



EKITI STATE GOVERNMENT



Service Level Agreement (SLA)

for Customers

by

**EKITI STATE SIGNAGE AND ADVERTISEMENT
AGENCY
(EKSAA)**

Effective Date: April, 2024

**Ekiti State Signage and Advertisement Agency
(EKSAA)
Old Governor's Office, Oke-Ori Omi,
Ado-Ekiti**



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| Document Owner: | EKITI STATE SIGNAGE AND ADVERTISEMENT AGENCY |
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1. Introduction/Definition

- 1.1. In this Agreement, clause headings and sub-headings are for convenience and shall not be used to interpret such Agreement, unless the context clearly indicates a contrary intention.
- 1.2. Any expression which denotes any gender includes the other gender.
- 1.3. **A Service Level Agreement (SLA)** is a contract between a service provider and a customer that outlines the level of service that the provider is expected to deliver. It typically includes details such as the services provided, performance metrics, uptime guarantees, response times, and penalties for not meeting the agreed-upon standards
- 1.4. The following expressions shall bear the meanings assigned to them below:
- 1.4.1. **“Agreement”** means this agreement together with all annexes as may be amended from time to time;
- 1.4.2. **“Business Day”** means any day other than a Saturday, Sunday or official public holiday;
- 1.4.3. **“Effective Date”** means _____ 20__;
- 1.4.4. **“Entity”** includes any association, business, close corporation, sole propriety, company, concern, enterprise, firm, partnership, joint venture, person, trust, undertaking, voluntary association and any other similar entity;
- 1.4.5. **“COMPANY”** means a private company with limited liability incorporated and registered under the laws of the Federal Republic of Nigeria;
- 1.4.6. **“Month”** means a calendar month, being one of the 12 (twelve) periods into



which a year is divided;

- 1.4.7. “Services” mean the services provided by the Ekiti State Signage and Advertisement Agency to customers/applicants and as described in this Agreement and the annexes hereto;

2. Agreement Overview

This Agreement represents a Service Level Agreement (“SLA” or “Agreement”) between *Ekiti State Signage and Advertisement Agency (therein referred to as EKSA)* and Customers/clients for the provisioning of services required to support and sustain the products or services of the customers (business owners) in Ekiti State.

This Agreement remains valid until superseded by a revised agreement to be produced by the Agency and mutually endorsed by the stakeholders. The Agreement describes the key services provided by the Ekiti State Signage and Advertisement Agency (EKSA). And the standards we have committed to in terms of service delivery to our end users.

This Agreement outlines the parameters of all services covered as they are mutually understood by the primary stakeholders. This Agreement does not supersede current processes and procedures unless explicitly stated herein.



3. Goals & Objectives

The **purpose** of this Agreement is to ensure that the proper elements and commitments are in place to provide consistent regulatory services, support and delivery by EKSAA.

The **goal** of this Agreement is to obtain mutual agreement for service provision between the EKSAA and Customer(s).

The **objectives** of this Agreement are to:

- Provide clear reference to service ownership, accountability, roles and/or responsibilities.
- Present a clear, concise and measurable description of service provision to the customer.
- Match perceptions of expected service provision with actual service support & delivery.

4. Stakeholders

The following Service Provider(s) and Customer(s) will be used as the basis of the Agreement and represent the **primary stakeholders** associated with this SLA:



Service Provider(s): EKITI STATE SIGNAGE AND ADVERTISEMENT
AGENCY (EKSAA) (“Provider”)

Customer(s): ALL INDIVIDUAL, PRIVATE/CORPORATE
BODIES/BUSINESSES, RELIGIOUS ORGANISATIONS,
POLITICAL PARTIES, BUSINESS OWNERS (“Customer”)

5. Periodic Review

This Agreement is valid from the **Effective Date** outlined herein and is valid until further notice. This Agreement should be reviewed at a minimum once per fiscal year; however, in lieu of a review during any period specified, the current Agreement will remain in effect.

The **Director-General** is responsible for facilitating regular reviews of this document. Contents of this document may be amended as required, provided mutual agreement is obtained from the primary stakeholders and communicated to all affected parties. The Director-General will incorporate all subsequent revisions and obtain mutual agreements/approvals as required.

6. Service Agreement

The following detailed service parameters are the responsibility of the Agency in the ongoing support of this Agreement.



