



## **KOGI STATE MINISTRY OF COMMERCE AND INDUSTRY SERVICE LEVEL AGREEMENT**

The Agreement describes the critical Services provided by the Kogi State Ministry of Commerce and Industry (MoCI) and the standards we have committed to in service delivery to our end users.

1. **Objective:** This Service Level Agreement (SLA) establishes the terms and conditions under which [Service Provider Name] will provide the following services to the Kogi State Ministry of Commerce and Industry:

- Issuance of Permits for Business Premises
- Renewal of Permits for Business Premises
- Collection of Economic Development Levy

### **2. Definitions**

**Service Provider:** The party responsible for providing the services defined in this agreement.

**Client:** The Kogi State Ministry of Commerce and Industry is receiving the services.

**Permit:** The official document issued to a business premise authorizing its operation.

**Economic Development Levy:** A levy collected to fund economic development initiatives within Kogi State.

3. **Periodic Review:** Once a year as the need arises.
4. **The remedy** is through our Grievance Redress Mechanism when there is a default.
5. **Performance Metrics**

The following performance metrics shall apply to the services provided under this agreement:

<b>Service</b>	<b>Metric</b>	<b>Target</b>
Issuance of Permit	Processing Time	7 business days
Renewal of Permits	Processing Time	7 business days
Collection of Economic Development Levy	Accuracy and Timeliness	100% accuracy, daily reporting

## **6. Service Availability**

The services provided under this agreement shall be available during the following hours:

- **Monday to Friday:** 8:00 AM to 4:00 PM
- **Public Holidays:** Services will be suspended on recognized public holidays.

## **7. Responsibilities**

### **7.1 Service Provider Responsibilities**

- Process and issue permits promptly.
- Ensure the accuracy and completeness of all permits issued.
- Collect and report on Economic Development Levies accurately and timely.
- Provide customer support for queries related to the services provided.

### **7.2 Client Responsibilities**

- Provide all necessary documentation and information required for the processing of permits.
- Ensure compliance with all state regulations concerning business premises and levies.
- Promptly address any issues or discrepancies identified by the Service Provider.

## **8. Escalation Procedures**

In the event of a dispute or service issue, the following escalation procedures shall apply:

1. **Level 1:** Contact the designated representative of the Service Provider.
2. **Level 2:** Escalate to the Kogi State Ministry of Commerce and Industry Director.
3. **Level 3:** Engage in mediation or arbitration as per the applicable laws.

## 9. Confidentiality

The Service Provider agrees to keep all information obtained during services confidential and will not disclose such information without the client's written consent.

## 9. Termination

Either party may terminate this agreement upon 30 days' written notice. Termination for cause may occur if either party fails to meet the obligations defined in this agreement after providing notice and a reasonable opportunity to remedy the issue.

## 10. Amendments

This agreement may be amended only in writing and signed by both parties.

## 11. Governing Law

This agreement shall be governed by and construed by the laws of Kogi State and the Federal Republic of Nigeria.

## 12. Signatures

**For Kogi State Ministry of Commerce and Industry:**

---

, Date]

**For [Service Provider Name]:**

---

[Name, Title, Date]

---

This document constitutes the entire agreement between the parties regarding the subject matter and supersedes all prior agreements, understandings, and representations, whether oral or written.

