



OFFICE OF THE SURVEYOR GENERAL

MINISTRY OF LANDS AND HOUSING, ABIA STATE

Service Level Agreement (SLA)

Between Office of Surveyor General

And

[Customer Name]

1. Introduction

This Service Level Agreement (SLA) is entered into by The Office of Surveyor General, Abia State and for clear understanding of both parties' responsibilities

2. Objective

The purpose of this SLA is to define the terms and conditions under which Office of Surveyor General will provide services to its customer for efficient service delivery

3. Scope of Services

With regards to services, Office of the Surveyor General agrees to provide the following services to its customer

- Survey Lifting
- Beacon Re-establishment

4. Quality of Service

The ministry will conduct and provide its 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 survey lifting in Abia state. Other fees for beacon re-establishment are Twenty thousand naira per beacon, and application guidelines are the same with Survey lifting.

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, & Abia State Urban & Regional Planning. Board/Planning Authorities Law, Cap 40 Vol. II Laws of Abia State of Nigeria 2005, (as amended)

• Signature:

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

Abia State Office of Surveyor General

[Name, Position]

Date: _____

[Customer Name]:

[Customer Name, Position]

Date: _____

8. Contact Information

Abia State Office of Surveyor General

- Customer Service: [Phone Number]
- Email:
- 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 Office of the Surveyor General and the customer, ensuring clarity, reliability, and mutual understanding of the services and expectations involved.



SURV. AGBARONYE KELECHI
Abia State Surveyor General
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