



**KOGI STATE SIGNAGE AND ADVERTISEMENT AGENCY (KOSSAA)**  
**1 Kabba Road, Along NYSC Secretariat Phase, Lokoja Kogi State**

**1, Objectives:** The Agreement describes the critical Services provided by the KOGI STATE SIGNAGE AND ADVERTISEMENT AGENCY (KOSSAA) and the standards we have committed to regarding service delivery to our end users and ensure compliance with the Kogi State Signage and Advertisement Law, 2022, and Kogi State Revenue Harmonization Law, 2017 are to issue:

- Issue permit for billboard and outdoor advertisement
- Renewal of permit for billboard and outdoor advertisement

**2. Definitions**

**Service Provider:** The party responsible for conducting the Environmental Impact Assessments as defined in this agreement.

**Client:** KOGI STATE SIGNAGE AND ADVERTISEMENT AGENCY (KOSSAA) is receiving the services

**Signage:** Any form of visual graphic display intended to convey information to the public, including but not limited to billboards, posters, banners, and digital displays.

**Advertisement:** The promotion of products, services, or events through various forms of media, including print, digital, and outdoor advertising.

3 PERIODIC REVIEWS: Once a year as the need arises.

4. When there is default, the remedy is through our Grievance Redress Mechanism.

### 3. Scope of Services

#### 3.1 Signage Installation and Maintenance

- **Description:** The Service Provider shall install, maintain, and remove signage as KOSSAA requires. This includes ensuring all signage meets the required standards and is placed in approved locations.
- **Deliverables:** Properly installed signage within the agreed-upon timeframe, regular maintenance checks, and timely removal of outdated or unauthorized signage.

#### 3.2 Advertisement Approvals

- **Description:** Before they are displayed, the service provider shall review and approve all advertisements to ensure compliance with state regulations.
- **Deliverables:** Approval or rejection of advertisement applications within the specified timeframe, along with feedback and necessary corrections.

#### 3.3 Monitoring and Enforcement

- **Description:** The Service Provider shall monitor the state for unauthorized signage and advertisements and enforce compliance with state regulations.
- **Deliverables:** Regular monitoring reports, identification of non-compliant signage or advertisements, and execution of enforcement actions as necessary.

#### 3.4 Consultation and Advisory Services

- **Description:** The Service Provider shall offer consultation and advisory services to businesses and individuals seeking to erect signage or place advertisements.
- **Deliverables:** Detailed consultations, guidelines, and recommendations provided to clients within the agreed-upon timeframe.

## 4. Performance Metrics

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

Service	Metric	Target
Signage Installation and Maintenance	Timeliness of Installation and Maintenance	10 business days from approval
Advertisement Approvals	Approval Processing Time	5 business days
Monitoring and Enforcement	Number of Inspections Conducted	Weekly inspections
Consultation and Advisory Services	Customer Satisfaction	95% satisfaction rate

## 5. 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 unless otherwise agreed upon.

## 6. Responsibilities

### 6.1 Service Provider Responsibilities

- Install, maintain, and remove signage in accordance with KOSSAA guidelines and timelines.
- Review and approve advertisements to ensure they meet regulatory requirements.
- Monitor and enforce compliance with signage and advertisement regulations.
- Provide timely and accurate consultation and advisory services to clients.
- Submit regular reports on the status of signage and advertisement activities.

### 6.2 Client Responsibilities

- Provide clear guidelines and regulations for signage and advertisement activities.
- Facilitate access to necessary locations for the installation and maintenance of signage.
- Review and respond to reports and recommendations submitted by the Service Provider in a timely manner.
- Address any disputes or issues raised by the Service Provider promptly.

## 7. 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 Director of KOSSAA.
3. **Level 3:** Engage in mediation or arbitration as per the applicable laws.

## 8. Confidentiality

The Service Provider agrees to keep all information obtained during the course of providing services confidential and will not disclose any such information without the prior written consent of the Client.

## 9. Penalties and Incentives

- **Penalties:** Failure to meet the performance metrics or comply with the terms of this agreement may result in financial penalties or other sanctions as determined by KOSSAA.
- **Incentives:** Exceeding performance targets may result in bonus payments or other incentives as agreed upon by both parties.

## 10. Termination

This agreement may be terminated by either party 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.

## 11. Amendments

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

## 12. Governing Law

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

## 13. Signatures

**For Kogi State Signage and Advertisement Agency (KOSSAA):**

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[Name, Title, Date]

**For [Service Provider Name]:**

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[Name, Title, Date]

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