



**KOGI STATE GOVERNMENT
KOGI STATE TOWN PLANNING AND DEVELOPMENT BOARD
ONE-STOP OFFICE, 1 WALLACE STREET, LOKOJA
TEL:08075158643**

**SERVICE LEVEL AGREEMENTS
IN LINE WITH EXECUTIVE ORDER ON THE PROMOTION OF TRANSPARENCY AND
EFFICIENCY IN THE BUSINESS ENVIRONMENT**

December 2023

1. Introduction

This Service Level Agreement (SLA) is established between the Kogi State Town Planning and Development Board all individuals, organizations, and entities (hereinafter referred to as "Clients") requesting survey lifting services. This agreement outlines the terms, conditions, and performance standards for the provision of survey lifting services, ensuring a clear understanding of the process, responsibilities, and expectations.

2. Scope of Services

KOGI STATE TOWN PLANNING AND DEVELOPMENT BOARD is responsible for providing the following services related to survey lifting:

- **Survey Execution:** Conducting detailed and accurate survey lifting of land or property as requested by Clients, including boundary demarcation, topographical surveys, and other related activities.
 - **Data Processing and Analysis:** Processing and analyzing survey data to produce required outputs, such as maps, coordinates, and survey reports.
 - **Issuance of Survey Reports:** Providing Clients with official survey reports, maps, and other relevant documentation upon completion of the survey.
 - **Consultation and Advice:** Offering professional consultation and advice regarding survey lifting processes, requirements, and results.
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3. Service Standards

KOGI STATE TOWN PLANNING AND DEVELOPMENT BOARD is committed to delivering survey lifting services according to the following standards:

3.1 Request for Services:

- **Submission of Request:** Clients must submit a formal request for survey lifting services, including all necessary details about the land or property to be surveyed, along with any required documentation and payment of applicable fees.
- **Acknowledgment of Request:** KOGI STATE TOWN PLANNING AND DEVELOPMENT BOARD will acknowledge the receipt of the survey lifting request within 3 business days.

3.2 Survey Lifting Schedule:

- **Initial Site Visit:** KOGI STATE TOWN PLANNING AND DEVELOPMENT BOARD will schedule an initial site visit within 10 business days of receiving a complete request and payment.

- **Survey Completion:** The actual survey lifting will be completed within 20 business days of the initial site visit, subject to favorable weather conditions and site accessibility.

3.3 Data Processing and Reporting:

- **Data Processing:** Survey data will be processed, and relevant reports and maps will be prepared within 15 business days following the completion of the survey lifting.
- **Issuance of Reports:** Official survey reports, maps, and other documentation will be issued to the Client within 5 business days after data processing is complete.

3.4 Consultation Services:

- KOGI STATE TOWN PLANNING AND DEVELOPMENT BOARD will provide consultation services within 10 business days of a request regarding any aspect of the survey lifting process or results.
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4. Client Responsibilities

Clients are required to:

- **Provide Accurate Information:** Ensure that all necessary information and documentation related to the survey lifting request are accurate and complete.
 - **Grant Access:** Provide unhindered access to the property or land to be surveyed, including any necessary permissions from third parties.
 - **Respond Promptly:** Respond promptly to any queries or requests for additional information from KOGI STATE TOWN PLANNING AND DEVELOPMENT BOARD.
 - **Pay Fees:** Pay all applicable fees related to the survey lifting services in a timely manner.
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5. KOGI STATE TOWN PLANNING AND DEVELOPMENT BOARD Responsibilities

KOGI STATE TOWN PLANNING AND DEVELOPMENT BOARD is committed to:

- **Accuracy and Precision:** Ensuring that all survey lifting activities are conducted with precision and in accordance with professional standards and legal requirements.
 - **Timeliness:** Adhering to the timelines outlined in this SLA for each stage of the survey lifting process.
 - **Clear Communication:** Keeping Clients informed of the progress of their survey lifting request and any potential delays or issues that may arise.
 - **Confidentiality:** Maintaining the confidentiality of all data and information provided by the Client, except where disclosure is required by law.
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6. Dispute Resolution

In the event of a dispute arising from the survey lifting services provided under this SLA, the following process will be followed:

- **Initial Resolution:** The Client should first contact KOGI STATE TOWN PLANNING AND DEVELOPMENT BOARD to resolve any issues. KOGI STATE TOWN PLANNING AND DEVELOPMENT BOARD will respond within 5 business days.
 - **Escalation:** If the issue remains unresolved, it may be escalated to the Director of KOGI STATE TOWN PLANNING AND DEVELOPMENT BOARD for further review and resolution within 10 business days.
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7. Review and Amendment

This SLA is subject to periodic review and may be amended as necessary to reflect changes in service delivery, legal requirements, or operational procedures. Any amendments will be communicated to Clients in writing.

8. Termination

This SLA remains in effect until terminated by either party. The Client may terminate the agreement by withdrawing their request for survey lifting services. KOGI STATE TOWN PLANNING AND DEVELOPMENT BOARD may terminate this agreement if the Client fails to meet the obligations outlined in this SLA.

9. Acceptance and Acknowledgment

By submitting a request for survey lifting services, the Client acknowledges that they have read, understood, and agree to the terms and conditions of this SLA.

Signed:

For KOGI STATE TOWN PLANNING AND DEVELOPMENT BOARD: [Name, Title, Signature, Date]

For Client: [Name, Organization, Signature, Date]

This SLA provides a clear and structured framework for the provision of survey lifting services by the Kogi State Town Planning and Development Board, ensuring that all parties understand their roles, responsibilities, and the expected standards of service.

SIGNED

A handwritten signature in black ink, appearing to be 'K. O. Okeke', written in a cursive style.

**General Manager,
Kogi State Town Planning and Development Board**

