

MINISTRY OF COMMERCE, TRADE AND INVESTMENT

Address: Ja Abdulkadir State Secretariat Complex, I.B.B. Way
Dandagoro, Katsina, Katsina State

Email Address: info@mocit.kt.gov.ng

SERVICE LEVEL AGREEMENT (SLA) ON: BUSINESS PREMISES REGISTRATION

S/N	SERVICE RENDERED	TIMELINE
1.	Working Day(s)	Monday to Thursday 08:30am - 03:30pm Fridays 09:00am - 01:00pm
2.	Collection of form(s)	To be obtain upon completion of download or request
3.	Site Inspection	Within 24hrs
4.	Due Diligent	To be completed within 24hrs
5.	Annual/Initial Payment of Business premises fees should be made through the designated Banks	Within 24hrs
6.	Payment Receipt	Will be Issued Instantly
7.	Certificate to be Issued	Within 48hrs
8.	Rules for Upcoming Changes.	Any upcoming changes will be communicated to the general public a month to the effectives date of the change(s).



Bello Abubakar

Director of Investment

For: Hon. Commissioner.

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GRIEVANCE REDRESS MECHANISM (GRM)

1. Address: State Secretariat Complex Katsina
Katsina State
2. Working Hours: Monday to Thursday 9:00am to 3:30pm
3. Contact Person: Grievance Redress Officer
Rayyanatu Lawal
4. Contact No.: 08037394603
5. Email Address: info@mocit.kt.gov.ng

6. STEPS FOR REDRESS MECHANISM:

Working Day(s)

Monday to Thursday 08:30am - 03:30pm Fridays 09:00am - 01:00pm

STAGE	ACTION	RESPONSIBLE PARTY	TIMEFRAME
Submission	File grievance in writing or online	Grievant (Traders)	Within 7 days
Acknowledgment	Receive acknowledgment of grievance	Grievance Redressal Officer	Within 2 business days
Investigation	Conduct thorough investigation	Grievance Redressal Team	Within 7 days
Resolution	Communicate resolution to the grievant	Grievance Redressal Officer	Within 10 days
Appeal	If unsatisfied, file an appeal	Appellate Authority	Within 14 days of resolution communication
Appeal Resolution	Communicate appeal resolution	Appellate Authority	Within 14 days of appeal submission



Belio Abubakar
Director of Investment
For: Hon. Commissioner.

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