

**Service Level Agreement (SLA)**  
**for**  
**Ekiti State Environmental Protection and**  
**Watershed Management Agency**



**Service Level Agreement (SLA)**

**Ekiti State Environmental Protection and Watershed Management Agency**  
**(EKSEPWMA)**

**MINISTRY OF ENVIRONMENT**

**Effective Date: 3rd July, 2024**

## **1.0 Introduction and Objective of the Service Level Agreement**

The purpose of this Service Level Agreement (SLA) is to clearly define the range of services offered by the Ekiti State Environmental Protection and Watershed Management Agency. Ekiti State Environmental Protection and Watershed Management agency is under the Ministry of Environment. This document aims to outline specific service expectations, including the quality and timeliness of services to be provided. Furthermore, it establishes a mutual understanding of the roles and responsibilities of both the agency and the stakeholders involved. By doing so, this SLA seeks to promote transparency, accountability, and collaboration between the parties, ensuring that all environmental protection and watershed management initiatives are effectively executed in alignment with agreed-upon standards and practices.

## **2.0 Scope of Services**

2.1 Ekiti State Environmental Protection Agency Law 2009 was repealed by Ekiti State Environmental Protection and Watershed Management Agency Law No 2 of 2024. The functions of the Agency include but are not limited to:

- i. covering diverse sectors including but not limited to industrial, manufacturing, food production and agricultural estates, irrigation, land reclamation, petroleum production, refining and storage facilities, mining operations, land and housing developments scheme, dams and man-made lakes, inland ports and shipyards, power generation and transmission, major road, channels and drainage construction, telecommunication facility, water production, treatment and reticulation, waste treatment and disposal facilities and chemical processing and storage facilities and such similar projects, whether private or public are required to conduct Environmental and Social Impact Assessment of their proposed project before commencement of operation. The regulatory process for the ENVIRONMENTAL AND SOCIAL IMPACT ASSESSMENT REPORT APPROVAL IN EKITI STATE is contained in Annexure A;
- ii. to undertake the monitoring implementation of the approved Environmental & Social Impact Assessment (ESIA) reports

- iii. Any facility under the category mentioned in subsection (i) above which has been operating without having an approved Environmental and Social Assessment as at the time of enactment of this Law, shall conduct and submit an Environmental Assessment of its operation using consultants accredited by the Agency.
- iv. adopt the guidelines provided by the Federal Government of Nigeria or its designated agencies for conducting environmental and social impact assessment.
- v. All categories cited in section 31 (1) and other plans, policies, projects or programs of the state that may have a significant impact on the environment are required to conduct an environmental and social audit every three years and submit a copy of the report to the Agency.
- vi. The Environmental and Social Audit shall be carried out on behalf of the companies by such persons and organizations accredited by the Agency.
- vii. All new projects, programs and developments should as much as possible avoid involuntary resettlement and land acquisition.
- viii. In a situation where involuntary resettlements and land acquisition are carried out, the project proponent shall prepare an Abbreviated or Full Resettlement Action Plan (ARAP/RAP);
- ix. The ARAP/RAP must be approved by the Agency, publicly disclosed and implemented before the commencement of the project, program or development;
- x. Guidelines and procedures for conducting the ARAP/RAP shall conform to the Land Use Act 2004.
- xi. Provide regulatory oversight, protection and enforcement of land use laws around and within riparian areas, erosion and flood-prone sites and other eco-fragile areas.
- xii. Register and control the sale and use of chemicals and substances containing hazardous materials such as POPs, PCB, PFAS, ozone-depleting chemicals, and aerosols.

## 2.2 EKSEPWMA services are classified as follows:

- a. **Environmental Monitoring and Assessment:** Ongoing and comprehensive evaluations of air quality, water quality, and land use practices are essential to guarantee adherence to established environmental standards. This involves

systematically monitoring pollutants in the air, analyzing the chemical composition of water sources, and assessing land use patterns to ensure they align with regulatory requirements. These assessments aim to identify potential environmental hazards, track improvements over time, and implement necessary corrective measures to protect public health and preserve natural ecosystems.

