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GOVERNMENT OF EKITI STATE

VEHICLE INSPECTOR SERVICE

SERVICE LEVEL AGREEMENT (SLA) COMPLIANCE REPORT

Reporting Period: July 1st – 31st, 2025

1. Introduction

This report outlines the compliance of the Vehicle Inspector Service with the Service Level Agreement (SLA) for the month of July 2025. It provides a detailed account of service requests received and processed, and measures the timeliness and responsiveness of the VIS in fulfilling its statutory obligations.

2. Scope of Report

The report covers:

- Nature of services requested
- Channel through which requests were submitted
- 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

Per the SLA for the Registration of vehicle inspection certificates, requests are to be processed and a decision communicated within 5 working days.

4. Service Request Log – July 2025 (summarised version)

| S/N | Nature of Service Requested | Channel of Request | Number of Applicants | Number Attended to within the SLA Time line | Date of Request | SLA Timeline | Compliance Status |
|-----|--------------------------------|--------------------|----------------------|---------------------------------------------|----------------------------------------|----------------|-----------------------------------------------|
| 1 | Certificate of Road Worthiness | Walk-in | 3186 | 3186 | 1 st –30 th July | 5 working days | <input checked="" type="checkbox"/> Compliant |

N.B: culled from the detailed version of the Service Request Log

5. Compliance on Certificate of Road Worthiness

- **Total Requests Received: 3186**
- **Requests Processed Within SLA Timeline: 3186**
- **Requests Processed Beyond SLA Timeline: Nil**
- **Overall SLA Compliance Rate: 100%**
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6. Observations

- The VIO showed commendable efficiency with most service requests resolved within the SLA-mandated timeframe.
- Online platforms remain the preferred channel for service engagement, underlining the importance of continued investment in digital services infrastructure.

7. Recommendations

- Implement an internal tracking mechanism for inter-agency dependencies to minimize delays in complex service categories like dispute resolution.
- Continue sensitizing the public on the use of digital channels for faster request handling.

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Sept 26, 2025
