



# **KOGI STATE AFTERCARE & INVESTOR RETENTION STRATEGY**

## **IMPLEMENTING AGENCY**

Kogi State Investment Promotion and Public-Private Partnership Agency  
(KOSIPPPA)

## **PROGRAMME ALIGNMENT**

STATES ACTION ON BUSINESS ENABLING  
REFORMS (SABER) PROGRAMME

## **COVERAGE PERIOD**

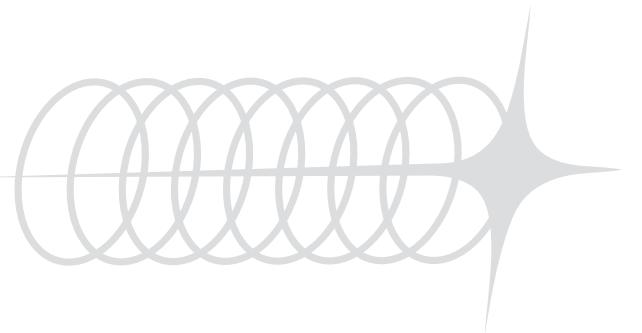
JANUARY – DECEMBER 2025

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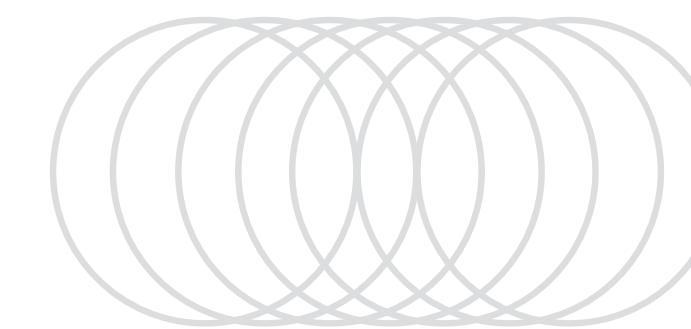


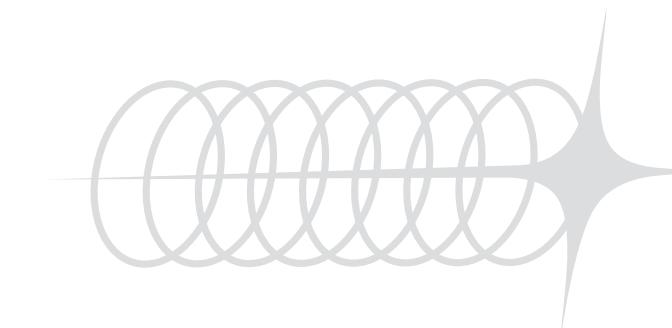


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# EXECUTIVE SUMMARY

The Kogi State Aftercare and Investor Retention Strategy provides a structured and institutionalised framework for supporting existing investors in the State, in full alignment with the States Action on Business Enabling Reforms (SABER) Programme requirements. The Strategy establishes predictable mechanisms for systematic investor engagement, grievance tracking, issue resolution, and reporting, consistent with SABER Disbursement-Linked Indicator (DLI) verification standards. It positions aftercare as a core investment-promotion function aimed at improving investor confidence, retaining existing investments, and encouraging reinvestment and expansion across priority sectors in Kogi State.





## INTRODUCTION

This Strategy supports Kogi State's obligation under the SABER Programme to strengthen the business-enabling environment through transparent, responsive, and accountable investor services.

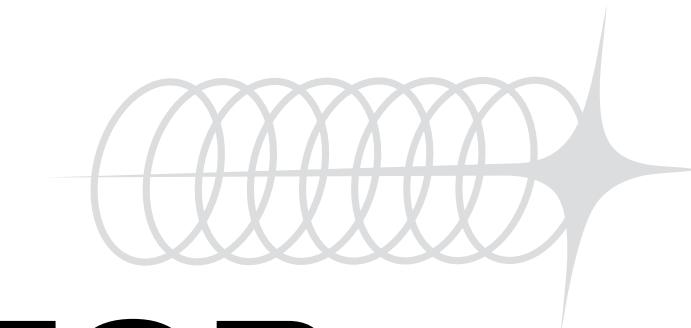
It operationalises structured aftercare, grievance redress, and monitoring systems required for DLI achievement, while ensuring that investor issues are addressed in a timely and coordinated manner across relevant Ministries, Departments, and Agencies (MDAs).

The Strategy recognises that retaining existing investors is as critical as attracting new ones, particularly in the context of job creation, revenue mobilisation, and economic diversification.



