



**GOVERNMENT OF EKITI STATE, MINISTRY OF ENVIRONMENT & NATURAL RESOURCES
EKITI STATE ENVIRONMENTAL PROTECTION & WATERSHED MANAGEMENT AGENCY
SERVICE LEVEL AGREEMENT (SLA) COMPLIANCE REPORT
Reporting Period: August 1 – 31, 2025**

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

The service level requirement for Ekiti State Environmental Protection and Watershed Management Agency s’ SLA, all Environmental Impact Assessment and Environmental Audit service requests are to be processed and a decision communicated within **eight (8) working days** from the date of complete submission.

4. Service Request Log – August, 2025

S/N	Nature of Service Requested	Channel of Request	Name of Requester	Email Address	Telephone No.	Date of Request	Decision Reached	Date Decision Communicated	SLA Timeline	Compliance Status
1	Envtal Audit Certificate	Walk-in	Frontlight Consults Ltd.	ayodejiajai@gmail.com	08162393036	11-August-2025	Approved	14-August-2025	4 Working Days	☒ Compliant
2	Envtal Audit Certificate	Walk-in	Masterpique Planning Consult	ibklondon@gmail.com	08137755348	12-August-2025	Approved	14-August-2025	3 Working Days	☒ Compliant
3	Envtal. Audit Certificate	Walk-in	Felidollar & Associates Ltd	felidollarassociates@gmail.com	08066411556	19-August-2025	Approved	22-August-2025	4 Working Days	☒ Compliant

5. Compliance Analysis

- **Total Requests Received: 3**
 - **Requests Processed Within SLA Timeline: 3**
 - **Requests Processed Beyond SLA Timeline: Nill**
 - **Overall SLA Compliance Rate: 100%**
-

6. Observations

- The Agency showed utmost efficiency with most service requests and resolved within the SLA-mandated timeframe.
 - No delay in issuing Environmental Impact and Environmental Audit Certificate.
 - Online platforms is also a viable channel for service engagement, thus, 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 grievance resolution.
 - Continue sensitizing the public on the use of digital channels for faster request handling.
 - Strengthen internal workflows to ensure that all requests, regardless of complexity, meet the SLA window.
 - Improved service delivery to the general public, through regular and timely feedback to consultants on their applications.
-

Prepared by:
Adesina Isaiah O.

Ekiti State Environmental Protection & Watershed Management Agency

Date: 27 October, 2025
