



MINISTRY OF LANDS AND HOUSING

ABIA STATE

Service Level Agreement (SLA) ON LAYOUT PLAN

Between Ministry of Lands and Housing

And

[Customer Name]

1. Introduction

This Service Level Agreement (SLA) is entered into by The Ministry of Lands and Housing, 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 Ministry of Lands and Housing will provide services to its customer for efficient service delivery

3. Scope of Services

With regards to services, Ministry of Lands and Housing (Town Planning Dept) agrees to provide the following services to its customer

- **Layout Plan**

4. Quality of Service

The ministry will conduct 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 Layout plan in Abia state.

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)

. Signatures

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, Town Planning Dept, Ministry of Lands and Housing

- 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 Ministry of Lands and Housing, Abia State and the customer, ensuring clarity, reliability, and mutual understanding of the services and expectations involved.



Signed

Director, Town Planning, Abia State Ministry of Lands and Housing

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