**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.

Signed

Hon. Commissioner

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