



EKITI STATE GOVERNMENT

MINISTRY OF TRADE, INDUSTRY, INVESTMENT AND COOPERATIVES

Service Level Agreement (SLA) For the Inter-State Movement of Goods and Services in Ekiti State

Effective Date: 24th December, 2024

Parties Involved:

- Ekiti State Ministry of Trade, Industry, Investment and Cooperatives
 - Ministry of Justice
 - Ekiti State Internal Revenue Services
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1. Purpose

This Service Level Agreement (SLA) delineates the specific terms and conditions governing the inter-state movement of goods and services within and beyond the boundaries of Ekiti State. It aims to establish a structured framework that promotes efficiency and transparency in all operations relating to the inter-state movement of goods and services. The SLA outlines the responsibilities of all parties involved in the transportation processes, ensuring that they adhere to relevant legal and regulatory requirements. Additionally, it defines key performance metrics, monitoring procedures, and compliance protocols to ensure that all transactions are executed smoothly and ethically while mitigating risks associated with the movement of goods and services. This agreement is intended to facilitate a seamless flow of commerce while maintaining accountability and fostering trust among stakeholders.

2. Scope of Agreement

This SLA applies to all entities involved in the transportation/haulage, handling, and delivery of goods and services moving to or from Ekiti State, including but not limited to:

- Traders
 - Truckers/Commercial goods carriers/Logistics companies
 - Manufacturers and distributors
 - Service providers facilitating inter-state trade
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3. Responsibilities of the Ekiti State Government

The Ekiti State Government agrees to:

1. **Regulatory Compliance:** Ensure all relevant state and federal laws governing inter-state trade are upheld.
 2. **Infrastructure Maintenance:** Provide and maintain necessary road, and communication infrastructure for smooth operations.
 3. **Permit Processing:** Establish efficient systems for issuing permits for the movement of restricted goods.
 4. **Security Provision:** Guarantee the safety of goods, services, and personnel by deploying adequate security on transit routes.
 5. **Dispute Resolution:** Offer mechanisms for the resolution of disputes arising from transportation or trade disruptions.
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4. Responsibilities of Trades/Truckers

Traders/truckers agree to:

1. **Compliance with Regulations:** Abide by all state and federal trade, transport, and tax laws, including obtaining required permits and licenses.
 2. **Timely Delivery:** Ensure the punctual delivery of goods and services as per agreed timelines with Clients.
 3. **Safety Standards:** Implement measures to protect goods in transit and ensure personnel safety.
 4. **Documentation:** Maintain accurate records of goods being transported, including waybills and invoices.
 5. **Accurate Declarations:** Provide accurate and truthful information regarding goods and services to be transported.
 6. **Payment Obligations:** Fulfil all financial obligations related to transport and regulatory fees.
 7. **Collaboration:** Cooperate with transport providers and regulatory authorities to ensure seamless operations.
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5. Performance Standards

- **Permit Issuance Timeframe:** Permits for restricted goods must be processed within 48 hours.
 - **Delivery Timeframe:** Transport operators must achieve a minimum on-time delivery rate of 95%.
 - **Response Time for Incidents:** Ekiti State must address reported incidents (e.g., theft, delays) within 24 hours.
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7. Monitoring and Reporting

- The Ekiti State Ministry of Transport, in collaboration with the Ministry of Trade, Industry, Investment, and Cooperatives, as well as other relevant governmental agencies, will conduct regular assessment and check. These audits aim to assess and ensure compliance with the Service Level Agreement (SLA). The process will involve thorough evaluations of operational practices, adherence to agreed-upon standards, and the implementation of best practices. By doing so, we aim to promote accountability, efficiency, and continuous improvement in service delivery across all involved sectors.
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8. Penalties for Non-Compliance

- **For Trader/Truckers:**
 - Fines or suspension of operating licenses for repeated violations.
 - Confiscation of goods and legal action for falsified documentation or non-compliance.
 - **For Government Agencies:**
 - Public accountability measures for failures in meeting stated obligations.
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9. Dispute Resolution

Any disputes arising under this SLA shall be resolved through the investigation and resolution process of the Trade Grievance Redress Mechanism by the Ekiti State Ministry of Trade, Industry, Investment, and Cooperatives. The disputes shall be resolved within 30 days.
