



SERVICE LEVEL AGREEMENT (SLA) FOR THE GRIEVANCE REDRESS MECHANISM (GRM) ON INTERSTATE MOVEMENT OF GOODS

This Service Level Agreement (SLA) has been jointly prepared by the Kogi State Ministry of Trade and Investment, the Kogi State Internal Revenue Service (KGIRS), and the Kogi State Ministry of Justice, in collaboration with relevant security agencies. It establishes the framework for the Grievance Redress Mechanism (GRM) on the interstate movement of goods in Kwara State, defining the purpose, scope, standards, roles, and responsibilities of all parties involved.

1. Parties to the Agreement

This Service Level Agreement (“SLA”) is entered into by and between:

- Kogi State Ministry of Trade and Investment (MoTI),
- Kogi State Internal Revenue Service (KGIRS), and
- Kogi State Ministry of Justice (MoJ),

acting collectively on behalf of the Kogi State Government (the State).

2. Purpose of the SLA

The purpose of this SLA is to establish a clear framework for the operation and management of the Grievance Redress Mechanism (GRM) for businesses and transporters engaged in the interstate movement of goods. The GRM will ensure transparency, accountability, and effective dispute resolution.

3. Scope of Services

The services covered under this SLA include:

1. Grievance Intake and Recording
2. Assessment and Resolution

3. Escalation Process
4. Communication of Outcomes
5. Monitoring and Reporting

4. Roles and Responsibilities

- Ministry of Trade and Investment (MoTI): Lead agency and GRM Secretariat.
- Kogi State Internal Revenue Service (KGIRS): Verify taxes, issue e-receipts, resolve revenue disputes.
- Ministry of Justice (MoJ): Provide legal guidance and ensure compliance with laws.

5. Service Standards and Timelines

Acknowledgement of grievance – within 24 hours

Preliminary assessment – within 3 working days

Resolution at MDA level – within 10 working days

Escalation to State GRM Committee – within 15 working days

Quarterly reporting – within 30 days after quarter end

6. Performance Indicators

- % of grievances acknowledged within 24 hours
- % of grievances resolved within 10 working days
- % of complainants satisfied with resolution
- Number of illegal checkpoint/taxation complaints reduced
- Publication of quarterly GRM reports

7. Review and Amendment

This SLA shall be reviewed annually or upon request by any party, in consultation with stakeholders.

8. Effective Date and Duration

This SLA shall come into effect on the date of signature by all parties and shall remain valid for three (3) years, subject to renewal.

9. Signatures

For Kogi State Ministry of Trade and Investment

Hon. Commissioner

For Kogi State Internal Revenue Service (KGIRS)

Executive Chairman

For Kogi State Ministry of Justice

Hon. Attorney-General & Commissioner for Justice

Date: _____