



KIPA

Kwara State Investment
Promotion Agency

AFTERCARE AND INVESTOR RETENTION STRATEGY

KOGI STATE AFTERCARE & INVESTOR RETENTION STRATEGY



kipa.kw.gov.ng

Presented by:

KWARA STATE INVESTMENT PROMOTION AGENCY (KWIPA)

Date:

Friday 26, December

Table of Contents

→ Executive Summary	03
→ Introduction	04
→ Criteria for Prioritising Investors	05
→ Aftercare and Retention Services	06
→ Monitoring, Evaluation, and Key Performance Indicators	07
→ Conclusion	08



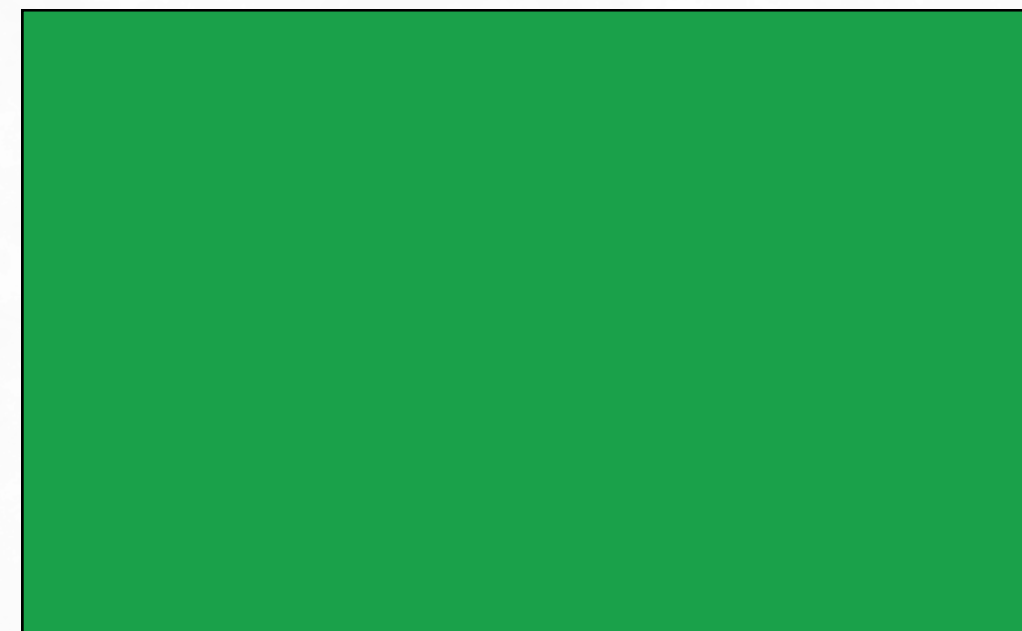
EXECUTIVE SUMMARY

The Kwara State Investment Promotion Agency (KWIPA) Aftercare and Investor Retention Strategy provides a structured framework aligned with the States Action on Business Enabling Reforms (SABER) Program requirements. The Strategy institutionalizes mechanisms for systematic investor engagement, issue tracking, resolution, and reporting in line with Disbursement-Linked Indicator (DLI) verification standards.



INTRODUCTION

This Strategy supports the State's obligation under SABER to strengthen the business enabling environment through predictable, transparent, and responsive investor services. It operationalises structured aftercare, grievance redress, and monitoring systems required for DLI achievement.



PRIORITISATION CRITERIA



Investors are prioritised using a Responsible, Inclusive, Balanced, and Sustainable (RIBS) framework to ensure alignment with SABER objectives on inclusive growth, job creation, and private sector participation.



AFTERCARE SERVICES

Strategic objectives provide measurable milestones for success. They act as checkpoints to track progress and performance.

By setting SMART (Specific, Measurable, Achievable, Relevant, Time-bound) goals, organizations create accountability and clarity.



MONITORING AND KPIS

Monitoring and evaluation follow SABER DLI evidence standards, capturing quantitative and qualitative indicators including number of investors supported, grievances resolved within timelines, reinvestment facilitated, and stakeholder engagements conducted.



CONCLUSION

This Strategy strengthens Kwara State's compliance with SABER DLIs by embedding sustainable aftercare systems that improve investor confidence, retention, and reinvestment outcomes.



Contact Us:



kpa.kw.gov.ng

Appendix1

KWARA STATE INVESTMENT PROMOTION AGENCY (KWIPA)

AFTERCARE & INVESTOR RETENTION – IMPLEMENTATION ACTION PLAN					
Action Area	Key Activities	Responsible Entity	Timeline	Expected Output	SABER DLI Link
Institutional Setup	Establish Aftercare Desk & GRM SOPs	KWIPA / MDAs	Q1	Operational Aftercare & GRM system	DLI – Investor Services
Investor Mapping	Develop investor registry & prioritisation database	KWIPA	Q1–Q2	Verified investor database	DLI – Transparency
Stakeholder Engagement	Quarterly investor forums & dialogues	KWIPA / Private Sector	Quarterly	Documented engagement sessions	DLI – Private Sector Engagement
Grievance Resolution	Register, track, resolve investor complaints	KWIPA / MDAs	Continuous	100% issues resolved within timelines	DLI – GRM
Policy Advocacy	Identify constraints & propose reforms	KWIPA	Q2–Q4	Policy notes & reform actions	DLI – Regulatory Reform
Monitoring & Reporting	Quarterly & annual aftercare reports	KWIPA	Quarterly / Annual	Verified SABER reports	DLI – Reporting

Annex II

KWARA STATE INVESTMENT PROMOTION AGENCY (KWIPA)

AFTERCARE & INVESTOR RETENTION STRATEGY RESULTS MATRIX / LOGICAL FRAMEWORK (SABER-ALIGNED)				
Results Level	Performance Indicators	Means of Verification	Baseline	Targets (2025)
Impact	Improved business enabling environment and investor confidence in Kwara State	SABER DLI reports; investor perception surveys	Fragmented aftercare support	Predictable and institutionalized aftercare system
Outcome	Increased investor retention and reinvestment by existing firms	Reinvestment records; aftercare engagement reports	Limited reinvestment tracking	Year-on-year increase in retained and expanded investments
Output 1	Number of investors receiving structured aftercare support	Aftercare service logs; investor registry	Ad-hoc investor support	Minimum of 4,500 investors supported annually
Output 2	Percentage of registered investor grievances resolved within agreed timelines	GRM database; resolution reports	No standard GRM	100% issues resolved within timelines
Output 3	Number of investor forums, sector dialogues, and engagement sessions conducted	Attendance registers; minutes of meetings	Irregular engagements	At least four (4) structured engagements annually
Process	Functional GRM, monitoring, and reporting systems operationalised	Approved SOPs; system screenshots; quarterly reports	Non-standardised systems	Fully operational and routinely reported

AHMADU BELLO
HOUSE



KIPA

Kwara State Investment
Promotion Agency

KWARA STATE
GOVERNMENT

Publication supported by:



