



EKITI STATE GOVERNMENT



Service Level Agreement (SLA)

MINISTRY OF TRADE, INDUSTRY, INVESTMENT, AND COOPERATIVES

Effective Date: December, 2024



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1. Introduction/Definition

- 1.1. In this Agreement, clause headings and sub-headings are for convenience and shall not be used to interpret such Agreement, unless the context clearly indicates a contrary intention.
- 1.2. Any expression which denotes any gender includes the other gender.
- 1.3. **A Service Level Agreement (SLA)** is a contract between a service provider and a customer that outlines the level of service that the provider is expected to deliver. It typically includes details such as the services provided, performance metrics, uptime guarantees, response times, and penalties for not meeting the agreed-upon standards
- 1.4. The following expressions shall bear the meanings assigned to them below:
- 1.4.1. **“Agreement”** means this agreement together with all annexes as may be amended from time to time;
- 1.4.2. **“Business Day”** means any day other than a Saturday, Sunday or official public holiday;
- 1.4.3. **“Entity”** includes any association, business, close corporation, sole propriety, company, concern, enterprise, firm, partnership, joint venture, person, trust, undertaking, voluntary association and any other similar entity;
- 1.4.4. **“COMPANY”** means a private company with limited liability incorporated and registered under the laws of the Federal Republic of Nigeria;
- 1.4.5. **“Month”** means a calendar month, being one of the 12 (twelve) periods into which a year is divided;
- 1.4.6. **“Services”** mean the services provided by the Ekiti Ministry of Trade, Industry,



Investment and Cooperatives to customers/applicants and as described in this Agreement and the annexes hereto;

2. Agreement Overview

This Agreement represents a Service Level Agreement (“SLA” or “Agreement”) between *Ekiti State Ministry of Trade, Industry, Investment & Cooperatives (therein referred to as Ministry)* and Customers/clients for the provisioning of services required to support and sustain the products or services of the customers (business owners, traders for inter-state movement of goods, small traders, other stakeholders) in Ekiti State. This SLA is prepared by the State Ministry of Trade, Industry, Investment and Cooperatives in collaboration with Ekiti State Internal Revenue Services and the State Ministry of Justice.

This Agreement remains valid until superseded by a revised agreement to be produced by the Agency and mutually endorsed by the stakeholders. The Agreement describes the key services provided by the Ekiti State Ministry of Trade, Industry, Investment and Cooperatives (MTIIC). And the standards we have committed to in terms of service delivery to our end users. This Agreement outlines the parameters of all services covered as they are mutually understood by the primary stakeholders. This Agreement does not supersede current processes and procedures unless explicitly stated herein.

3. Goals & Objectives

The **purpose** of this Agreement is to ensure that the proper elements and commitments are in place to provide consistent regulatory services, support and delivery by the Ministry of Trade, Industry, Investment and Cooperatives. This SLA establishes a clear understanding of



the services provided by the Ministry to its clients, setting performance standards, responsibilities, and mechanisms for monitoring and evaluating service delivery.

The **goal** of this Agreement is to obtain mutual agreement for service provision between the Ministry and Customer(s).

The **objectives** of this Agreement are to:

- Provide clear reference to service ownership, accountability, roles and/or responsibilities.
- Present a clear, concise and measurable description of service provision to the customer.
- Match perceptions of expected service provision with actual service support & delivery.
- Define the services standards that the Ministry is expected to meet regarding interstate trade.

4. Scope of Services

Established in 1996 following the creation of Ekiti State, the Ministry of Trade, Industry, Investment, and Cooperatives (formerly Ministry of Commerce, Industry and Cooperatives) is saddled with the responsibility of ensuring the continued economic buoyancy of Ekiti State as well as developing and promoting good livelihoods for the people. The Ministry is divided into Administration and Supply, Finance and Account, Small and Medium Industries, Trade, Cooperative Services and Industrial Advisory Services and Planning, Research and Statistics Departments. Each of the departments plays a part in securing an economically viable atmosphere for the people of Ekiti through Commerce, Industries and Cooperatives. The Ministry has embarked on various



projects ranging from investment promotion, cooperative activities and promotion of Micro, Small and Medium Enterprises, capacity building for SMEs and entrepreneurship development programmes to achieve its objectives in the State. The Ministry is committed to fostering economic development in Ekiti State through the following key services:

- Business premises registration and licensing.
- Support for small and medium-sized enterprises (SMEs).
- Promotion of industrial development and investment opportunities.
- Oversight and support for cooperative societies.
- Grievance Redress, advisory and training services for trade and industrial growth.
- Provision of incentives for local and foreign investors.

5. Vision and Mission

VISION - To position Ekiti State on an enviable map of Economic and Industrial development and to translate the policy and Industrial development goals into reality

MISSION - Harnessing the abundant human and material resources for the economic emancipation of Ekiti State.

