

**MINISTRY OF TRADE AND INVESTMENT**

**STATE SECRETARIAT, UMUAHIA**

**SERVICE LEVEL AGREEMENT (SLA)**

**Between Abia State Ministry of Trade and Investment**

**And**

[**Customer Name]**

**Introduction**

This Service Level Agreement (SLA) is an agreement between Abia State Ministry of Trade and Investment and ............... for clear understanding of both parties’ responsibilities, rights and powers

**Purpose**

The objective of this SLA is to set out clearly the terms and conditions provided by the ministry of Trade and Investment for its business processes / activities in Abia State.

**Scope of Services**

1. Loading and off-loading of goods
2. Allocation of shops
3. Control of movement of Produce across boundaries
4. Registration of Business premises
5. Registration of cooperative societies

**The Responsibilities /Powers of the Ministry include**:

• Inspection of Loading and off- Loading terminals for conformity to standards

• Checking of standard of goods

• Assessment of fees

* Inspection/Approval of business premises
* Setting of conditions for registration of cooperative societies
* Charges/Fees are as contained in the of Abia State Revenue Administration Law, 20----

**Customer Responsibilities**

• Timely Payments: The customer agrees to pay annual and/ or renewal fees where necessary

• Ensures that the right goods are loaded or off loaded.

• Ensures that loading and off -loading takes place at the appropriate points

* Ensures that business premises are approved
* Payment of appropriate fees

**Dispute Resolution**

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

• Negotiation: Both parties are required to demonstrate reasonableness, and professionalism in handling disputes.

* Mediation
* Arbitration
* Ministry’s GRM

**Signatures**

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

Abia State Ministry of Trade and Investment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

[Name, Position]

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

[Customer Name]:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

[Customer Name, Position]

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**15. Contact Information**

**Abia State Ministry of Trade and Investment**

**• Customer Service: [Phone Number]**

**• Email: [Email Address]**

**• Office Address: [Office Address]**

**Customer:**

**• Name: [Customer Name]**

**• Address: [Customer Address]**

**• Phone Number: [Customer Phone Number]**

**• Email: [Customer Email Address]**

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