

**SERVICE LEVEL
AGREEMENT
MINISTRY OF
TRADE, INDUSTRY
AND INVESTMENT**

The Nasarawa State Ministry of Trade, Industry, and Investment is steadfast in its commitment to fostering an enabling environment for businesses, investors, and entrepreneurs. Over the years, the Ministry has spearheaded initiatives to position Nasarawa as a premier destination for investment and commerce, leveraging its unique opportunities to drive economic growth and innovation.

This document represents a strategic milestone in advancing the ease of doing business across the state, laying out clear standards, responsibilities, and expectations for both public and private stakeholders. It is a tool to simplify processes, eliminate bureaucratic bottlenecks, and build confidence among local and international investors. Our approach is rooted in transparency, innovation, and service excellence, ensuring that all stakeholders benefit from the vibrant ecosystem we continue to nurture.

Under the visionary leadership of His Excellency Engr. Abdullahi A. Sule, the government's focus on reforms, infrastructure development, and private-sector engagement has been pivotal in creating new growth opportunities. We thank the Nasarawa Enabling Business Environment Council (NEBEC) and other stakeholders who have supported our reform agenda.

As we look forward, the Ministry reaffirms its commitment to delivering on its mission: creating sustainable industrial and commercial prosperity in Nasarawa State. Together, we can transform the state into an economic powerhouse and a model of best practices for others to emulate.



Barr. Abubakar Imam Zanuwa

Honorable Commissioner

Nasarawa State Ministry of Trade, Industry, and Investment

Version History

Date	Version	Description	Author
November, 2024	Maiden Edition	MTII Service Level Agreement {SLA} Maiden Edition, 2024	Ministry of Trade, Industry and Investment

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Purpose

The purpose of this Service Level Agreement (SLA) is to document commitments between the Nasarawa State Ministry of Trade, Industry and Investment as the service provider and its service takers in line with Business Facilitation (Miscellaneous Provisions) Act, 2022. The SLA is an important tool in the efforts to promote transparency and efficiency in public service delivery in the state.

Section 6 of the Act provides guidance for the minimum requirements of an SLA as follows:

An MDA shall have a service level agreement that provides for:

- i. Documentation requirements
- ii. Timelines for processing applications
- iii. Applicable fees IV
- iv. A summary of procedure of application
- v. Redress mechanisms and;
- vi. Such other requirement, as the MDA may consider necessary

List of Services

S/N	SERVICES	DOCUMENTS REQUIRED	APPLICATION PROCESS	TIME LINE IN DAYS	COST	PROCEDURES	CONTACT NUMBER/E MAIL
1.	Registration of Business Premises	<ul style="list-style-type: none"> • Business name • Business Owner's name, • Business annual turnover • Categorization of business • Local Government Area where the business is located • Payment of the required fee 	<p>Applicants are to visit https://www.mtinasarawa.com.ng/registrationfee.html to apply.</p>	<p>Approval of business premises registration is granted within forty-eight (48) hours upon the completion of the registration process and payment of the required fee</p>			08038213845
2	Registration of Cooperative Societies	<ul style="list-style-type: none"> • Minutes of meeting to form the Cooperative Society • Total membership at the time of the formation of the Society • Names of Officials (Management Committee) of the Society • Bye Law • Evidence of payment of registration fee 	<p>Applicants are to visit https://www.mtinasarawa.com.ng/registrationfee.html to apply.</p>	<p>A dormant certificate of registration is issued within 24 hours upon the payment of the required fee and submission of relevant documents while the original certificate is issued after 3 months</p>			

Roles and Responsibilities

Roles and Responsibilities	Description
<p>Customers_</p> <ul style="list-style-type: none"> • At all times, provide accurate documents, contact information, and addresses in line with each application. • To pay all mandatory fees via: www.immigration.gov.ng, and provide evidence of payment at the service window • To fully disclose all necessary information to aid in the application process. • To treat our staff with courtesy and respect. • To seek redress through official mechanisms such as; NIS Contact Centre, Complaint Boxes; and written complaints to mtii 	

Roles and Responsibilities	Description
<p>MTII_</p> <ul style="list-style-type: none"> • To provide service in accordance with international best practice. • Deliver on time and strive to ensure applicant satisfaction. • To notify the applicant appropriately for all scheduled approvals or rejections. • Interacting with applicants/facility seekers thereby requesting feedbacks for opportunities for improvement and also continuously working to improve quality of service. • Effective and efficient complaint resolution/redress mechanism via our Call Centre Lines: 	

Service Hours

Service Hours	Description
<p>Hours of Operations</p> <ul style="list-style-type: none"> • Unless otherwise stipulated, the coverage period for the performance levels cited herein will be recorded only for the periods specified as the above Hours of Operation. 	<p><i>Business Premises Registration</i> <i>Monday-Friday</i> <i>8:00hrs _ 16hrs</i></p> <p><i>Registration of Cooperative Societies</i></p>

Service Level Targets

Target Areas	Service Level Target	Turn Around Time	Alternative Service Mode(s)
1. Service Downtime (Regular scheduled Maintenance)	To function effectively and securely, applications and the systems that support them must undergo regular planned maintenance and updates, whenever possible, hitch free availability is not guaranteed in these periods. However, Applicants can contact the customer care for feedback and follow up		

Operational Sustainment Functions

Service Level Category	Description	Availability	Contacts Phone/email
Customer Support	MTII REFORM CHAMPION GRM DESK OFFICERS		

Service Level Category	Description	Availability	Contacts Phone/email
Escalation	When an issue/matter is not handled/resolved by the customer service personnel to the satisfaction of the client, it should be escalated to the Governing body		
Service Level Agreement Changes			

Service Level Category	Description	Availability	Contacts Phone/email
Conflict Resolution	The turnaround time for the resolution of complaints received via any of our Complaints/Grievance Redress Mechanisms is three (3) working days (72hrs). However, the complainant will be informed in the event that the complaint	<i>Monday - Friday 8:00hrs to 16:00hrs</i>	

	cannot be resolved within the stated timeline.		
Service Reviews	This Service Level Agreement shall be reviewed as policies change, in line with the needs of applicant		

Terms and Definitions

Term	Definition
BFA	Business Facilitation (Miscellaneous Provisions) Act, 2022
MDA	Ministries, Departments and Agencies
MTII	Ministry of Trade, Industry and Investment
SLA	Service Level Agreement

SLA Concurrence

The Parties Below approved the Ministry of Trade, Industry and Investment SLA

CATHERINE A-J. BAKO (MRS)

24/12/24

EoDB Reform Champion Name

Reform Champion, Ministry of Trade, Industry & Investment

Signature and Date

Khadijat M. Oshafu 24/12/24

Permanent Secretary, Ministry of Trade, Industry & Investment

Signature and Date