



**PLATEAU STATE ONE STOP INVESTMENT CENTRE (PS-OSIC)**  
**NO. 7 BEACH ROAD FORMER SUB-TREASURY BUILDING, PLATEAU STATE, NIGERIA**  
**Email: Website: [www.psoaic.org](http://www.psoaic.org)**

**SERVICE LEVEL AGREEMENT (SLA) ON INVESTMENT PROMOTION SERVICES**

**1. INTRODUCTION**

This Service Level Agreement (SLA) is entered into by Plateau State One Stop Investment Centre (PS-OSIC) and ..... to establish a clear understanding of the services provided by PS-OSIC, the expected service levels, and the responsibilities of both parties.

**2. Purpose**

The purpose of this SLA is to provide a framework for the delivery of investment promotion services by PS-OSIC to investors and stakeholders. The agreement aims to:

- Define the scope of services offered.
- Specify performance standards and commitments.
- Outline the responsibilities of both PS-OSIC and the investor.

**3. Scope of Services**

PS-OSIC agrees to provide the following services:

- i. Investment promotion and facilitation within Plateau State.
- ii. Identification and dissemination of investment opportunities.
- iii. Coordination of Public-Private Partnership policies and programs.
- iv. Liaison services with government ministries, departments, and agencies.
- v. Support services to prospective and existing investors.
- vi. Organization of promotional activities such as exhibitions, conferences, and seminars.
- vii. Registration and record-keeping of enterprises.
- viii. Monitoring and evaluation of investment impacts.
- ix. Advisory services on investment-related policy matters.

#### 4. Performance Standards

PS-OSIC commits to the following performance standards:

- **Responsiveness:** Acknowledge and respond to inquiries within 48 hours.
- **Information Dissemination:** Provide investment information within 5 working days of request.
- **Enterprise Registration:** Complete registration within 14 working days upon receipt of all required documents.
- **Permit and License Processing:** Process permits and licenses within 30 business days of receiving complete applications.
- **Investment Applications:** Approve investment applications within 45 business days.
- **Investor Support:** Resolve investor issues within 2 working days.
- **Promotional Events:** Organize at least one promotional event quarterly.

#### 5. Roles and Responsibilities

**PS-OSIC RESPONSIBILITIES;**

##### a. Information and Guidance

- Provide detailed information about investment opportunities, incentives, and regulatory requirements.
- Guide investors through the investment process.

##### b. Facilitation and Support

- Assist in obtaining necessary permits, licenses, and approvals.
- Act as an intermediary to streamline processes.

##### c. Investment Promotion

- Promote investment opportunities through campaigns and trade missions
- Enhance the image of Plateau State as an investment destination.

##### d. Incentive Management

- Provide information on incentives and assist in accessing them.
- Tailor incentive packages to meet specific investor needs.

##### e. Aftercare Services

- Offer post-investment support, including assistance with expansion projects.
- Establish feedback mechanisms to improve services.

##### f. Capacity Building

- Organize training programs for investors and local staff.
- Enhance local business capacity to benefit from investments.

##### g. Networking and Partnerships

- Facilitate partnerships between local businesses and investors.
- Create platforms for public-private collaboration.

##### h. Monitoring and Evaluation

- Monitor investment projects and evaluate their impact.

- Report on outcomes to stakeholders.
- i. **Policy Advocacy**
  - Advocate for policies that improve the investment climate.
  - Represent investor interests in policy discussions.

## **INVESTOR RESPONSIBILITIES**

- a. **Compliance with Regulations**
  - Adhere to laws and obtain necessary permits and licenses.
  - Follow PS-OSIC guidelines and procedures.
- b. **Timely Information Sharing**
  - Provide accurate and timely information about investment activities.
  - Submit regular progress reports as required.
- c. **Financial Responsibilities**
  - Fulfill financial commitments, including timely payments of taxes and fees.
- d. **Adherence to Timelines**
  - Meet project milestones and deadlines.
- e. **Environmental and Social Responsibility**
  - Implement sustainable practices and engage in CSR activities.
- f. **Local Content and Employment**
  - Prioritize local hiring and capacity building.
- g. **Collaboration and Communication**
  - Engage actively with PS-OSIC and provide constructive feedback.
- h. **Confidentiality**
  - Protect any confidential information shared by PS-OSIC.

### **6. Dispute Resolution**

- Disputes will initially be resolved through mutual discussions.
- If unresolved, mediation or arbitration may be pursued, following Nigerian laws or applicable international agreements.

### **7. Force Majeure**

PS-OSIC is not liable for service delays or failures caused by unforeseen events, such as natural disasters, pandemics, or cyber-attacks.

### **8. Term and Termination**

- **Term:** This SLA is valid for 2 years from the date of signing.
- **Termination:** Either party may terminate the agreement with 30 days' written notice.

### **9. Amendment**

This SLA may be amended in writing by mutual agreement.

**10. Contact Information**

Plateau State One Stop Investment Centre (PS-OSIC)

**Address:** No. 7 Beach Road, Former Sub-treasury Building, Jos, Plateau State, Nigeria.

**Phone:** 07026660083, 07026660082

**Website:** [www.psosic.org](http://www.psosic.org)

**SIGNATURES**

This SLA is agreed upon and signed by the authorized representatives of PS-OSIC and its stakeholders.

**FOR PLATEAU STATE ONE STOP INVESTMENT CENTRE**

Name:

Title:

Date:

**FOR STAKEHOLDERS**

Name:

Title:

Date