6.1. Service Scope

This Agreement covers the following Services in line with section 3 (1) of the Law No 10 of 2007 (A Law to provide for the regulation of outdoor structures for the display of Signage, Hoarding and Advertisement in Ekiti State and for other Matters connected therewith):

- **control** outdoor structures to be used for signage and advertisement;
- **issue licenses** and **permits** for the construction and placement of outdoor structures in any part of the State;
- **protect** the environment from potential adverse impacts from visual blights;
- **control** the number, size and location of outdoor structures;
- **ensure** that outdoor structures are soundly and carefully designed, erected, modified, maintained or removed when it is no longer in use to avoid potential damage to lives and properties;
- **ensure** that outdoor structures are compatible with surrounding land uses and environment and further ensure the beautification of the immediate surroundings and vicinity of the advertisement
- **control** the pasting and display of posters on public structures and highways;
- **organize** the procedure to regulate the ownership and operation of outdoor structures for the purpose of signage or advertisements under specific regulations;



- ***reject, revoke or modify*** a permit if found to be in violation of any of the provisions of this Law or the conditions for its grant;
- ***prepare and keep*** all records related to the issuance and denial of outdoor structures permits as well as appropriate general records;
- ***monitor and inspect*** through its monitoring unit any outdoor structure and verify its compliance with the law;
- ***establish*** a database of all outdoor structures used for signage and advertisement, their owners and operators as well as their location and the reason for the operation.

6.2. Customer Requirements

Customer responsibilities and/or requirements in support of this Agreement include:

- Customers/applicants shall complete the prescribed application form and supply the Agency with all necessary information;
- Comply with the applicants'/customers' requirements stated in the regulatory process for obtaining a Signage and Advertisement Permit (see Annexure I)
- Every outdoor structure owned by a corporate entity shall be registered by its owners;
- Such owners shall provide his registration number as a reference with the application for a permit;



- Every registered outdoor structure shall have a registration code provided by the Agency
- No structure shall be erected without having its registration code being duly sealed or mounted on it;
- Payment for all necessary fees (application fees, site inspection fees, Company registration fees, license/permit fees, etc) at the agreed interval.
- Reasonable availability of customer representative(s) when resolving a service-related incident or request.

6.3. Service Provider Requirements

Service Provider responsibilities and/or requirements in support of this Agreement include:

- The Agency shall provide registration code for all registered outdoor structures;
- keep records of all outdoor structures;
- Permit shall be issued upon the payment of the prescribed fees which shall be renewed annually;
- Certificate of Registration shall be issued to the applicants which will entitle them to apply for a permit
- Meeting response times associated with service-related incidents.



- Appropriate notification to Customer for all scheduled maintenance
- Carry out all the required responsibilities of the Agency as stated the Regulatory Process for Signage and Advertisement Permit (see Annexure I).

6.4. Service Assumptions

Assumptions related to in-scope services and/or components include:

- Changes to services will be communicated and documented to all stakeholders.

7. Service Management

Effective support of in-scope services is a result of maintaining consistent service levels. The following sections provide relevant details on service availability, monitoring of in-scope services and related components.

7.1. Service Availability

Coverage parameters specific to the service(s) covered in this Agreement are as follows:

- Telephone support: 8:00 A.M. to 4:00 P.M. Monday – Friday
 - Calls received out of office hours will be forwarded to a mobile phone and best efforts will be made to answer / action the call
- Email support: Monitored 8:00 A.M. to 5:00 P.M. Monday – Friday
 - Emails received outside of office hours will be collected, however, no action can be guaranteed until the next working day



- Onsite assistance is guaranteed within 72 hours during the business week

7.2. Service Requests

In support of services outlined in this Agreement, the Agency will respond to service-related incidents and/or requests submitted by the Customer within the following time frames:

- 0-8 hours (during business hours) for issues classified as **High** priority.
- Within 48 hours for issues classified as **Medium** priority.
- Within 5 working days for issues classified as **Low** priority.

Remote assistance will be provided in-line with the above timescales dependent on the priority of the support request.



**EKITI STATE SIGNAGE AND ADVERTISING AGENCY (EKSAA),
OLD GOVERNO'S OFFICE, OKE-ORIOMI, ADO-EKITI, EKITI STATE
REGULATORY PROCESS FOR SIGNAGE AND ADVERTISEMENT PERMIT**

LAW TO PROVIDE FOR THE REGULATION OF OUTDOOR STRUCTURE FOR THE DISPLAY OF SIGNAGE, HOARDING AND ADVERTISEMENT IN EKITI STATE AND FOR OTHER MATTERS CONNECTED THEREWITH NO 10 OF 2007 - <https://ekitistate.gov.ng/wp-content/uploads/saber/A%20LAW%20TO%20PROVIDE%20FOR%20THE%20REGULATION%20OF%20SIGNAGE%20AND%20ADVERTISEMENT%20NO%2010,%202007.pdf> and EKITI STATE BOARD OF INTERNAL REVENUE (FIRST AMENDMENT) LAW, 2020 - <https://ekitistate.gov.ng/wp-content/uploads/2020/irsLaw2020.pdf>, regulate the practice, erection and usage of signage, advert structures and billboards by all businesses in Ekiti State. They are required to follow the regulatory process:

STEP 1

| REGISTRATION/APPLICATION | CONCERNED MDAs | PROCESSING TIMELINE | REMARK |
|--|---|--|--------|
| <ul style="list-style-type: none">Write an application letter to the Director General, Ekiti State Signage and Advertisement Agency (EKSAA), Old Governor's Office, Oke-oriomi, Ado-Ekiti.Obtain the application form at the Administration Department of Ekiti State Signage and Advertisement Agency, Old Governor's Office, Oke-oriomi, Ado-Ekiti. | <p>Ekiti State Signage and Advertisement Agency, Old Governor's Office, Oke- oriomi, Ado-Ekiti.</p> <p>Contact Call: Desk officer (Ajidara Olatunbosun) on 08067948503 or send email to eksaa@ekitistate.gov.ng</p> | <p>(i) All businesses that want to cite outdoor advertisements and display signage are required to obtain permits within 24 hours (1 day)</p> <p>(ii) The processing of the application is expected to start within 24 hours (1 day) of receiving the letter of application.</p> | |



STEP 2

| DOCUMENTATIONS AND SUSMISSION | CONCERNED MDAS | PROCESSING TIMELINE | REMARK |
|--|--|---|--------|
| <p>(i) Visit the Administration Department of Ekiti State Signage and Advertisement Agency, Old Governor's Office, Oke-oriomi, Ado-Ekiti with the completed applications form and the following documents:</p> <ul style="list-style-type: none"> • Name of Business • Type of business • Site plan • Building Elevation (if required) • Electronic Details (where applicable) • Property owner's consent • Business Tax Clearance Certificate • Any supporting document (as required) <p>(ii) Submit the Application form with the required documents (as stated above)</p> | <p>Ekiti State Signage and Advertisement Agency, Old Governor's Office, Oke-oriomi, Ado-Ekiti.</p> <p>Call: Desk officer (Ajidara Olatunbosun) on 08067948503 or send email to eksaa@ekitistate.gov.ng</p> | <p>The applicant is expected to submit all required documents not more than 2 days after the application letter</p> | |

STEP 3

| VERIFICATION AND INSPECTION | CONCERNED MDAS | PROCESSING TIMELINE | REMARK |
|--|--|--|--------|
| <p>After verification of submitted application form and required documents, Ekiti State Signage and Advertisement Agency shall carry out an inspection/assessment of the business and location of the advisement structure</p> <p>NOTE: Assessment is carried out depending on the category of the business and size of the sing display proposed.</p> | <p>Ekiti State Signage and Advertisement Agency, Old Governor's Office, Oke-oriomi, Ado-Ekiti.</p> <p>Call: Desk officer (Ajidara Olatunbosun) on 08067948503 or send email to eksaa@ekitistate.gov.ng</p> | <p>Within 24 hours after submission of the application with relevant documents</p> | |



STEP 4

| PAYMENT PROCEDURE | CONCERNED MDAS | PROCESSING TIMELINE | REMARK |
|--|---|---|--------|
| <p>Where the EKSAA 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 https://login.remita.net/remita/onepage/G0000141549/biller.spa</p> <ul style="list-style-type: none"> • fill in as appropriate • make payment <p>b) Any commercial Bank in the State</p> <ul style="list-style-type: none"> • request for a specialized/customized teller with the State’s designated IGR Account number • fill the teller • make payment • proceed to the Ekiti State Internal Revenue Service with the filled teller to obtain e-receipt <p>Note: <i>Kindly note the fee 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 19 - 22.</i></p> <p>For details on charges/fees click on https://ekitistate.gov.ng/wp-content/uploads/2020/irsLaw2020.pdf</p> | <p>Ekiti State Internal Revenue Services, Revenue House, Fajuyi, Ado-Ekiti Contact Customer service on +234 704 555 5137 or +234 704 555 5139 info@ekitistaterevenue.com</p> | <p>not later than 4 days after successful inspection.</p> | |



