

# Service Level Agreement



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## Glossary of Terms

| Term                                                        | Definition                                                                                                                                                                       |
|-------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>BEEPA</b>                                                | Business Environment Enhancement Programme Accelerator, a regulatory reform initiative coordinated by PEBEC to improve Nigeria's business environment and regulatory efficiency. |
| <b>Business Incorporation</b>                               | The process administered by the Corporate Affairs Commission (CAC) for legally registering a company or business entity in Nigeria.                                              |
| <b>Business Permit</b>                                      | An approval issued by the Federal Ministry of Interior authorising foreign-owned companies to operate business activities in Nigeria.                                            |
| <b>Business Registration Certificate (NIPC Certificate)</b> | A certificate issued by NIPC to qualifying foreign-owned enterprises in accordance with the Nigerian Investment Promotion Commission Act.                                        |
| <b>Customs Advisory</b>                                     | Guidance provided by the Nigeria Customs Service (NCS) on import, export, tariff classification, customs procedures, and trade facilitation requirements.                        |
| <b>DCP</b>                                                  | Digital Coordination Platform used by NIPC and participating agencies for service requests, communication, tracking, reporting, and inter-agency coordination.                   |
| <b>Default Approval</b>                                     | A mechanism through which an investor may be entitled to approval where a participating agency fails to act within the agreed SLA timeline without valid justification.          |
| <b>Desk Officer</b>                                         | A designated officer assigned by a Participating Agency to coordinate and process investor-related requests within the OSIC framework.                                           |
| <b>Economic Development Incentive (EDI)</b>                 | An investment incentive administered by NIPC to support qualifying companies contributing to economic development objectives.                                                    |
| <b>Effective Date</b>                                       | The date on which the SLA becomes operational and binding on all Parties.                                                                                                        |
| <b>Escalation Procedure</b>                                 | The structured process for addressing unresolved complaints, delays, or SLA breaches through higher levels of authority.                                                         |
| <b>Export Certificate Registration</b>                      | The registration process administered by the Nigerian Export Promotion Council (NEPC), enabling businesses to engage in non-oil export activities from Nigeria.                  |
| <b>Expatriate Quota</b>                                     | Approval granted by the Federal Ministry of Interior permitting companies to employ expatriates in specified positions within Nigeria.                                           |
| <b>Focal Agency/Focal Desk</b>                              | An off-site Ministry, Department, or Agency designated to provide advisory, informational, or technical support services to OSIC and investors.                                  |
| <b>Foreign Capital Transfer Guidance</b>                    | Advisory services provided by the Central Bank of Nigeria (CBN) regarding foreign investment inflows, capital importation, and repatriation procedures.                          |
| <b>Industrial Standards Advisory</b>                        | Guidance provided by the Standards Organisation of Nigeria (SON) on applicable product standards, quality requirements, and conformity assessment procedures.                    |
| <b>Inter-Agency Coordination</b>                            | Collaborative engagement among NIPC, OSIC, and Participating Agencies to ensure seamless and efficient service delivery to investors.                                            |
| <b>Inter-Agency Referral</b>                                | The coordinated transfer or escalation of investor requests between participating agencies for efficient service delivery.                                                       |
| <b>Investment Facilitation</b>                              | Administrative, advisory, and coordination services provided to assist investors in establishing, operating, and expanding investments in Nigeria.                               |
| <b>Investor</b>                                             | Any individual, company, or entity seeking investment-related approvals, registrations, incentives, advisory services, or facilitation through NIPC or OSIC.                     |
| <b>MDA</b>                                                  | Ministries, Departments, and Agencies of Government participating in investment facilitation and service delivery under this SLA.                                                |
| <b>Mining Licence</b>                                       | A licence issued by the Ministry of Mines and Steel Development (MMSD) authorising exploration or mining activities in Nigeria.                                                  |
| <b>NAFDAC Regulatory Advisory</b>                           | Guidance provided by NAFDAC regarding registration, approval, and compliance requirements for food, drugs, cosmetics, medical devices, and regulated products.                   |
| <b>NEPZA Licensing</b>                                      | Approval and licensing services provided by the Nigeria Export Processing Zones Authority (NEPZA) for businesses operating within Special Economic Zones.                        |
| <b>NIPC</b>                                                 | Nigerian Investment Promotion Commission, the Federal Government agency responsible for encouraging, promoting, and coordinating investments in Nigeria.                         |
| <b>Oil and Gas Free Zone Facilitation</b>                   | Services provided by OGFZA to support investment and operations within designated oil and gas free zones in Nigeria.                                                             |
| <b>OSIC</b>                                                 | One-Stop Investment Centre established by NIPC to coordinate and facilitate investment-related services through participating agencies.                                          |
| <b>OSIC Secretariat</b>                                     | The coordinating unit within NIPC responsible for managing OSIC operations, monitoring SLA compliance, handling escalations, and facilitating inter-agency collaboration.        |
| <b>Participating Agencies</b>                               | All Ministries, Departments, and Agencies represented within OSIC and bound by the obligations and service standards contained in this SLA.                                      |

