



MINISTRY OF TRADE AND INVESTMENT

STATE SECRETARIAT, Port Harcourt Road, OWERRI

SERVICE LEVEL AGREEMENT (SLA)

Between Imo State Ministry of Trade and Investment

And

[Customer Name]

Introduction

This Service Level Agreement (SLA) is an agreement between Imo 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 Imo State.

Scope of Services

- a. Loading and off-loading of goods
- b. Allocation of shops
- c. Control of movement of Produce across boundaries
- d. Registration of Business premises
- e. Registration of cooperative societies

The Responsibilities /Powers of the Ministry include:

- Inspection of Loading and off- Loading terminals for conformity to standards
- Checking 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 pages 72-74 of Imo State Revenue Administration Law, 2021

Customer Responsibilities

- Timely Payments: The customer agrees to pay whether annual or renewal fees where necessary
- Ensures that the right goods are loaded or off loaded.
- Ensures that loading and off -loading take 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.

Imo State Ministry of Trade and Investment

[Name, Position]

Date: _____

[Customer Name]:

[Customer Name, Position]

Date: _____

15. Contact Information

Imo 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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