STEP 5

| SUBMISSION OF E-RECEIPT | CONCERNED MDAS, | PROCESSING TIMELINE | REMARK |
|---|---|---|--------|
| 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 Signage and Advertisement Agency, Old Governor's Office, Oke-oriomi, Ado-Ekiti. Contact Call: Desk officer (Ajidara Olatunbosun) on 08067948503 or send email to eksaa@ekitistate.gov.ng | EKITI STATE INTERNAL REVENUE SERVICES , Revenue House, Fajuyi, Ado-Ekiti, Contacy Customer Service on +234 7045555137 or +234 7045555139 or send email to info@ekitistaterevenue.com | Successful applicants are notified through text or call within 24 hours (1 day) after payment of the required fee | |

STEP 6

| ISSUANCE OF CERTIFICATE | CONCERNED MDAS | PROCESSING TIMELINE | REMARK |
|---|--|--|--------|
| <ul style="list-style-type: none"> • Successful applicants are notified through text or call within 24 hours (1 day) after payment of the required fee • The Signage and Advertisement Permit is issued to successful applicants 24 hours (1 days) and payment of the required fee. <p>NOTE: The renewal of relevant signage Permit is done annually.</p> <p>WHERE AN APPLICANT HAS NOT BEEN NOTIFIED OF A SUCCESSFUL APPLICATION WITHIN 24 HOURS AFTER THE INSPECTION, HE/SHE SHOULD CONTACT Ekiti State Signage and Advertisement Agency, Old Governor's Office, Oke-oriomi, Ado-Ekiti.</p> <p>Call: Desk officer (Ajidara Olatunbosun) on 08067948503 or send email to eksaa@ekitistate.gov.ng</p> | Ekiti State Signage and Advertisement Agency , Old Governor's Office, Oke-oriomi, Ado-Ekiti. Call: Desk officer (Ajidara Olatunbosun) on 08067948503 or send email to eksaa@ekitistate.gov.ng | Within 24 hours after payment of the required fee stated in step 4 above | |



The end-to-end illustration of the process of obtaining the Signage and Advertisement Permit 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 the Permit | Ekiti State Signage and Advertisement Agency, Old Governor's Office, Oke-oriomi, Ado-Ekiti. Contact Call: Desk officer (Ajidara Olatunbosun) on 08067948503 or send email to eksaa@ekitistate.gov.ng | Application Letter/form | At no cost | The processing of the application is expected to start within 24 hours (1 day) of receiving the letter of application |
| II | Applicant | Submission of the required documentations for processing | Ekiti State Internal Revenue Services | (i) Business Tax Clearance Certificate | At no cost | The applicant is expected to submit all required documents not more than 2 days after the application letter |
| | | | Corporate Affairs Commission | (ii) CAC Registration Number | | |
| | | | Ekiti State Internal Revenue Service, Revenue House, Fajuyi, Ado-Ekiti | (iii) Proof of payment of fees (e-receipt) | | |
| | | | Office of the State Surveyor-General | (iv) Site Plan | | |
| III. | Inspection/desk Officer (Designated) | Verification and Inspections - Inspection of the site of the outdoor advertisement and signage | Ekiti State Signage and Advertisement Agency, Old Governor's Office, Oke-oriomi, Ado-Ekiti. Contact Call: Desk officer (Ajidara Olatunbosun) on 08067948503 or send email to eksaa@ekitistate.gov.ng | 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, the Applicant would make payment for the issuance of the Permit | Ekiti State Internal Revenue Service, Revenue House Fajuyi, Ado-Ekiti State | (i) E-receipt (ii) Payment Teller | See page 19 - 22 of first schedule (section II) of Ekiti State Board of Internal Revenue (first amendment) by clicking on https://ekitistate.content/uploads/2020/irsLaw2020.pdf | not later than 4 days after successful inspection. |
| V | Director of Administration, EKSAA | Issuance of the Signage and Advertisement Permit | Ekiti State Signage and Advertisement Agency, Old Governor's Office, Oke-orioimi, Ado-Ekiti. Contact: Desk officer (Ajidara Olatunbosun) on 08067948503 or send email to eksaa@ekitistate.gov.ng | Evidence of payment of the required fee for issuance of the Permit | No cost implications | within 24 hours (1 day) after payment of required fee |

For more information, enquiry or complaints please Ekiti State Signage and Advertisement Agency, Old Governor's Office, Oke-orioimi, Ado-Ekiti.

Contact

Call: Desk officer (Ajidara Olatunbosun) on 08067948503 or send an email to eksaa@ekitistate.gov.ng between 8:00 am. and 4:00 pm. (Monday - Friday, excluding public holidays)

**Signed: Director-General,
Ekiti State Signage and Advertisement Agency
April, 2024**



19/19

**Ekiti State Signage and Advertisement Agency
(EKSAA)
Old Governor's Office, Oke-Ori Omi,
Ado-Ekiti**