|                                     |                  |                                                                                                                                                                                 |
|-------------------------------------|------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>PEBEC</b>                        |                  | Presidential Enabling Business Environment Council responsible for driving reforms aimed at improving the ease of doing business in Nigeria.                                    |
| <b>Qualifying Expenditure (QCE)</b> | <b>Capital</b>   | Approved capital expenditure incurred on qualifying assets and utilised in determining eligibility for applicable tax incentives and capital allowances.                        |
| <b>Regulatory Advisory</b>          |                  | Information and guidance provided by Participating Agencies to assist investors in understanding and complying with applicable laws, regulations, and procedures.               |
| <b>Service-Level (SLA)</b>          | <b>Agreement</b> | A formal agreement establishing defined service standards, timelines, responsibilities, and accountability mechanisms among the Parties.                                        |
| <b>Service User</b>                 |                  | Any investor, client, or stakeholder accessing services provided under this SLA.                                                                                                |
| <b>SLA Breach</b>                   |                  | Failure by a Party to meet agreed timelines, service standards, or obligations outlined in this SLA.                                                                            |
| <b>Stakeholder</b>                  |                  | Any individual, institution, or organisation with an interest in investment facilitation, regulatory coordination, or service delivery under this SLA.                          |
| <b>SWIP Portal</b>                  |                  | The online Single Window Investment Portal managed by NIPC for submission and processing of investment-related applications and services.                                       |
| <b>Technical Advisory</b>           |                  | Expert guidance provided by relevant agencies on sector-specific operational, regulatory, or investment matters.                                                                |
| <b>Turnaround Time (TAT)</b>        |                  | The maximum time within which a service request is expected to be processed and concluded under the SLA.                                                                        |
| <b>User Journey Mapping</b>         |                  | A structured representation of the end-to-end process followed by investors or service users in accessing OSIC and agency services.                                             |
| <b>Visa Guidance</b>                |                  | Advisory services provided by the Nigerian Immigration Service (NIS) relating to visa categories, immigration procedures, and entry requirements for investors and expatriates. |

## 1. PREAMBLE

This Service-Level Agreement (SLA) establishes a formal and binding framework for collaboration, coordination, and service delivery among the Nigerian Investment Promotion Commission (NIPC), its One-Stop Investment Centre (OSIC), and all participating Ministries, Departments, and Agencies (MDAs), including designated Focal Agencies.

This SLA establishes a coordinated and binding framework through which the Parties shall collaborate to ensure the efficient, timely, and transparent delivery of investment-related services to investors, clients, and other stakeholders.

