



KATSINA STATE MINISTRY OF COMMERCE, TRADE, AND TOURISM
SERVICE LEVEL AGREEMENT

1. Introduction

This Service Level Agreement (SLA) outlines the services provided by the Katsina State Ministry of Commerce, Trade, and Tourism (MoCTT) and the standards of service delivery to businesses and individuals engaging with the Ministry. It establishes the responsibilities and commitments of both parties in ensuring transparent, efficient, and timely service.

2. Service Scope

The services provided under this SLA include:

- Issuance of Business Premises Permits, renewal of permits, and collection of levies.
- Compliance with the relevant laws and regulations governing commerce, trade, and tourism in Katsina State.
- Promotion of transparent and accountable service delivery across all business activities in the state.

3. Objectives

The primary goals and objectives of this SLA are:

- Ensure compliance with relevant state laws and regulations.
- Streamline the process for obtaining permits, renewing licenses, and paying levies.
- Facilitate transparency and efficiency in all dealings with MoCTT.
- Strengthen the relationship between MoCTT and business entities through reliable service delivery.

4. Stakeholders

The stakeholders of this SLA include:

- Katsina State Ministry of Commerce, Trade, and Tourism (MoCTT).
- Business entities operating within Katsina State, including private limited liability companies (LTD), public limited liability companies (PLC), and unlimited companies.
- The general public engaged in commerce, trade, and tourism activities within Katsina State.

5. Service Details

| S/N | Department | Service | Cost (NGN) | Beneficiaries | Requirements/Procedures | Response Time | Validity |
|-----|----------------------------------|-------------------------------------|------------|---------------------------------------|---|----------------|----------|
| 1 | Department of Commerce and Trade | Permit for Business Premises | 10,000 | Private LTD, PLC, Unlimited Companies | 1. Complete and submit Business Permit Application form. 2. Provide Company Registration Certificate, proof of address, ID of company directors. 3. Pay the fee at designated banks using a generated payment code. 4. Present payment receipt. 5. Notification of approval for collection. | 5 working days | 1 year |
| 2 | Department of Commerce and Trade | Renewal of Business Premises Permit | 5,000 | Private LTD, PLC, Unlimited Companies | 1. Submit Renewal form. 2. Provide previous permit, proof of address, and updated company info (if any). 3. Pay at designated banks. 4. Present receipt. 5. Notification of approval. | 3 working days | 1 year |
| 3 | Department of Commerce and Trade | Economic Development Levy | 20,000 | Private LTD, PLC, Unlimited Companies | 1. Submit Economic Development Levy form. 2. Physical assessment of premises. 3. Pay levy at designated banks. 4. Present receipt. 5. Notification of approval. | 7 working days | 1 year |

6. Service Standards

- **Eligibility:** All companies legally registered and operating within Katsina State.
- **Operating Hours:** Services are available from 9:00 AM to 4:00 PM, Monday to Friday (excluding public holidays).
- **Locations:** The Ministry's offices and designated bank branches.

7. Responsibilities

- **MoCTT Responsibilities:**
 - Provide clear guidelines for obtaining permits, renewals, and paying levies.
 - Ensure efficient service delivery and uphold transparency in all transactions.
 - Review applications within the stipulated timeframes.
 - Issue permits and acknowledgments promptly after approval.
 - **Business Responsibilities:**
 - Submit accurate and complete documentation as required by the Ministry.
 - Pay the applicable fees on time and provide the correct payment codes and receipts.
 - Adhere to all laws and regulations governing commerce, trade, and tourism in Katsina State.
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8. Performance Metrics

- **Response Time:** All applications for permits, renewals, and levies will be processed within the stipulated response times outlined in the service details.
 - **Customer Satisfaction:** The Ministry will aim for at least 90% customer satisfaction based on feedback.
 - **Compliance:** The Ministry expects full compliance with the requirements for permits and levy payments from all businesses.
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9. Remedies for Default

In the event of non-compliance or failure to deliver services within the stipulated timeframes, businesses and individuals may seek remedies through the Ministry's Grievance Redress Mechanism. Complaints may be lodged in person, via email, or through the designated portal.

10. Penalties for Non-Compliance

- **MoCTT:** If the Ministry fails to issue permits or approvals within the agreed timelines without valid reasons, the applicant will be entitled to escalate the matter to higher authorities within the Ministry.
 - **Business Entities:** Failure to comply with application procedures or failure to provide necessary documentation may lead to delays or rejection of the application.
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11. Dispute Resolution

Disputes arising from the interpretation or application of this SLA will be resolved through negotiation between the parties involved. If unresolved, the matter may be referred to the Katsina State Ministry of Justice.

12. Validity and Review

This SLA is valid for one year from the date of signing. It will be reviewed annually or as needed to reflect any changes in policy, service requirements, or procedures.

13. Signatories

- **Katsina State Ministry of Commerce, Trade, and Tourism Representative:**
Signature: _____
Name: _____
Date: _____
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For inquiries or complaints please contact

Office Address:

Dr Garba JA Abdulkadir state Secretariat complex Katsina state,
between 8:00 am and 4:00 pm, Monday - Friday, excluding public holidays
Phone Number: +2348167818740, +2349040008825
e-mail: info@mocit.gov.ng <https://mocit.kt.gov.ng/>

Signature

Commissioner, Ministry of Commerce, Trade and Tourism
22nd October, 2023