- b. **Watershed Management:** The development and implementation of comprehensive watershed management plans are crucial for safeguarding and enhancing local water resources. This process involves assessing the unique characteristics of the watershed, including its hydrology, ecology, and land use patterns. Key steps include identifying critical areas that contribute to water quality and quantity, engaging stakeholders such as community members, government agencies, and environmental organizations, and setting specific, measurable goals for water resource protection.
- c. The plans may incorporate best management practices (BMPs) for land use, agriculture, and urban development to mitigate pollution and improve water retention. Additionally, strategies for restoring degraded landscapes, protecting wetlands, and preserving natural habitats play an integral role. Continuous monitoring and adaptive management will ensure these plans remain effective over time, ultimately promoting sustainable water resource management and enhancing the overall health of the ecosystem.
- d. **Awareness and Education:** Initiatives designed to inform and engage the community about the importance of environmental protection and sustainable practices, which encompass a variety of educational programs, workshops, and campaigns. These efforts focus on raising awareness about issues such as climate change, biodiversity conservation, and waste reduction, while also providing practical guidance on adopting eco-friendly habits. By fostering a deeper understanding of environmental challenges and solutions, these programs aim to encourage individuals and organizations to take actionable steps toward creating a more sustainable future.

- e. **Regulatory Compliance:** The implementation and rigorous enforcement of environmental laws, regulations, and policies are essential for safeguarding natural resources and promoting sustainability. This involves a systematic approach to monitoring compliance, conducting inspections, and imposing penalties for violations. Effective enforcement not only includes the establishment of clear legal frameworks but also the allocation of adequate resources and training for enforcement agencies. Additionally, fostering collaboration among government bodies, non-governmental organizations, and communities is crucial to ensure adherence to environmental standards and to raise awareness about the importance of protecting our environment. By taking these steps, we can work towards a healthier planet for future generations.

### **3.0 Service Levels**

3.1 The following service levels are agreed upon:

- a. **Response Time:** Acknowledge receipt of all service requests within [48 hours]. The processing of the application commences within 48 hours (2 days) of the receipt of the letter of application for ENVIRONMENTAL AND SOCIAL IMPACT ASSESSMENT REPORT APPROVAL IN EKITI STATE.
- b. **Resolution Time:** Aim to resolve routine issues within [5 working days] and urgent issues within [2 working days].
- c. **Reporting Frequency:** Provide reports on environmental conditions periodically, with additional reports as necessary for urgent matters.

### **4.0 Responsibilities of EKSEPWMA and the Clients/Stakeholders**

4.1 EKSEPWMA Responsibilities:

- **Ensure timely communication regarding potential impacts on the environment**

It is essential to maintain prompt and clear communication concerning any potential impacts on the environment. This includes providing updates and information to all stakeholders about any activities, developments, or changes that might affect the ecological surroundings.

By keeping everyone informed promptly, we can ensure that appropriate measures are taken to mitigate any adverse effects and promote sustainable practices.

- **Maintain and share records and reports regarding environmental assessments and management activities.**

EKSEPWMA shall ensure the proper maintenance and systematic organization of records and reports related to environmental assessments and management activities. This includes documenting findings from environmental evaluations, tracking compliance with regulations, and sharing these detailed records with relevant stakeholders to facilitate informed decision-making and enhance transparency in environmental management practices. Regular updates and reviews of these documents should also be conducted to reflect any changes in assessments or management strategies.

#### 4.2 Client/Stakeholder Responsibilities:

- **The client/stakeholders shall provide timely access to facilities or areas needing assessment.**

The client and relevant stakeholders are expected to ensure that access is provided promptly to all necessary facilities or areas that require assessment. This includes coordinating schedules, granting permissions, and facilitating any necessary arrangements to ensure that the assessment process can proceed smoothly without unnecessary delays

- **Report any environmental issues or concerns promptly.**

If the client observes any environmental issues or concerns, they are expected to report them as soon as possible. This could include problems such as pollution, illegal dumping, habitat destruction, or any other situation that may negatively impact our ecosystem. Prompt reporting helps ensure that these issues are addressed quickly and effectively.

- **Comply with all regulations and guidelines set forth by EKSEPWMA.**

They are to ensure adherence to all regulations, standards, and guidelines established by the EKSEPWMA, including both mandatory and voluntary compliance measures. This involves staying updated on any changes or amendments to the regulations and implementing necessary practices to maintain compliance in all operational activities. Regular training and

assessments may also be required to ensure all team members are aware of and understand these regulations.