## 2. PARTIES TO THE AGREEMENT

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

- The Staff of the Nigerian Investment Promotion Commission (NIPC), located at Plot 1181 Aguiyi Ironsi Street, Maitama District, Abuja, including all its Zonal Offices across the country, charged with the responsibility of carrying out the day-to-day activities of the Commission, including but not limited to handling correspondence, responding to enquiries, NIPC registration and processing investment incentives;
- The One-Stop Investment Centre (OSIC), responsible for coordinating, managing, and facilitating investment-related services across all participating agencies;
- Participating agencies, comprising Ministries, Departments, and Agencies (MDAs) represented at the OSIC, are listed in schedule I.
- Designated off-site Focal Officers who primarily provide advisory and information support services are listed in schedule II.
- Investors, clients, and stakeholders are expected to engage with the Parties in good faith by providing accurate and complete information, complying with applicable regulatory requirements, and adhering to established processes and timelines to facilitate effective service delivery.

Each of the above shall be collectively referred to as the “Parties” and individually as a “Party.”

## 3. PURPOSE AND SCOPE

The purpose of this SLA is to:

- Define minimum service standards and precise response timelines for all agency services to investors.
- Divide each SLA into timelines, costs, required documents, and step-by-step processes.
- Map investor journeys.
- Provide a framework for management approval, public communication, and ongoing monitoring of SLA compliance.

This SLA applies to all 17 agencies, including the 7 focal agencies providing services, approvals, registrations, information, or advisory functions through the NIPC Departments, and OSIC, whether on-site or via designated Focal Desks to investors, clients, and other stakeholders.

## 4. GUIDING PRINCIPLES

| Principle                          | Description                                                                                                                                           |
|------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Investor-Centricity</b>         | All actions and services shall prioritise investor needs, satisfaction, and time-efficiency above internal administrative convenience.                |
| <b>Efficiency &amp; Timeliness</b> | Services shall be delivered within formally agreed and publicly published timelines. Deviations must be escalated and documented.                     |
| <b>Transparency</b>                | Full information on processes, costs, required documents, and decision criteria shall be openly accessible on the NIPC website and at all OSIC desks. |
| <b>Accountability</b>              | Each party is individually and collectively responsible for the quality and timeliness of its services.                                               |
| <b>Collaboration</b>               | Agencies shall cooperate, share data, and co-resolve investor issues through the Digital Coordination Platform (DCP).                                 |
| <b>Competitiveness</b>             | SLAs shall be benchmarked against top-performing comparator countries and Investment Promotion Agencies to match or exceed best practice.             |

## 5. COMPREHENSIVE LIST OF MDA SERVICES WITH SLA

The following table constitutes the comprehensive registry of all NIPC, OSIC facilitated services and associated Participating Agencies, each with a defined SLA.

| #  | Agency                                  | Service                                                          | Service Type          | SLA Turnaround                                                 |
|----|-----------------------------------------|------------------------------------------------------------------|-----------------------|----------------------------------------------------------------|
| 1  | NIPC                                    | Enquiries                                                        | Enquiries             | 24 working hours                                               |
| 2  | NIPC                                    | Business Registration Certificate                                | Registration          | 48 working hours                                               |
| 3  | NIPC                                    | Economic Development Incentive — New Application                 | Incentive Application | 12 Weeks (Part I: 4 weeks; Part II: 4 weeks; Part III 4 weeks) |
| 4  | NIPC                                    | Economic Development Incentive — Extension                       | Incentive Application | 4 Weeks                                                        |
| 5  | CAC                                     | Business Incorporation                                           | Advisory              | 24 working hours                                               |
| 6  | NRS                                     | Tax ID Registration / TIN Issuance                               | Advisory              | 24 working hours                                               |
| 7  | Federal Ministry of Interior            | Business Permit & Expatriate Quota                               | Permit / Licensing    | 3 Working Days                                                 |
| 8  | NIS                                     | Visa, Resident Permits, Passport, and Other Immigration Services | Advisory              | 24 working hours                                               |
| 9  | NCS                                     | Customs / Import-Export Guidance                                 | Advisory              | 24 working hours                                               |
| 10 | NAFDAC                                  | Food & Drug Registration Guidance                                | Regulatory Advisory   | 3 Working Days                                                 |
| 11 | CBN                                     | Foreign Capital Transfer Guidance                                | Advisory              | 48 working hours                                               |
| 12 | FMAFS                                   | Agriculture Investment Guidance                                  | Advisory              | 3 Working Days                                                 |
| 13 | MFA                                     | International Relations Facilitation                             | Facilitation          | 3 Working Days                                                 |
| 14 | NEPC                                    | Export Trade Guidance                                            | Advisory              | 24 Working Hours                                               |
| 15 | NEPC                                    | Export Certificate Registration                                  | Advisory              | 48 Working Hours                                               |
| 16 | NERC                                    | Electricity Investment Guidance                                  | Regulatory Advisory   | 3 Working Days                                                 |
| 17 | NEPZA                                   | Special Economic Zone Licensing                                  | Advisory              | 3 Working Days                                                 |
| 18 | NMDPRA                                  | Midstream & Downstream Petroleum Advisory                        | Technical Advisory    | 3 Working Days                                                 |
| 19 | OGFZA                                   | Oil & Gas Free Zone Investment                                   | Advisory              | 3 Working Days                                                 |
| 20 | SON                                     | Industrial Standards Advisory                                    | Standards Advisory    | 48 Working Hours                                               |
| 21 | MSMD                                    | Solid Minerals Investment & Mining Licence                       | Advisory              | 3 Working Days                                                 |
| 22 | FMF                                     | Fiscal Policy Guidance & Monitoring                              | Advisory              | 3 Working Days                                                 |
| 23 | All Agencies, including the Focal Desks | Inter-Agency Referrals                                           | Coordination          | 24 Hours                                                       |