6. Performance Standards

The Ministry commits to the following service levels:

Service	Performance Metric	Target/timeline for response
i.Processing Business Premises Registration	Turnaround time	Within 10 business days of submission ¹
ii.Registration of Cooperative societies in the State;	Response and issuance time	Within 15 business days
iii.Provision and facilitation of credit facilities to MSME operators in the State	Frequency	Subject to availability
iv. Trade Grievance Redress Mechanism (inter-state trade)	Turnaround time	Within 30 business days of submission of Grievance

¹ The Regulatory process to obtain Business Premises Permit is attached

7. Roles and Responsibilities

The Ministry Shall:

- Deliver services promptly and transparently.
- Provide accessible communication channels for inquiries and complaints.
- Maintain confidentiality and professionalism in all transactions.
- Provide a Grievance Redress Mechanism to address complaints arising from the Ministry and its services.
- Ensure compliance with all applicable laws and policies.

The Client Shall:

- Provide accurate and complete documentation for service requests.
- Adhere to stipulated regulations and procedures.
- Offer feedback to improve service delivery.

8. Service Hours

- Office Hours: Monday to Friday, 8:00 AM – 4:00 PM (excluding public holidays).
- Communication Channels:
 - Phone: 08031127787
 - Email: miti@ekitistate.gov.ng; mtiic@ekitistate.gov.ng
 - Website: www.ekitistate.gov.ng; <https://www.ekitistate.gov.ng/executive-council/mdas/investments-trade-and-industry#contact-us>

9. Grievance Redress Mechanism (GRM)/Complaint Resolution

The grievance redress mechanism is a locally based, formalized way to accept, assess and resolve stakeholder feedback or complaints. The Ministry shall have a Grievance Redress Mechanism in place to enable traders/beneficiaries/applicants to raise grievances and seek



redress when they perceive a negative impact arising from the Ministry and its services. The GRM is a way to mitigate, manage, and resolve potential or realized negative impacts submitted by the stakeholders. The Ministry GRM shall address complaints by traders, truckers/transporters, traders for inter-state movement of goods, applicants and other stakeholders.

Grievances are valued by the Ministry because they help it improve its policies, systems and service delivery. The Ministry shall treat all grievances with confidentiality (there are no adverse repercussions for a complainant). All businesses are encouraged to complain if they are dissatisfied or feel aggrieved and note that there is no financial charge for making a grievance.

The components of the Ministry's GRM are stated below:

- **GRM Submission:** complaints or grievances can be submitted manually by visiting the Ministry; or call the GRM hotline on 09038758555. Complaints can also be submitted electronically by visiting the State website www.ekitistate.gov.ng or send an email to tradegrim@ekitistate.gov.ng
- **GRM Response Time:** Acknowledgment of complaints is within 48 hours. Acknowledgement is forwarded promptly to the complainant upon receipt of the grievances (particularly if online).
- **GRM Resolution Time:** Final resolution within 30 business days, subject to the complexity of the issue.
- If dissatisfied, the complaint may choose to escalate the matter. This can be done by referring the dispute to the Office of the Head of Service or the Office of the Honourable Commissioner for Trade, Industry, Investment and Cooperative.

10. Monitoring and Reporting



The Ministry shall implement a comprehensive monitoring system to regularly assess a variety of performance metrics. This system will be designed to evaluate service outcomes, identify areas for improvement, and track progress over time. Additionally, the Ministry will compile and disseminate detailed quarterly reports that not only highlight the performance results but also provide insights into the effectiveness of the services offered, any challenges encountered, and the specific measures being taken to enhance service delivery. These reports will serve as a vital tool for stakeholders to understand the impact of the Ministry's initiatives and ensure accountability in achieving service goals.

11. Review and Amendment

This SLA shall be reviewed and amended as necessary, subject to mutual agreement between the Ministry and its Clients.



**MINISTRY OF TRADE, INDUSTRY, INVESTMENT AND COOPERATIVES,
ADO-EKITI, EKITI STATE
REGULATORY PROCESS FOR REGISTRATION OF BUSINESS PREMISES PERMIT IN EKITI STATE**

Any business premises in urban and rural areas in Ekiti State is required to be registered on the payment of a fee in the first year of registration and subsequent renewals on a yearly basis in line with the Registration of Business Premises Law, 2013 as contained in the State website using the link - <https://ekitistate.gov.ng/hoa/2020/No10of2013.pdf>.

