



KWARA STATE GOVERNMENT
MINISTRY OF BUSINESS INNOVATION AND TECHNOLOGY
SULU GAMBARI ROAD, PMB,1374, ILORIN, KWARA STATE

SERVICE LEVEL AGREEMENT (SLA)

**Between Kwara State Ministry of Business Innovation and
Technology**

And

[Customer Name]

Introduction

This Service Level Agreement (SLA) is an agreement between Kwara State Ministry of Business Innovation and Technology and for clear understanding of both parties' responsibilities, rights and powers

Purpose

This SLA's objective is to clearly set out the terms and conditions provided by the Ministry of Business Innovation and Technology for its business processes/activities in Kwara 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 Kwara State Consolidated Revenue Law, 2022

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.

Kwara State Ministry of Business Innovation and Technology

[Name, Position]

Date: _____

[Customer Name]:

[Customer Name, Position]

Date: _____

15. Contact Information

Kwara State Ministry of Business Innovation and Technology

- **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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