\*Need to be accepted by all MDAs

## 6. SLA DIVISION: TIMELINES, COSTS, DOCUMENTS & PROCESS

Each OSIC service is divided below across four dimensions — Timelines, Costs, Required Documents, and Process Steps. Agency-specific service charters shall be annexed to this SLA detailing additional line items per agency.

### 6.1 Business Registration Certificate (NIPC)

| Dimension                  | Details                                                                                                                                                                                                                                                                                                            |
|----------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Timeline</b>            | 48 working hours from receipt of a complete application                                                                                                                                                                                                                                                            |
| <b>Costs</b>               | New Application: ₦150,000   Annual Renewal: ₦50,000   Amendment: ₦100,000 (all non-refundable)                                                                                                                                                                                                                     |
| <b>Required Documents</b>  | Certificate of Incorporation (CAC)   Status Report or CAC Form 1.1, CO2 & CO7 (for older entities)   Memorandum & Articles of Association   Power of Attorney/Letter of Authority (where applicable)   Proof of payment of processing fee   Note that company's Annual Returns Filing with CAC must be up to date. |
| <b>Process Steps</b>       | 1. Log in to SWIP portal (swip.nipc.gov.ng) → 2. Complete online form and upload documents → 3. Pay processing fee online → 4. NIPC reviews and processes within 48 hours → 5. Certificate issued electronically                                                                                                   |
| <b>Online Availability</b> | Fully online via SWIP portal. No mandatory physical visit required.                                                                                                                                                                                                                                                |

### 6.2 Economic Development Incentive — New Application (NIPC)

| Dimension                 | Details                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|---------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Timeline</b>           | Part I (NIPC): 4 weeks   Part II FMITI (IID): 4 weeks   Part III NRS: 4 weeks   Total: 12 weeks                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <b>Costs</b>              | 0.01% and capped at ₦5,000,000                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <b>Required Documents</b> | Completed EDI Application Form (Part I)   Certificate of Incorporation   Memorandum & Articles of Association   Audited Accounts (last 5 years, if applicable)   Project Profile   Evidence of fee payments   Power of Attorney (where applicable)                                                                                                                                                                                                                                                                                                                                                |
| <b>Process Steps</b>      | 1. Apply to NIPC with the requisite fee → 2. Agree on presentation date 3. Present project to NIPC → 4. NIPC performs due diligence and site visit → 6. NIPC (Technical Committee) makes decision (approve/request more info) → 7. NIPC submits to Minister who reviews and submits to the President → 8. Approval from the President → NIPC issues EDI Certificate. 9. Part II Apply to IID for production Day Certification → 10. IID issues Production Day Certificate → 11. Part III. Apply to NRS for QCE Certification → 12. NRS issues a Qualifying Capital Expenditure (QCE) Certificate. |

