



# EKITI STATE MINISTRY OF INFRASTRUCTURE AND PUBLIC UTILITIES

## EKITI STATE FIRE SERVICE

### SERVICE LEVEL AGREEMENT (SLA) COMPLIANCE STATISTICS REPORT FOR FEBRUARY, 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 = 1

Total Requests received = 1

Overall Compliance Rate = 100%

#### 4. SLA COMPLIANCE BREAKDOWN BY PROCESS

S/N	REGULATORY PROCESS	TOTAL REQUEST RECEIVED	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)
	Fire Safety Certificate Registration	1	1	100%

## 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
2	February, 2025	1	1	100%

## 6. SUMMARY OF COMPLIANCE PERFORMANCE

Overall, the SLA compliance with committed turnaround times across the core business regulatory processes stands at an average of 100%



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