



EKITI STATE GOVERNMENT

BUREAU OF LAND SERVICES

SERVICE LEVEL AGREEMENT (SLA) COMPLIANCE STATISTICS REPORT FOR **JANUARY, 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.

2. CORE REGULATORY PROCESSES AND COMMITTED TURNAROUND TIMES

S/N	REGULATORY PROCESS	COMMITTED TURNAROUND TIME
1.	Certificate of Occupancy	30 working days
2	Deed of Assignment	30 working days
3	Deed of Legal Mortgage	30 working days

3. SLA COMPLIANCE STATISTICS

This section evaluates the Ministry's compliance with SLAs by measuring the percentage of total requests completed within the committed time

$$\text{SLA Compliance Rate Formula} = \left(\frac{\text{Total Requests completed on time}}{\text{Total Requests Received}} \right) 100\%$$

i. Certificate of Occupancy:

Total Requests completed on time = 108

Total Requests received = 110

Overall Compliance Rate = 98.2%

ii. Deed of Assignment:

Total Requests completed on time = 2

Total Requests received = 2

Overall Compliance Rate =100%

- iii. Deed of Legal Mortgage
 Total Requests completed on time = 3
 Total Requests received = 3
 Overall Compliance Rate = 100%

4. SLA COMPLIANCE BREAKDOWN BY PROCESS

S/N	REGULATORY PROCESS	TOTAL REQUEST RECEIVED	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)
1	Certificate of Occupancy	20	18	90%
2	Deed of Assignment	2	2	100%
3	Deed of Legal Mortgage	3	3	100%

5. TRENDS AND INSIGHT

Monthly SLA Performance Trends

S/N	MONTH	TOTAL REQUESTS	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)
1	January, 2025	115	113	96.7%

6. SUMMARY OF COMPLINACE PERFORMANCE

- Overall, the SLA compliance with committed turnaround times across all core business regulatory process stands at an average of 96.7%
- The highest compliance was observed in Deed of Assignment and Deed of Mortgage, all maintaining a 96.7% completion rate within the committed turnaround times.
- The lowest compliance was recorded in Certificate of occupancy (CofO), with 90% completion rate within the committed turnaround time
- Key area for improvement include reducing processing delays in CofOs

Mr M. Kayode-Ojo

Executive Secretary, Bureau of Land Services
 28th March, 2025