### 6.3 Export Certificate Registration (NEPC)

| Dimension                 | Details                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|---------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Timeline</b>           | 48 working hours after confirmation of payment                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>Costs</b>              | New Certificate registration: ₦13,500   Expired Certificate Renewal: ₦7,500   Late Certificate Renewal (After Three Months of expiry): ₦12,500                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>Required Documents</b> | <p><b>Documents for Limited Liability Company</b><br/>Certificate of Incorporation (issued by CAC)   Copy of Memorandum and Articles of Association   Copy of Form CAC 1.1 – “section C” (Particulars of Directors) or Status report. This is formerly known as: Form C07 or Form CAC 7.   Board resolution to register company with the NEPC (Company Seal affixed and signed)</p> <p><b>Documents for Co-operative Society</b><br/>Certificate of Registration (issued by State Ministry of Commerce, Local Governments and Federal Capital Territory Area Councils)   Bye Laws of the Society   Board resolution to register company with the NEPC (Society Seal affixed and signed)</p> <p><b>Documents for Government and Non-Government Organizations</b><br/>Certificate of Registration (issued by the Corporate Affairs Commission)   Constitution of the Government Organization and non-Governmental Organization   Memorandum for Guidance of Applicant   Board of Trustees resolution to register company with the NEPC (Company Seal affixed and signed)</p> |

|                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|----------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Process Steps</b>       | 1. Visit <a href="http://www.nepc.gov.ng">www.nepc.gov.ng</a> → 2. Click on Getting Started and read about E-registration → 3. Click on TAKE ME THERE to visit NEPC E-Registration Platform → 4. Click on Create an Account → 5. Create an account using e-mail (Company e-mail preferred) and insert the security code provided → 6. Click on verify E-mail → 7. Open the email sent to your inbox and click on the link to verify your email and continue registration → 8. Proceed to create a password, continue to the E-registration platform, and fill out the forms → 9. Upload documents when prompted to in PDF format → 10. Proceed to make payment. |
| <b>Online Availability</b> | Fully online via NEPC E-registration Platform @ <a href="https://nepc.gov.ng/ereg/exporter">https://nepc.gov.ng/ereg/exporter</a>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |

## 6.4 Business Incorporation (CAC)

| Dimension                  | Details                                                                                                                                                                                                                                            |
|----------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Timeline</b>            | One hour                                                                                                                                                                                                                                           |
| <b>Costs</b>               | As per CAC fees schedule                                                                                                                                                                                                                           |
| <b>Required Documents</b>  | Means of Identification, National Identification Number (NIN), Passport Photograph, Applicant's Details (e-mail address, phone number, contact address, date of birth, signature), Nature of business                                              |
| <b>Process Steps</b>       | 1. Visit <a href="http://www.icrp.cac.gov.ng">www.icrp.cac.gov.ng</a> → 2. Click Name reservation → 3. Fill application form → 4. Upload necessary documents → 5. Make payment → 6. Submit application → 7. Certificate sent to the provided email |
| <b>Online Availability</b> | Fully online via <a href="http://www.icrp.cac.gov.ng">www.icrp.cac.gov.ng</a>                                                                                                                                                                      |

