19/05/2025 | 11 working days | 5 Working days | <input checked="" type="checkbox"/> Compliant |
| 3 | Environmental Audit Certificate | Walk-in | Charlibot Geotech Company Ltd | charlibot@gmail.com | 08033811411 | 20/05/2025 | Approved | 26/05/2026 | 11 Working Days | 6 working days | <input checked="" type="checkbox"/> Compliant |
| 4 | EIA Certificate | Walk-in | Masterpique Planning Consult | ibklondon@gmail.com | 08137755348 | 22/05/2025 | Approved | 26/05/2025 | 11 Working Days | 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: nil**
- **Overall SLA Compliance Rate: 100%**
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6. Observations

- The Agency showed commendable efficiency with most service requests resolved within the SLA-mandated timeframe.
- No delay in issuing the Environmental Impact and Environmental Audit Certificate.

7. Recommendations

- Continue sensitizing the public on the use of digital channels for faster request handling.
- Improved service delivery to the general public through regular and timely communication with the consultants on their applications.

Prepared by:

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Ekiti State Environmental Protection & Watershed Management Agency

Ministry of Environment

Date: July 28, 2025
