



NIGER STATE PUBLIC-PRIVATE PARTNERSHIP AGENCY (NSPPPA)

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The Public Private Partnership Agency (PPPA) in Niger State was established in 2007, and operates under the 2011 PPPA Law to tackle infrastructure challenges.

SERVICE LEVEL AGREEMENT (SLA)

The **Service Level Agreement (SLA)** defines the terms and timelines for services provided by NSPPPA to investors.

Scope of Services:

1. PPP Registration:

- Processing of registration and issuance of certificates.

2. Proposal Review:

- Review and evaluation of investor proposals.

3. Stakeholder Engagement:

- Facilitation of meetings between investors and MDAs.

Service Commitments:

Service	Timeline	Responsible Party
Acknowledgment of registration form	Within 2 working days	Registration Officer
Processing and issuance of registration certificate	Within 7 working days	PPP Registry Team

Scheduling of stakeholder meetings	Within 14 working days	Stakeholder Engagement Unit
Referral to MDAs for implementation	Within 5 working days after proposal review	Director General
Resolution of grievances	Category A: 5 working days	Grievance Redress Team
	Category B: 10 working days	
	Category C: 15 working days	

Monitoring and Evaluation:

- **Performance Reviews:** Quarterly reviews to assess adherence to SLA commitments.
- **Feedback Mechanism:** Investors can rate service quality through periodic surveys.

Penalties for Breach of SLA:

If NSPPPA fails to meet the SLA timelines, the following actions will be taken:

1. **Automatic escalation** of the issue to the Director General.
2. **Compensation** (if applicable) for financial losses incurred due to delays.



Director General
Niger State Public Private Partnership Agency
30th December, 2023

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