## 6.5 All OSIC Participating Agencies

| Agency / Service                            | Max Timeline     | Key Documents                                    | Cost Indicator        | Online?   |
|---------------------------------------------|------------------|--------------------------------------------------|-----------------------|-----------|
| CAC — Incorporation                         | 24 hours         | CAC forms, ID, address                           | Per CAC fees schedule | Yes       |
| NRS — Tax ID Registration                   | 24 hours         | CAC cert, directors' IDs                         | Free                  | Yes       |
| Federal Min. of Interior — Expatriate Quota | 3-5 working days | Work permit forms, CAC cert, business plan       | Per schedule          | Partial   |
| NIS — Immigration Advisory                  | 3-5 working days | Passport, visa forms                             | Per schedule          | Partial   |
| NCS — Customs Advisory                      | 48 hours         | Import/export manifest, HS codes                 | Free advisory         | Yes       |
| NAFDAC — Regulatory Advisory                | 3-5 working days | Product details, lab results                     | Per NAFDAC schedule   | Partial   |
| NEPZA — SEZ Licensing                       | 3-5 working days | Business plan, incorporation docs                | Per NEPZA schedule    | Partial   |
| MSMD — Mining License                       | 3-5 working days | Mining license application, EIA report           | Per MMSD schedule     | Partial   |
| NEPC — Export License                       | 48hours          | Company registration Documents, Board Resolution | Per NEPC schedule     | Yes       |
| SON — Regulatory Advisory                   | 48 hours         |                                                  |                       |           |
| All Agencies — Inter-Agency Referral        | 24 hours         | Original investor request                        | Free                  | Yes (DCP) |

*Note: Each Participating Agency shall append a fully decomposed agency-specific SLA schedule to this document as an Annex, covering every individual service line.*

## 7. USER JOURNEY MAPPING

The table below maps the end-to-end investor journey across key OSIC services:

| Service                                        | Investor Journey Steps                                                                                                                                           |
|------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Business Registration (NIPC)</b>            | 1. Visit SWIP portal → 2. Complete form → 3. Upload documents → 4. Pay fee → 5. Await certificate                                                                |
| <b>Business Incorporation (CAC)</b>            | 1. Choose business name → 2. Complete online form → 3. Pay fees → 4. Submit documents → 5. Receive certificate                                                   |
| <b>Expatriate Quota (Ministry of Interior)</b> | 1. Submit application → 2. Internal review → 3. Approval → 4. Quota issuance                                                                                     |
| <b>Economic Development Incentive (NIPC)</b>   | 1. Write to NIPC → 2. Present project → 3. Pay fees → 4. Submit application → 5. Due diligence visit → 6. Decision → 7. Certificate                              |
| <b>Customs Advisory (NCS)</b>                  | 1. Submit query → 2. DCP acknowledgement → 3. Advisory issued                                                                                                    |
| <b>Export Certificate Registration (NEPC)</b>  | 1. Visit <a href="http://www.nepc.gov.ng">www.nepc.gov.ng</a> → 2. Click NEPC E-Registration Platform → 4. Upload documents → 5. Pays fee → 6. Await certificate |

## 8. ROLES AND RESPONSIBILITIES

| Party                           | Responsibilities                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|---------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>NIPC</b>                     | Coordinate all OSIC services and activities.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>OSIC Secretariat (NIPC)</b>  | <ul style="list-style-type: none"> <li>• Coordinate all inter-agency operations and investor engagement at OSIC.</li> <li>• Maintain the Digital Coordination Platform (DCP) for service tracking.</li> <li>• Produce and publish monthly SLA compliance reports.</li> <li>• Facilitate quarterly performance review meetings with all Participating Agencies.</li> <li>• Serve as first point of contact for investor complaints and escalation.</li> <li>• Submit monthly Default Approval reports to PEBEC.</li> <li>• Ensure all SLAs are publicly published.</li> </ul>                                                                                                 |
| <b>Participating Agencies</b>   | <ul style="list-style-type: none"> <li>• Provide clear, publicly accessible service requirements, step-by-step procedures, fee structures, and document checklists.</li> <li>• Designate a named Desk Officer (on-site or Focal Desk) responsible for service delivery, accountable by name.</li> <li>• Process all investor requests within agreed SLA timelines.</li> <li>• Respond to all DCP-logged OSIC inquiries within 24 hours.</li> <li>• Submit quarterly performance self-assessments including service volumes, delays, and corrective measures.</li> <li>• Participate in PEBEC-mandated SLA reviews, capacity-building, and gap analysis exercises.</li> </ul> |
| <b>PEBEC</b>                    | <ul style="list-style-type: none"> <li>• Conduct periodic BEEPA compliance assessments across all OSIC agencies.</li> <li>• Receive and review monthly Default Approval reports.</li> <li>• Validate revised SLAs submitted for BEEPA scoring.</li> <li>• Publish national SLA performance league tables.</li> </ul>                                                                                                                                                                                                                                                                                                                                                         |
| <b>Investors/ Service Users</b> | <ul style="list-style-type: none"> <li>• Submit complete, accurate applications with all required documents.</li> <li>• Pay applicable fees through official channels prior to submission.</li> <li>• Engage with OSIC through designated channels only.</li> <li>• Submit complaints via the Grievance &amp; Redress Mechanism within 2 working days of the incident.</li> </ul>                                                                                                                                                                                                                                                                                            |