Also pursuant to the Ekiti

State Board of Internal Revenue (First Amendment) Law, 2020 - [https://ekitistate.gov.ng/wp-](https://ekitistate.gov.ng/wp-content/uploads/2020/irsLaw2020.pdf)

[content/uploads/2020/irsLaw2020.pdf](https://ekitistate.gov.ng/wp-content/uploads/2020/irsLaw2020.pdf), all businesses in Ekiti State are required to obtain registration of Business Premises

Permit after payment of required fees. In line with the regulatory document, an owner or occupier of business premises can apply for the permit through the following process:



STEP 1

REGISTRATION/APPLICATION	CONCERNED MDAs	CONTACT PERSON	PROCESSING TIMELINE	COST	REMARK
<p>Start your application by using the channels below</p> <p>Obtain the Registration form from the Business Premises Registrar at Ekiti State Ministry of Trade, Industry, Investment & Cooperative, State Secretariat, Ado-Ekiti for free</p> <p>For details don't hesitate to get in touch with the Registrar- Mr Osundele on 08038380301 or miti@ekitistate.gov.ng; mtiic@ekitistate.gov.ng or download a copy of the Registration of Business Premises Law, 2013 using the link below: https://ekitistate.gov.ng/hoa/2020/No10of2013.pdf</p>	<p>Ministry of Trade, Industry, Investment & Cooperative, Phase II, State Secretariat Complex, Ado-Ekiti</p>	<p>Contact the Registrar Osundele on 08038380301 or miti@ekitistate.gov.ng</p>	<p>In line with section 6(b) of the Law, an owner or occupier of business premises is required to register the business premises within 21 days of the commencement of the business</p>	<p>The application form is free for all businesses</p>	



STEP 2

REQUIRED DOCUMENTS	CONCERNED MDAs	CONTACT PERSON	PROCESSING TIMELINE	COST	REMARK
<p>Prepare all relevant documents:</p> <ul style="list-style-type: none"> a. Duly completed business premises permit application form; b. Photocopy of VALID means of identification c. Most recent passport-sized photograph of the applicant d. Copies of the following documents are required to process the application for the business premises permit: <ul style="list-style-type: none"> i. A copy of the business registration certificate to confirm the existence of the businesses ii. Certificate of Incorporation from the Corporate Affairs Commission (https://corporate.org.ng/steps-to-register-your-business-cac-office-in-ekiti/) iii. Tax Clearance Certificate from Ekiti State Internal Revenue Services 	<p>Ministry of Trade, Industry, Investment & Cooperative, Phase II, State Secretariat Complex, Ado-Ekiti</p>	<p>Contact the Registrar-Mr Osundele on 08038380301 or miti@ekitistate.gov.ng</p>	<p>In line with section 6(b) of the Law, an owner or occupier of business premises is required to register the business premises within 21 days of the commencement of the business. The applicant is expected to submit all required documents not more than 7 days after the application letter</p>		



STEP 3

SITE INSPECTION	CONCERNE DMDAS	CONTACT PERSON	PROCESSING TIMELINE	COST	REMARK
<p>i. Site inspection of the business premises is carried out by the designated inspection officer(s) of the Ministry of Trade and Investment within twenty-four hours of the submission of the application</p> <p>ii. After a satisfactory inspection report, a bill/invoice is generated for the applicant depending on the size, nature and location of the business</p>	<p>Ministry of Trade, Industry, Investment & Cooperative, Phase II, State Secretariat Complex, Ado-Ekiti</p>	<p><i>Contact the Registrar Osundele on 08038380301 or miti@ekitistate.gov.ng</i></p>	<p>Within 24 hours of the submission of the application for a business premises permit</p>		



STEP 4

PAYMENT AND SUBMISSION	CONCERNED MDAS	CONTACT PERSON	COST	PROCESSING TIMELINE	REMARK
<p>1. Pay the Business Premises permit fee through the bill/invoice raised using any of the available payment channels:</p> <p>a) through REMITA on https://login.remita.net/remita/onepage/G0000141549/biller.spa</p> <ul style="list-style-type: none"> • fill in as appropriate • make payment <p>b) Any commercial Bank in the State</p> <ul style="list-style-type: none"> • request for a specialized/customized teller with the State's designated IGR Account number • fill the teller • make payment • proceed to the Ekiti State Internal Revenue Service with the filled teller to obtain e-receipt <p>2. Obtain revenue e-receipt from the e-Receipt section of Ekiti State Internal Revenue Service</p>	<p>Ekiti State Internal Revenue Services, Revenue House, Ado-Ekiti.</p>	<p>Contact Mr Kehinde (kehinde.oluwadar@ekitistaterevenue.com) 0806-037-5573</p>	<p>Kindly note the fee varies and is determined by the size, nature, and location of the business as stated in the first schedule (section 11) of Ekiti State Board of Internal Revenue (First Amendment) pages 47-52.</p> <p>For details on charges/fees click on https://ekitistate.gov.ng/wp-content/uploads/2020/irsLaw2020.pdf</p>	<p>48 hours (2 days) after submission</p>	



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3. Submit the duly completed Application Form and evidence of (e-receipt)) directly to Ekiti State Ministry of Trade, Industry, Investment & Cooperative, and all applicable documents detailed in step 2 above

4. Confirmation of Application:

Upon submission of your application form, applicants will be provided a unique Application Reference Number and an Acknowledgement Letter that carries the file number for the application.