## **5.0 Monitoring and Reporting**

5.1 Performance Metrics: EKSEPWMA will monitor and evaluate performance in relation to established service levels by systematically collecting and analyzing relevant data. During our scheduled review meetings, we will present comprehensive reports that provide a detailed account of compliance with these performance metrics. These reports will include insights into areas of success, as well as any challenges encountered, ensuring that all stakeholders are informed and can engage in constructive discussions to enhance service delivery.

5.2 Review Meetings: We will conduct regular meetings on a scheduled basis to thoroughly review our service performance metrics and discuss any challenges or issues that may have arisen. During these meetings, we will analyze data, share insights, and collaboratively identify solutions to enhance our service delivery. Input from all team members will be encouraged to ensure that we address all relevant concerns effectively.

## **6.0 Issue Resolution**

In the event of a service issue (grievances), the clients shall:

- First contact the designated representative of the Agency as soon as possible
- If unresolved, the client shall escalate the issue to the Grievance Redress Desk Officer as defined in Appendix B.

## **7.0 Amendments**

This Service Level Agreement (SLA) is subject to amendments as necessary to accommodate evolving circumstances or specific requirements that may arise over time. Any amendments made to this SLA must be thoroughly documented to ensure clarity and maintain an accurate record of the changes. It is important that all parties involved are informed of these amendments and that they are mutually agreed upon to uphold the integrity of the agreement.

## APPENDIX A



### **EKITI STATE ENVIRONMENTAL PROTECTION AND WATERSHED MANAGEMENT AGENCY (EKSEPWMA),**

**MINISTRY OF ENVIRONMENT,  
STATE SECRETARIAT, NEW IYIN ROAD, ADO-EKITI, EKITI STATE**

#### **REGULATORY PROCESS FOR OBTAINING ENVIRONMENTAL AND SOCIAL IMPACT ASSESSMENT REPORT APPROVAL IN EKITI STATE**

Ekiti State Environmental Protection and Watershed Management Agency Law of 2024 which was enacted in tandem with the Environmental Impact Assessment Act CAP E12 LFN 2004 and Ekiti State Board of Internal Revenue (First Amendment) Law, 2020 <https://ekitistate.gov.ng/wp-content/uploads/2020/irsLaw2020.pdf>, stipulated that Environmental Impact Assessment should be performed before siting of any business buildings and other land uses in Ekiti State. The businesses are required to pay fees for the issuance of Environmental Impact Assessment approval through the following regulatory process:

#### **STEP 1**

<b>REGISTRATION/APPLICATION</b>	<b>CONCERNED MDAs</b>	<b>PROCESSING TIMELINE</b>	<b>REMARK</b>
<ul style="list-style-type: none"><li>Write an application letter to the General Manager, Ekiti State Environmental Protection and Watershed Management Agency, Phase IV State Secretariat Complex, New Iyin Road, Ado-Ekiti.</li><li>Obtain an application form at the Technical Department, Ekiti State Environmental Protection and Watershed Management Agency, Phase IV State Secretariat Complex, New Iyin Road, Ado-Ekiti.</li></ul>	<b>Ekiti State Environmental Protection and Watershed Management Agency (EKSEPWMA)</b> , Phase IV State Secretariat Complex, New Iyin Road, Ado-Ekiti. Contact Call: Mr. Adunmo on 08147919586 or 08038851149 or <a href="mailto:sepa@ekitistate.gov.ng">sepa@ekitistate.gov.ng</a>	The processing of the application commences within 48 hours (2 days) of the receipt of the letter of application.	



## STEP 2

DOCUMENTATION AND SUBMISSION	CONCERNED MDAS	PROCESSING TIMELINE	REMARK
<p>(i) Visit the Administration Department Ekiti State Environmental Protection and Watershed Management Agency, Phase IV State Secretariat Complex, New Iyin Road, Ado-Ekiti with the completed application form and the following documents:</p> <ul style="list-style-type: none"> <li>Name and address of the applicant</li> <li>VAT Registration number and TIN</li> <li>Corporate Affairs Commission registration number</li> <li>Name of the owner of the business</li> <li>Names of directors of the company (if it is corporate)</li> <li>Type of business</li> <li>Site plan</li> <li>Details of projects (comprehensive project proposal)</li> <li>Business Tax Clearance Certificate</li> <li>Any supporting document (as required)</li> </ul> <p>(ii) Submit the Application form with the required documents (as stated above)</p>	<p><b>Ekiti State Environmental Protection &amp; Watershed Management Agency</b>, Phase IV State Secretariat Complex, New Iyin Road, Ado-Ekiti.            Contact            Call: Mr Adunmo on 08147919586 or 08038851149 or <a href="mailto:sepa@ekitistate.gov.ng">sepa@ekitistate.gov.ng</a></p>	<p>Applicant is to submit all the required documentation not later than four (4) days after submission of application</p>	<p>Scanned copies of the required documents can be submitted to <a href="mailto:sepa@ekitistate.gov.ng">sepa@ekitistate.gov.ng</a></p>

