



MINISTRY OF LANDS, SURVEY AND PHYSICAL PLANNING, OWERRI

Block 7, State Secretariat, P/H Road, Owerri

Service Level Agreement (SLA) on Layout Plan

**Between Ministry of Lands, survey and Physical Planning, Owerri
And
[Customer Name]**

1. Introduction

This Service Level Agreement (SLA) is entered into by The Ministry of Lands, Survey and Physical Planning Housing, Imo 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 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 Imo 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, &

Signatures

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

Town Planning Dept

[Name, Position]

Date: _____

[Customer Name]:

[Customer Name, Position]

Date: _____

15. Contact Information

Imo state, Town Planning Dept, Ministry of Lands, Survey and Physical Planning

- Customer Service: [Phone Number]
- Email:
- Office Address: State Secretariat, P/H Rd, Owerri

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, Survey and Physical Planning, Imo State and the customer, ensuring clarity, reliability, and mutual understanding of the services and expectations involved.

Signed

Director, Town Planning, Imo State Ministry of Lands, Survey and
Physical Planning

Published 2023