## 9. COMMUNICATION AND ESCALATION PROTOCOL

### 9.1 Communication Channels

- All service requests and inter-agency communications shall be logged on the Digital Coordination Platform (DCP).
- All participating agencies shall acknowledge receipt of investor requests within 24 hours via DCP.
- The OSIC Secretariat shall issue weekly summaries of pending and completed cases to all Desk Officers.

- Investor-facing communications shall be conducted via: Website (www.nipc.gov.ng) | Email | Telephone | DCP investor portal.

## 9.2 Escalation Procedure

| Level | Escalation Point                                                   | Trigger                                                     | Resolution Timeline |
|-------|--------------------------------------------------------------------|-------------------------------------------------------------|---------------------|
| 1     | OSIC Liaison Officer (Agency Level)                                | SLA breach or investor complaint at desk level              | 24 hours            |
| 2     | Head of OSIC (NIPC)                                                | Unresolved Level 1 escalation after 24 hours                | 48 hours            |
| 3     | Head of Participating Agency / Nodal Officer                       | Unresolved Level 2 or systemic SLA breach                   | 3 working days      |
| 4     | OSIC Steering Committee (Chaired by Executive Secretary/CEO, NIPC) | Unresolved matter or dispute requiring senior determination | 5 working days      |

## 9.3 Escalation Authority

| S/No | Escalation Officer                      | Contact Details                             |
|------|-----------------------------------------|---------------------------------------------|
| 1    | Head, One Stop Investment Centre (OSIC) | osicinfodesk@nipc.gov.ng; +234 707 490 8913 |

## 10. DEFAULT APPROVAL MECHANISM

In compliance with best practices and integrated into this SLA, a Default Approval mechanism is hereby established for NIPC and OSIC services. If NIPC, OSIC and a Participating Agency fail to respond to a complete investor request within the agreed SLA turnaround time, the investor shall be notified of their right to claim a Default Approval. This provision is embedded in all individual agency SLAs.

- Default Approval Trigger: Activated when an agency exceeds its SLA turnaround with no documented justification or no communication made to the investor.
- Investor Notification: OSIC Secretariat notifies the investor in writing (email and DCP) after 5 working days of the SLA breach.

## 11. PUBLIC PUBLICATION OF APPROVED SLAS

Following management approval, all SLAs contained in or annexed to this document shall be published as follows:

| Publication Channel                      | Content to be Published                                                                                                        | Target Publication Date |
|------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------|-------------------------|
| NIPC Website (www.nipc.gov.ng)           | Full SLA document; per-service decomposition (timelines, costs, documents, process); benchmark comparison; investor-facing FAQ | _____                   |
| OSIC Physical Notice Boards              | Service standards summary, turnaround times, contact officers, escalation procedure                                            | _____                   |
| NIPC Digital Coordination Platform (DCP) | Real-time SLA clock visible to investors; status updates; complaint submission link                                            | _____                   |
| PEBEC / ReportGov.ng                     | SLA compliance data; monthly Default Approval reports                                                                          | Monthly (ongoing)       |
| NIPC Annual Report                       | SLA performance summary; benchmark updates; gap analysis outcomes                                                              | Annually                |
| Social media (LinkedIn, X, Instagram)    | Service standards graphics; SLA awareness campaigns; investor rights messaging                                                 | Upon approval           |

All publications shall be maintained in an accessible format (English), updated within 5 working days of any SLA revision, and remain live until superseded by a reviewed version.