## STEP 3

VERIFICATION AND INSPECTION	CONCERNED MDAS	PROCESSING TIMELINE	REMARK
<p>After verification of the submitted application form and required documents, Ekiti State Environmental Protection and Watershed Management Agency shall carry out an inspection/assessment of the business and siting of the business land.            NOTE: Assessment is carried out depending on the category of the business.</p>	<p><b>Ekiti State Environmental Protection and Watershed Management Agency</b>, Phase IV State Secretariat Complex, New Iyin Road, Ado-Ekiti.            Contact Call:            Mr Adunmo on 08147919586 or 08038851149 or <a href="mailto:sepa@ekitistate.gov.ng">sepa@ekitistate.gov.ng</a></p>	<p>Within 24 hours after submission of the application with relevant documents</p>	

## STEP 4

PAYMENT AND SUBMISSION PROCEDURE	CONCERNED MDAS	PROCESSING TIMELINE	REMARK
<p>Where the Ekiti State Environmental Protection and Watershed Management Agency is satisfied with the inspection, the applicant would pay the required permit fee through the bill/invoice raised using any of the available payment channels:</p> <p>a) through REMITA on <a href="https://login.remita.net/remita/onepage/G0000141549/biller.spa">https://login.remita.net/remita/onepage/G0000141549/biller.spa</a></p> <ul style="list-style-type: none"> <li>• fill in as appropriate</li> <li>• make payment</li> </ul> <p>b) Any commercial Bank in the State</p> <ul style="list-style-type: none"> <li>• request for a specialized/customized teller with the State’s designated IGR Account number</li> <li>• fill the teller</li> <li>• make payment</li> <li>• proceed to the Ekiti State Internal Revenue Service with the filled teller to obtain e-receipt</li> </ul> <p>Obtain revenue e-receipt from the e-Receipt section of Ekiti State Internal Revenue Service and submit directly to the Administration Department of Ekiti State Environmental Protection Agency.</p>	<p><b>Ekiti State Internal Revenue Services</b>, Revenue House, Fajuyi, Ado-Ekiti</p> <p>Contact Customer service on +234 704 555 5137 or +234 704 555 5139</p> <p><a href="mailto:info@ekitistaterevenue.com">info@ekitistaterevenue.com</a></p> <p><b>Ekiti State Environmental Protection and Watershed Management Agency</b>, Phase IV State Secretariat Complex, New Iyin Road, Ado-Ekiti.</p> <p>Contact Call: Mr Adunmo on 08147919586 or 08038851149 or <a href="mailto:sepa@ekitistate.gov.ng">sepa@ekitistate.gov.ng</a></p>	<p>Not later than 4 days after successful Inspection</p>	<p><b>Note:</b> <i>Kindly note the fees varies and is determined by the type of business as stated in first schedule (section 11) of Ekiti State Board of Internal Revenue (First Amendment) pages 58 – 60. For details on charges/fees click on <a href="https://ekitistate.gov.ng/wp-content/uploads/2020/irsLaw2020.pdf">https://ekitistate.gov.ng/wp-content/uploads/2020/irsLaw2020.pdf</a></i></p>

## STEP 5

ISSUANCE OF CERTIFICATE	CONCERNED MDAS	PROCESSING TIMELINE	REMARK
<ul style="list-style-type: none"> <li>Successful applicants are notified through text or call within 24 hours (1 day) after payment of the required fee</li> <li>The EIA Approval is issued to successful applicants 24 hours (1 days) after payment of the required fee.</li> </ul>	<b>Ekiti State Environmental Protection and Watershed Management Agency</b> , Phase IV State Secretariat Complex, New Iyin Road, Ado-Ekiti. Contact Call: Mr Adunmo on 08147919586 or 08038851149 or <a href="mailto:sepa@ekitistate.gov.ng">sepa@ekitistate.gov.ng</a>	Within 24 hours after payment of the required fee	WHERE AN APPLICANT HAS NOT BEEN NOTIFIED OF A SUCCESSFUL APPLICATION WITHIN 24 HOURS AFTER THE INSPECTION OF THE LAND, HE/SHE SHOULD CONTACT <b>Ekiti State Environmental Protection and Watershed Management Agency, Phase IV State Secretariat Complex, New Iyin Road, Ado-Ekiti.</b> <b>Contact</b> <b>Call: Mr Adunmo on 08147919586 or 08038851149 or <a href="mailto:sepa@ekitistate.gov.ng">sepa@ekitistate.gov.ng</a></b>

