



**PLATEAU STATE GOVERNMENT  
MINISTRY OF COMMERCE AND INDUSTRY  
SERVICE LEVEL AGREEMENT (SLA)  
ON STARTING A BUSINESS IN PLATEAU STATE**

**1. Purpose of the SLA**

This Service Level Agreement (SLA) defines the service standards, procedures, timelines, and responsibilities for starting a business in Plateau State. It is designed to promote transparency, predictability, efficiency, and accountability in line with SABER business-enabling environment reforms.

**2. Scope of Services**

- Business registration guidance
- Start-up advisory services
- Coordination with relevant MDAs
- Issuance of applicable State and Local Government permits
- post-registration compliance guidance

**3. Responsible MDAs**

- Plateau State Ministry of Commerce and Industry
- Plateau State One Stop Investment Centre (PS-OSIC)
- Relevant MDAs and Local Government Authorities

**4. Service Requirements**

Applicants shall provide basic business information, valid identification, CAC registration documents (where applicable), and proof of payment of statutory fees.

**5. Service Workflow and Processing Time**

Service Stage	Description	Timeline
Initial Enquiry	Walk-in, phone or email enquiry	Same day
Advisory Support	Guidance on registration steps	1–2 working days

MDA / LGA Coordination	Facilitation with relevant agencies	3–5 working days
Permit Processing	Processing of applicable permits	5–10 working days
Post-Registration Guidance	Compliance guidance	Within 2 working days

## **6. Fees and Charges**

All fees related to starting a business are statutory, publicly disclosed, and payable only through approved government channels. No unofficial payments are permitted.

## **7. Service Commitments**

The Ministry commits to providing accurate information, delivering non-discriminatory services, coordinating effectively among MDAs, and adopting a one-stop facilitation approach.

## **8. Responsibilities of Applicants**

Applicants must provide complete information, comply with statutory requirements, and make payments through approved channels.

## **9. Grievance Redress Mechanism (GRM)**

Complaints may be submitted to the Ministry of Commerce and Industry or PS-OSIC. All complaints shall be acknowledged within 48 hours and resolved within 7 working days.

## **10. Review and Publication**

This SLA should be reviewed periodically and made publicly available through official government platforms.

## **11. Effective Date**

This SLA takes effect from 25<sup>TH</sup> of OCTOBER 2024

**Signed:**

**Permanent Secretary  
Ministry of Commerce and Industry  
Plateau State**