



GOVERNMENT OF EKITI STATE
EKITI STATE ENVIRONMENTAL PROTECTION & WATERSHED MANAGEMENT AGENCY
SERVICE LEVEL AGREEMENT (SLA) COMPLIANCE REPORT
Reporting Period: July 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 July 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

Per the 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 – July, 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	Earth mirror Geo-Tech Nigeria Ltd	earthmirrorgeotech@gmail.com	08033505138	9-July-2025	Approved	14-July-2025	4 Working Days	<input checked="" type="checkbox"/> Compliant
2	EIA Certificate	Walk-in	Initem Planning Consultancy Services	maryafolabi@gmail.com	08035831943	16-July-2025	Approved	22-July-2025	5 Working Days	<input checked="" type="checkbox"/> Compliant
3	Envtal. Audit Certificate	Walk-in	Charlibort Geotech Company	charlibot@gmail.com	08033811411	21-July-2025	Approved	24-July-2025	4 Working Days	<input checked="" type="checkbox"/> Compliant

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
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5. Compliance Analysis

Total Requests Received: 3

- **Requests Processed Within SLA Timeline: 3**
 - **Requests Processed Beyond SLA Timeline: Nill**
 - **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 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.
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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:
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Ekiti State Environmental Protection & Watershed Management Agency
Date: 25 September, 2025

GRIEVANCE REDRESS MECHANISM REPORT ON ENVIRONMENTAL IMPACT ASSESSMENT & ENVIRONMENTAL AUDIT

S/N	NAME OF COMPLAINANT	CONTACT DETAILS	DATE OF COMPLAINT	DESCRIPTION OF COMPLAINT	MODE/CHANNEL OF RECEIVING COMPLAINT	STATUS OF COMPLAINT	FEEDBACK GIVEN	DATE OF RESPONSE