

MINISTRY OF INDUSTRY AND SMEs

NEW GOVERNMENT SECRETARIAT, OGURUBE LAYOUT, UMUAHIA.

SERVICE LEVEL AGREEMENT (SLA)

Between Ministry of Industry and SMEs

& (Customer)

1. Introduction

This Service Level Agreement (SLA) is entered into by Abia State Ministry of Industry and SMEs and for clear understanding of both parties' responsibilities

2. Objective

The purpose of this SLA is to define the terms and conditions under which Ministry of Industry and SMEs will provide services to its customer for efficient service delivery

3. Scope of Services

With regards to services, the ministry of Industry and SMEs agrees to provide the following services to the customer;

- Guide on starting a business
- Training and capacity building programs for Entrepreneurs and SME Operators
- Facilitation of access to finance through grants, loans, and building partnership with financial institutions

4. Quality of Service

The ministry will conduct and provide services in the most professional manner

5. Customer Responsibilities

- **Timely Payments:** The customer agrees to pay all bills for services provided by the ministry on time. Fees payable is as stated in the guidelines, timelines and associated cost with starting a business in Abia

state. Other fees for capacity building etc shall be negotiated by the ministry and customers for logistics purposes.

6. Dispute Resolution

Any disputes arising out of this SLA will be resolved through the following process:

- **Negotiation:** Initial attempt to resolve the dispute through direct negotiation between the parties,
- Mediation
- Arbitration
- GRM of the Ministry

7. Governing law

- This SLA is governed by the laws of the Federal Republic of Nigeria.

. Signatures

By signing below, both parties agree to the terms and conditions of this SLA.

Abia State Ministry of Industry and SMEs

[Name, Position]

Date: _____

[Customer Name]:

[Customer Name, Position]

Date: _____

15. Contact Information

Abia state Ministry of Industry and SMEs:

- Customer Service: [Phone Number]
- Email: industryandsmes@abiastate.gov.ng
- Office Address: NEW GOVERNMENT SECRETARIAT, OGURUBE LAYOUT, UMUAHIA

Customer:

- Name: [Customer Name]
- Address: [Customer Address]
- Phone Number: [Customer Phone Number]
- Email: [Customer Email Address]

This document represents a comprehensive agreement between Abia State Ministry of Industry & SMEs and the customer, ensuring clarity, reliability, and mutual understanding of the services and expectations involved.

Michael Enyinnaya Akpara
Hon Commissioner

A handwritten signature in black ink, appearing to read 'Akpara', written in a cursive style. The signature is positioned to the right of the printed name and title.