



**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**

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*All Communication should be addressed  
to the General Manager*

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## **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	<a href="mailto:earthmirriorgeotech@gmail.com">earthmirriorgeotech@gmail.com</a>	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	<a href="mailto:tgersltd@gmail.com">tgersltd@gmail.com</a>	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	<a href="mailto:charlibot@gmail.com">charlibot@gmail.com</a>	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	<a href="mailto:ibklondon@gmail.com">ibklondon@gmail.com</a>	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:**

**Adesina Isaiah O.**

**Ekiti State Environmental Protection & Watershed Management Agency**

Ministry of Environment

**Date:** July 28, 2025

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