



NIGER STATE SIGNAGE & ADVERTISEMENT AGENCY (NISSAA)

The Agency NISSAA was established in 2018 by the Advertisement Tax Law 2018. The Agency has 7 area offices well equipped with staffs

Address: Revenue House, P.M.B. 28, Old Secretariat, Minna, Niger State.

GSM: +2348187900737, +2348187900684, +2349030891999

E-mail Address: nissaa.customercare@gmail.com

SERVICE LEVEL AGREEMENT (SLA) FOR NISSAA

Purpose

The SLA defines service standards and commitments between NISSAA and its clients to ensure clarity, accountability, and efficiency in service delivery.

Scope

This SLA applies to all NISSAA services, including signage applications, processing fees, and enforcement actions.

Service Commitments

Service	Commitment	Timeline
First Party Sign Application	Processing of application and issuance of response.	10 working days
Third Party Pre-Scrutiny Process	Decision on application approval or site inspection.	7 working days
Third Party Formal Application	Issuance of approval letter and bill upon success.	21 working days
Client Enquiry Response	Response to queries or clarifications.	2 working days
Enforcement Notices	Issuance of notices (reminder, final reminder).	Within 7 days per notice.

Client Responsibilities

- Provide complete and accurate documentation as required.
- Pay applicable fees promptly into designated accounts.

- Adhere to NISSAA's guidelines on signage specifications.

Monitoring and Review

- Service performance will be monitored quarterly, with updates provided to stakeholders.
- Clients can report service delays or lapses via the GRM process.

Penalties for Non-compliance

- Clients who fail to adhere to payment timelines or signage regulations will face enforcement actions, including penalties, within 14 days of final notice.

Contact Points

- **NISSAA Headquarters or Area Offices.**
Revenue House, P.M.B. 28, Old Secretariat, Minna,
Niger State.
- **Email:** nissaa.customercare@gmail.com
- **Hotline:** +2348187900737, +2348187900684, +2349030891999

For More Enquiry, Contact:

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E-mail Address: nissaa.customercare@gmail.com

Signed:
Managing Director
Signage and Advertisement Agency
30th December, 2023

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