



**MINISTRY OF COMMERCE AND INDUSTRY
SERVICE LEVEL AGREEMENT (SLA)**

Between Plateau State Ministry of Commerce and Industry

And

[Customer Name]

INTRODUCTION

This Service Level Agreement (SLA) is an agreement between Plateau State Ministry of Commerce and Industry and for clear understanding of both parties' responsibilities, rights and powers

PURPOSE

This SLA's objective is to clearly set out the terms and conditions provided by the Ministry of Commerce and Industry for its business processes/activities in Plateau State.

SCOPE OF SERVICES

- a. Loading and off-loading of goods
- b. Allocation of shops
- c. Control of movement of Produce across boundaries
- d. Registration of Business premises
- e. Registration of cooperative societies

THE RESPONSIBILITIES /POWERS OF THE MINISTRY INCLUDE:

- Inspection of Loading and off- Loading terminals for conformity to standards
- Checking standard of goods
- Assessment of fees
 - Inspection/Approval of business premises
 - Setting of conditions for registration of cooperative societies

RELEVANT FEES & LEVIES CAN BE FOUND at

[https://www.plateaustate.gov.ng/uploads/plateau-law/PLATEAU STATE-INTERNAL-\(CONSOLIDATED\)-LAW%202020.pdf](https://www.plateaustate.gov.ng/uploads/plateau-law/PLATEAU STATE-INTERNAL-(CONSOLIDATED)-LAW%202020.pdf) pages 166 to 167 and 203

(OTHER REVENUE RATES FOR PAYMENT OF VARIOUS KIND OF REVENUE)

CUSTOMER RESPONSIBILITIES

- Timely Payments: The customer agrees to pay whether annual or renewal fees where necessary
- Ensures that the right goods are loaded or off loaded.
- Ensures that loading and off -loading take place at the appropriate points
 - Ensures that business premises are approved
 - Payment of appropriate fees

DISPUTE RESOLUTION

Any disputes arising out of this SLA will be resolved through the following process:

- Negotiation: Both parties are required to demonstrate reasonableness, and professionalism in handling disputes.
 - Mediation
 - Arbitration
 - Ministry's GRM

Signatures

By signing below, both parties agree to the terms and conditions of this SLA.

Plateau State Ministry of Commerce and Industry

[Name, Position]

Date: _____

[Customer Name]:

[Customer Name, Position]

Date: _____

Contact Information

Plateau State Ministry of Commerce and Industry

- **Customer Service:** [Phone Number]
- **Email:** [Email Address]
- **Office Address:** [Office Address]

Customer:

- **Name:** [Customer Name]
- **Address:** [Customer Address]
- **Phone Number:** [Customer Phone Number]
- **Email:** [Customer Email Address]

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