STEP 5

ISSUANCE OF PERMIT/CERTIFICATE	CONCERNED MDAS	PROCESSING TIMELINE	REMARK
<ul style="list-style-type: none"> • Successful applicants are notified through text or call within 48 hours (2 days) after submission and payment of required fees • The Business Premises Permit is issued to successful applicants 48 hours (2 days) after submission and payment of the required fee. • WHERE AN APPLICANT HAS NOT BEEN NOTIFIED OF A SUCCESSFUL APPLICATION WITHIN TWO DAYS, HE/SHE SHOULD CONTACT <i>the Registrar-Mr Osundele on 08038380301 or osundelemathew1970@gmail.com or miti@ekitistate.gov.ng, mtiic@ekitistate.gov.ng</i> • Note that the Certificate is renewable annually 	<p>Ministry of Trade, Industry, Investment & Cooperative, Phase II, State Secretariat Complex, Ado-Ekiti</p> <p><i>Contact the Registrar-Mr Osundele on 08038380301 or miti@ekitistate.gov.ng</i></p>	<p>2 Days after submission and payment of required fees</p>	



The end-to-end illustration of the process of obtaining the Business Premises Permit in sequential order is as highlighted in the table below:

SN	ACTIVITY BY	TASKS	RELEVANT MDAS TO INTERACT WITH	REQUIRED DOCUMENTATIONS	OFFICIAL COSTS	TIME FRAME (DAY)
I.	Applicant	Registration and applications for the Business Premises Permit	Ministry of Trade, Industry, Investment & Cooperative, State Secretariat, Ado-Ekiti	Application Letter/form	At no cost. The application form is free for all businesses	The applicant is required to register the business premises within 21 days of the commencement of the business
II	Applicant	Submission of the required	Corporate Affairs Commission, New Iyin Road, Ado Ekiti	(i) Certificate of Incorporation	The applicable costs are determined by the MDAs	The applicant is expected to submit all required documents not more than 7 days after the application letter
		documentation for processing	Ministry of Trade, Industry, Investment & Cooperative, Phase II, State Secretariat Complex, Ado-Ekiti	(ii) Valid proof of Business Registration		
			Ekiti State Internal Revenue Service, Revenue House, Fajuyi, Ado-Ekiti	(iii) Tax Clearance Certificate		
			Applicants	(iv) Other relevant documents		
III.	Business Premise Inspection Officer (Designated)	Verification and Inspections - Inspection of the site of the business	Ministry of Trade, Industry, Investment & Cooperative, Phase II, State Secretariat Complex, Ado-Ekiti <i>Contact the Registrar: Mr Osundele on 0803838301 or miti@ekitistate.gov.ng</i>	Evidence of payment of inspection fees	At no cost to the applicant	Inspection is carried out within 24 hours after the submission of the application with the required documents.



IV	Applicant	Following a successful inspection of the building, the Applicant would make payment for the issuance of the Business Premise Permit	Ekiti State Internal Revenue Service, Revenue House Fajuyi, Ado-Ekiti State	(i) E-receipt (ii) Payment Teller	the fee varies and is determined by the size, nature, and location of the business as stated in the first schedule (section 11) of Ekiti State Board of Internal Revenue (First Amendment) pages 47-52. For details on charges/fees click on https://ekitistate.gov.ng/wp-content/uploads/2020/irslaw2020.pdf	not later than 2 days (48 hours) after submission and successful inspection.
V	Registrar, Business Premises Registration Department	Issuance of the Business Premise Permit	Business Premises Registrar at Ekiti State Ministry of Trade, Industry, Investment & Cooperative, State Secretariat, Ado-Ekiti for free For details please contact the Registrar- Mr Osundele on 08038380301 or miti@ekitistate.gov.ng Osundelemathew1970@gmail.com	Evidence of payment of the required fee for issuance of Permit	No cost implications	within 48 hours (2 days) after payment of require fees

For more information, enquiry or complaints please contact Ekiti State Internal Revenue Services or Ministry of Trade, Industry, Investment & Cooperative, State Secretariat Complex, Ado-Ekiti, between 8:00 am. and 4:00 pm. (Monday - Friday, excluding public holidays) or contact Mr Dele Ogunsemoyin on 08031127787 or send email to mtiic@ekitistate.gov.ng , miti@ekitistate.gov.ng; or visit www.ekitistate.gov.ng

Signed:

**Permanent Secretary,
Ministry of Industry Trade and Investment
24th December 2024**



20/21

**Ministry of Trade, Industry, Investment and Cooperatives,
State Secretariat Complex, Ado-Ekiti**