The end-to-end illustration of the process of obtaining the Environmental Impact Assessment Report Approval in sequential order is highlighted in the table below:

SN	ACTIVITY BY	TASKS	RELEVANT MDAS TO INTERACT WITH	REQUIRED DOCUMENTATIONS	OFFICIAL COSTS	TIME FRAME (DAY)
I.	Applicant	Registration and applications for Environmental Impact Assessment Approval	Ekiti State Environmental Protection and Watershed Management Agency, Phase IV State Secretariat Complex, New Iyin Road, Ado-Ekiti. Contact Call: Mr Adunmo on 08147919586 or 08038851149 or <a href="mailto:sepa@ekitistate.gov.ng">sepa@ekitistate.gov.ng</a>	Application Letter/form	At no cost	The processing of the application is expected to start within 2 days of receiving the letter of application
II	Applicant	Submission of the required documentations on for	Ekiti State Internal Revenue Services Corporate Affairs Commission	(i) VAT Registration/TIN (ii) Business Tax Clearance Certificate (iii) CAC Registration Number	At no cost	The applicant is expected to submit all required
		processing	Ekiti State Internal Revenue Service, Revenue House, Fajuyi, Ado-Ekiti	(iv) Proof of payment of fees (e-receipt) (v) Other relevant documents		documents not more than 4 days after the application letter
III.	Inspection/desk Officer (Designated)	Verification and Inspections - Inspection of the site of the business	Ekiti State Environmental Protection and Watershed Management Agency, Phase IV State Secretariat Complex, New Iyin Road, Ado-Ekiti. Contact Call: Mr Adunmo on 08147919586 or 08038851149 or <a href="mailto:sepa@ekitistate.gov.ng">sepa@ekitistate.gov.ng</a>	Not Applicable	At no cost to the applicant	Inspection is carried out within 24 hours after the submission of the application with the required documents

IV	Applicant	Following a successful inspection of the site and building, the Applicant would make payment for the issuance of the Certificate	Ekiti State Internal Revenue Service, Revenue House Fajuyi, Ado-Ekiti State	(i) (ii)	E-receipt Payment Teller	See page 58-60 of first schedule (section II) of Ekiti State Board of Internal Revenue (first amendment) by clicking on <a href="https://ekitistate.gov.ng/wp-content/uploads/2020/irsLaw2020.pdf">https://ekitistate.gov.ng/wp-content/uploads/2020/irsLaw2020.pdf</a>	not later than 4 days after successful inspection.
V	Secretary, EKSEPM A	Issuance of the Environmental Impact Assessment Report Approval	Ekiti State Environmental Protection and Watershed Management Agency, Phase IV State Secretariat Complex, New Iyin Road, Ado-Ekiti. Contact Call: Mr Adunmo on 08147919586 or 08038851149 or <a href="mailto:sepa@ekitistate.gov.ng">sepa@ekitistate.gov.ng</a>	Evidence of payment of the required fee for issuance of Certificate		No cost implications	within 24 hours (1 day) after payment

For more information, enquiry or complaints please Ekiti State Environmental Protection and Watershed Management Agency, Phase IV, State Secretariat Complex, Ado-Ekiti.

**Contact**

Call: Mr. Adunmo, The General Manager on 08147919586/08038851149 or [sepa@ekitistate.gov.ng](mailto:sepa@ekitistate.gov.ng) between 8:00 am. and 4:00 pm. (Monday - Friday, excluding public holidays)



**Signed: General Manager  
Ekiti State Environmental Protection and  
Watershed Management Agency  
3rd July, 2024**

**Appendix B: Dedicated email and phone contact**

For GRM for EKITI STATE ENVIRONMENTAL PROTECTION & WATERSHED  
MANAGEMENT AGENCY

[sepagrievanceredress@gmail.com](mailto:sepagrievanceredress@gmail.com) ;

**08038061934**