



GOVERNMENT OF EKITI STATE
MINISTRY OF TRADE, INDUSTRY, INVESTMENT AND COOPERATIVES
SERVICE LEVEL AGREEMENT (SLA) COMPLIANCE REPORT
Reporting Period: April 1 – 30, 2025

1. Introduction

This report presents the compliance statistics for the SLAs in Ekiti State, specifically for the five business-enabling Ministries, Departments, and Agencies (MDAs). It focuses on the committed turnaround times for core business regulatory processes and the percentage of total requests completed within the committed turnaround times.

This report outlines the compliance of the **MINISTRY OF TRADE, INDUSTRY, INVESTMENT AND COOPERATIVES** with the Service Level Agreement (SLA) for April 2025. It provides a detailed account of service requests received and processed, and measures the timeliness and responsiveness of the Ministry 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
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3. SLA Requirement

According to the Ministry of Trade, Industry, Investment, and Cooperatives SLA, all business premises registration requests are to be processed and a decision communicated within **10 working days** from the date of complete submission.

4. Service Request Log – April, 2025

S/N	Month	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	April	Registration of Business	Walk in	Mr Lolade Aina Raymond	contact.ailgkpl@gmail.com	8067765868	April 3,2025	Approved	April 10, 2025	10	7	Compliant
2	April	Registration of Business	Walk in	Aluko Olufemi Olumuyiwa	info@venadolimited.com	8130380110	April 3,2025	Approved	April 10, 2025	10	7	Compliant
3	April	Registration of Business	Walk in	Bakare Olubisi	adewalebakare786@gmail.co	7037637747	April 2,2025	Approved	April 10, 2025	10	8	Compliant
5	April	Registration of Business	Walk in	Hemant Pravinbhai Parikh		8033064320	April 3, 2025	Approved	April 10, 2025	10	7	Compliant
6	April	Registration of Business	Walk in	Martins Atolagbe	hello@logisticcityfleet.com	8033234683	April 4, 2025	Approved	April 10, 2025	10	6	Compliant
7	April	Registration of Business	Walk in	Taiwo Ayodeji Lawrence	adlatgraphic18@gmail.com	8038111748	April 8,2025	Approved	April 10, 2025	10	2	Compliant
8	April	Registration of Business	Walk in	Babatunde Ayodeji Fatai	balfakayodeji234@gmail.com	8036291706	April 9,2025	Approved	April 10, 2025	10	1	Compliant
9	April	Registration of Business	Walk in	Adarabierin Toyin		8033862384	April 9,2025	Approved	April 10, 2025	10	1	Compliant
10	April	Registration of Business	Walk in	Sola Akinsanya		8035806898	April 11,2025	Approved	April 11, 2025	10	1	Compliant
11	April	Registration of Business	Walk in	Joshua Tunbosun Akinwamide		8035329616	April 14,2025	Approved	April 14,2025	10	1	Compliant
12	April	Registration of Business	Walk in	Abiodun Ojo	azeezjimoh1608@gmail.com	7035881764	April 14,2025	Approved	April 14,2025	10	1	Compliant
13	April	Registration of Business	Walk in	Bamidele Saka Taiwo	selovianinternationallimited@	8024284762	April 15,2025	Approved	April 15,2025	10	1	Compliant
14	April	Registration of Business	Walk in	Dr. Kyode Sunday Omolayo	skomolayo@gmail.com	8030797998	April 15,2025	Approved	April 15,2025	10	1	Compliant
15	April	Registration of Business	Walk in	Henry Olonimoyo		8163908108	April 2,2025	Approved	April 10, 2025	10	8	Compliant
16	April	Registration of Business	Walk in	Adeniji Sunday		8102440946	April 21,2025	Approved	April 22,2025	10	2	Compliant
17	April	Registration of Business	Walk in	Aderibigbe Adebayo Benard		8039508688	April 30, 2025	Approved	April 30, 2025	10	1	Compliant

5. Compliance Analysis

- **Total Requests Received: 17**
- **Requests Processed Within SLA Timeline: 17**
- **Requests Processed Beyond SLA Timeline: Nill**
- **Overall SLA Compliance Rate: 100%**

6. Observations

- The Ministry demonstrated impressive efficiency by successfully addressing all service requests within the timeframe mandated by the Service Level Agreement (SLA). This timely resolution not only highlights the MDA's commitment to upholding high standards of service but also reflects their proactive approach to managing customer needs effectively. As a result, stakeholders can have confidence in the Ministry's ability to deliver prompt and reliable responses, ensuring a smooth operational flow and enhanced satisfaction among the public they serve.
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7. Recommendations

- Continue sensitising the public on the use of digital channels for faster request handling.
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