



NIGER STATE COMMODITY AND EXPORT PROMOTION AGENCY

SERVICE LEVEL AGREEMENT

1. Introduction

This Service Level Agreement (SLA) outlines the services provided by the Niger State Commodity and Export Promotion Agency, Ministry of Commerce, Industry and Cooperatives and the standards of service delivery to businesses and individuals engaging with the agency. It establishes the responsibilities and commitments of both parties in ensuring transparent, efficient, and timely service.

2. Service Scope

The services provided under this SLA include:

- Issuance of Exporters Permits, annual renewal of permits, and collection of levies.
- Compliance with the relevant laws and regulations governing commerce, trade, and export in Niger State.
- Promotion of transparent and accountable service delivery across all business activities in the state.

3. Objectives

The primary goals and objectives of this SLA are:

- Ensure compliance with relevant state laws and regulations.
- Streamline the process for obtaining permits, renewing permits, and paying levies.
- Facilitate transparency and efficiency in all dealings with the Agency.
- Strengthen the relationship between Niger State Commodity and Export Promotion Agency and business entities through reliable service delivery.

4. Stakeholders

The stakeholders of this SLA include:

- Niger State Commodity and Export Promotion Agency.
- Business entities operating within Niger State, including private limited liability companies (LTD), public limited liability companies (PLC), and unlimited companies.
- The general public engaged in export activities within Niger State.

5. Service Details

S/N	Department	Service	Cost (NGN)	Beneficiaries	Requirements/Procedures	Response Time	Validity
1	Commodity Development Unit	Extension Services to Farmers	(For advocacy is free, logistic cost is charge)	Farmers, Exporters, Entrepreneurs	<ol style="list-style-type: none"> 1. Visit the Niger State Commodity and Export Promotion Agency 2. Collect and fill free Application Form 3. Submit Application 4. Make Payment of the Logistic Cost 	1 week	1 year
2	Export Unit	Registration of Foreign Exporters	N10,000	Foreign Exporters	<ol style="list-style-type: none"> 1. Submit Application Renewal form. 2. Provide proof of company registration or business name 3. Make payment at designated banks. 4. Present receipt. 5. Notification of approval. 	1 working Day	1 year

6. Service Standards

- **Eligibility:** All companies legally registered and operating within Niger State.
- **Operating Hours:** Services are available from 8:00 AM to 4:00 PM, Monday to Friday (excluding public holidays).

Locations: The Agency's office

7. Responsibilities

- **NSCEPA Responsibilities:**
 - Provide clear guidelines for obtaining permits, renewals, and paying levies.
 - Ensure efficient service delivery and uphold transparency in all transactions.
 - Review applications within the stipulated timeframes.
 - Issue permits and acknowledgments promptly after approval.
- **Business Responsibilities:**
 - Submit accurate and complete documentation as required by the Agency.
 - Pay the applicable fees on time and provide the correct payment codes and receipts.
 - Adhere to all laws and regulations governing commerce, trade, and tourism in Niger State.

8. Performance Metrics

- **Response Time:** All applications for permits, renewals, and levies will be processed within the stipulated response times outlined in the service details.
- **Customer Satisfaction:** The Agency will aim for at least 90% customer satisfaction based on feedback.
- **Compliance:** The Agency expects full compliance with the requirements for permits and levy payments from all businesses.

9. Remedies for Default

In the event of non-compliance or failure to deliver services within the stipulated timeframes, businesses and individuals may seek remedies through the Agency's Grievance Redress Mechanism. Complaints may be lodged in person, via email, or through the designated portal.

10. Penalties for Non-Compliance

- **NSCEPA:** If the Agency fails to issue permits or approvals within the agreed timelines without valid reasons, the applicant will be entitled to escalate the matter to higher authorities within the Ministry.
- **Business Entities:** Failure to comply with application procedures or failure to provide necessary documentation may lead to delays or rejection of the application.

11. Dispute Resolution

Disputes arising from the interpretation or application of this SLA will be resolved through negotiation between the parties involved.

If unresolved, the matter may be referred to the Niger State Ministry of Justice.

12. Validity and Review

This SLA is valid for one year from the date of signing. It will be reviewed annually or as needed to reflect any changes in policy, service requirements, or procedures.

13. Signatories

- **Niger State Commodity and Export Promotion Agency Representative:**

Signature: _____

Name: Baba Etsuyankpa

Date: _____

For inquiries or complaints please contact

Office Address:

**Block 5&6, David Umaru Estate, Piggery Road, Off Shiroro Road,
Minna, Niger State.**

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signed:

Baba Etsuyankpa

Head, Niger State Commodity and Export Promotion Agency

October 2023.

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