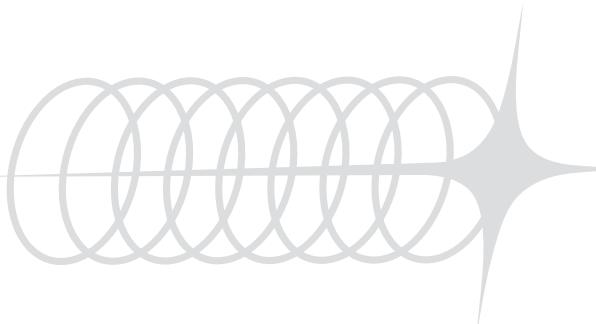


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# CRITERIA FOR PRIORITISING INVESTORS

Kogi State adopts a Responsible, Inclusive, Balanced, and Sustainable (RIBS) Framework for investor prioritization to ensure alignment with SABER objectives.





## AFTER CARE AND RETENTION SERVICES

KOGI delivers three tiers of after care services in line with SABER verification protocols

### KEY OVERVIEW TABLE: KOGI 2025

Category	Description
General Aftercare	Routine regulatory guidance, permits, renewals, and information support
Customised Aftercare	Routine regulatory guidance, permits, renewals, and information support
Advocacy based Aftercare	Routine regulatory guidance, permits, renewals, and information support

### Core Aftercare Functions

- Regulatory and licensing facilitation
- Investor grievance redress and issue tracking
- Inter MDA coordination and resolution support
- Investor forums and structured engagement sessions
- policy advocacy and feedback to government

### INVESTOR PRIORITISATION CRITERIA

Criterion	Description
Responsible Investment	Compliance with regulatory, environmental, and social standards
Inclusive Growth	Job creation, MSME, linkages, and local value-chain integration
Balanced sector spread	Alignment with priority sectors (agriculture, mining, manufacturing, logistics, services)
Sustainability	Long term operational visibility, and reinvestment potential
Strategic Importance	Capital intensity, export potential, and fiscal impact



## MONITORING, EVALUATION, AND KEY PERFORMANCE INDICATORS

Monitoring and evaluation follows SABER DLI standards, capturing both quantitative and qualitative indicators

KEY PERFORMANCE INDICATORS (KPIs)	
Indicator	Means of verification
Number of investors receiving aftercare support	Aftercare service logs: Investor registry
Percentage of grievance resolved within timeline	GRM database: resolution report
Number of investor engagement sessions conducted	Attendance register: minutes of meetings
Reinvestment and expansion facilitated	Investor commitments: follow-up reports
Timeliness of reporting	Quarterly and annual aftercare reports



## CONCLUSION

The Kogi State Aftercare and Investor Retention Strategy institutionalises a sustainable system for investor support, retention, and reinvestment, directly strengthening the State's compliance with SABER DLIs.

By embedding structured aftercare, grievance redress, and monitoring mechanisms within KOSIPPPPA's core operations, the Strategy enhances investor confidence, improves service delivery, and reinforces Kogi State's position as a credible and competitive investment destination.

Action Areas	Key Activities	Responsible Entity	Timeline	Expected Output	SABER DLI LINK
Institutional Setup	Establish Aftercare Desk & GRM SOPs	KOSIPPPPA / MDAs	Q1	Operational Aftercare & GRM system	Investor Services DLI
Investor Mapping	Develop investor registry & prioritisation database	KOSIPPPPA	Q1-Q2	Verified investor database	Transparency DLI
Stakeholder Engagement	Quarterly investor forums & dialogues	KOSIPPPPA / Private Sector	Quarterly	Documented engagement sessions	Private Sector Engagement DLI
Grievance Resolution	Register, track, and resolve complaints	KOSIPPPPA / MDAs	Continuous	100% resolution within timelines	GRM DLI
Policy Advocacy	Identify constraints & propose reforms	KOSIPPPPA	Q2-Q4	Policy notes & reform actions	Regulatory Reform DLI
Monitoring & Reporting	Quarterly & annual aftercare	KOSIPPPPA	Quarterly /	Verified SABER reports	Reporting DLI



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## ANNEX II RESULTS MATRIX / LOGICAL FRAMEWORK (SABER-ALIGNED)

Result Level	Performance indicator <sup>d</sup>	Means of Verification	Baseline	Target (2025)
Impact	Improved business-enabling environment and investor confidence in Kogi State	SABER DLI reports; investor perception surveys	Fragmented aftercare support	Institutionalised aftercare system
Outcome	Increased investor retention and reinvestment	Reinvestment records; engagement reports	Limited tracking	Year-on-year increase
Output 1	Number of investors receiving structured aftercare	Aftercare logs; investor registry	Ad-hoc support	≥ 4,500 investors annually
Output 2	% of grievances resolved within timelines	GRM database	No standard GRM	100% resolution
Output 3	Number of investor engagement sessions	Attendance registers; minutes	Irregular	Minimum of 4 annually
Process	Functional GRM and reporting systems	SOPs; system screenshots	Non-standardised	Fully operational

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