



EKITI STATE MINISTRY OF INFRASTRUCTURE AND PUBLIC UTILITIES

EKITI STATE FIRE SERVICE

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.	Fire Safety Certificate Registration	11 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

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

Fire Safety Certificate Registration:

Total Requests completed on time = 0

Total Requests received = 0

Overall Compliance Rate = Not Applicable

4. SLA COMPLIANCE BREAKDOWN BY PROCESS

S/N	REGULATORY PROCESS	TOTAL REQUEST RECEIVED	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)
	Fire Safety Certificate Registration	0	0	Not Applicable

5. TRENDS AND INSIGHT

Monthly SLA Performance Trends

S/N	MONTH	TOTAL REQUESTS	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)
1	January, 2025	0	0	Not applicable

6. SUMMARY OF COMPLINACE PERFORMANCE

- Overall, the SLA compliance rate with committed turnaround times across core business regulatory process cannot be determined since there was no request for fire safety certificate in the month of January, 2025.



**Permanent Secretary,
Ministry of Infrastructure and Public Utilities
28th March, 2025**