



ABIA STATE GOVERNMENT

Service Level Agreement (SLA)

19th March 2024

For the Grievance Redress Mechanism (GRM) Abia State Government

This Service Level Agreement (SLA) defines the responsibilities, commitments, and timelines for the effective management of grievances and complaints received through the Abia State Grievance Redress Mechanism (GRM).

The SLA was jointly developed and adopted by:

1. **Abia State Ministry of Trade & Investment** – providing sector oversight and policy direction for business-related grievances.
2. **Abia State Board of Internal Revenue Service (SBIRS)** – ensuring tax and revenue-related complaints are addressed without undue enforcement actions.
3. **Abia State Ministry of Justice** – providing legal backing, arbitration support, and enforcement safeguards in line with applicable laws.

By signing this Agreement, the undersigned confirm that the GRM will operate in a transparent, fair, and timely manner, with clear escalation pathways for unresolved grievances.

Signatories

For: Abia State Ministry of Trade & Investment

Name: Hon Kingsley Chibueze Nwokocha

Designation: Commissioner for Trade & Investment

Signature:

Dated: 19th March 2024

For: Abia State Board of Internal Revenue Service (SBIRS)

Name: Prof Udochukwu G. Ogbonna, PhD; FCA

Designation: Executive Chairman, SBIRS

Signature:

Dated: 19th March 2024

For: Abia State Ministry of Justice

Name: Hon. Ikehukwu Uwanna

Designation: Honourable Attorney-General & Commissioner for Justice

Signature:

A handwritten signature in blue ink, appearing to read 'Ike U.' with a stylized flourish at the end.

Dated: 19th March 2024