## 12. REVIEW AND CONTINUOUS IMPROVEMENT

This SLA shall be reviewed annually, or earlier where required by policy changes, investor feedback, PEBEC directives, or persistent SLA non-compliance. Amendments require mutual consent of all Parties and shall be re-approved and re-published per Section 16. A formal mid-year review is scheduled every June.

## 13. DURATION AND TERMINATION

This SLA takes effect on the Effective Date indicated on the cover page and remains valid for two (2) years, subject to annual review and renewal. Either Party may propose amendments with 30 days' written notice to the OSIC Secretariat, subject to OSIC Steering Committee approval.

## 14. DISPUTE RESOLUTION

Any disputes arising under this SLA shall first be resolved amicably through consultation and negotiation between the Parties. If unresolved within 10 working days, the matter shall be escalated to the OSIC Steering Committee for determination within 5 working days.

## 15. MANAGEMENT APPROVAL & SIGNATURES

By signing this SLA, all Parties confirm that they have reviewed and approved the terms herein, including the revised SLA targets in Section 5, and commit to the fulfilment of their respective roles toward efficient, transparent, and competitive investment facilitation.

|    | Party / Agency                                                         | Representative Name & Designation | Signature & Date |
|----|------------------------------------------------------------------------|-----------------------------------|------------------|
| 1  | One-Stop Investment Centre (OSIC) Secretariat — NIPC                   |                                   |                  |
| 2  | Corporate Affairs Commission (CAC)                                     |                                   |                  |
| 3  | Nigeria Revenue Service (NRS)                                          |                                   |                  |
| 4  | Federal Ministry of Interior                                           |                                   |                  |
| 5  | Nigeria Immigration Service (NIS)                                      |                                   |                  |
| 6  | Nigeria Customs Service (NCS)                                          |                                   |                  |
| 7  | NAFDAC                                                                 |                                   |                  |
| 8  | Central Bank of Nigeria (CBN)                                          |                                   |                  |
| 9  | NEPZA                                                                  |                                   |                  |
| 10 | Nigerian Midstream and Downstream Petroleum Regulatory Agency (NMDPRA) |                                   |                  |
| 11 | OGFZA                                                                  |                                   |                  |
| 12 | Standards Organization of Nigeria (SON)                                |                                   |                  |
| 13 | Ministry of Solid Minerals Development (MSMD)                          |                                   |                  |
| 14 | NERC                                                                   |                                   |                  |
| 15 | NEPC                                                                   |                                   |                  |
| 16 | Federal Ministry of Agriculture & Food Security (FMAFS)                |                                   |                  |
| 17 | Ministry of Foreign Affairs (MFA)                                      |                                   |                  |
| 18 | Federal Ministry of Finance, Budget and National Planning (FMF)        |                                   |                  |
| 19 | Nigerian Maritime Administration and Safety Agency (NIMASA)            |                                   |                  |

|    |                                                                  |  |  |
|----|------------------------------------------------------------------|--|--|
| 20 | National Office for Technology Acquisition and Promotion (NOTAP) |  |  |
| 21 | Nigeria Copyright Commission (NCC)                               |  |  |
| 22 | National Bureau of Statistics (NBS)                              |  |  |
| 23 | Infrastructure Concession and Regulatory Commission (ICRC)       |  |  |
| 24 | Federal Capital Territory Administration (FCTA)                  |  |  |
| 25 | Pharmacists Council of Nigeria (PCN)                             |  |  |



*Signed.....Management.*

## **Schedule**

### **Schedule I: Participating Ministries, Departments, and Agencies (MDAs)**

- Central Bank of Nigeria (CBN)
- Federal Ministry of Agriculture and Food Security (FMAFS)
- Federal Ministry of Finance, Budget and National Planning (FMFBNP)
- Federal Ministry of Interior (FMI)
- Ministry of Foreign Affairs (MFA)
- Ministry of Solid Minerals Development (MSMD)
- National Agency for Food and Drug Administration and Control (NAFDAC)
- Nigeria Customs Service (NCS)
- Nigeria Export Processing Zones Authority (NEPZA)
- Nigeria Revenue Service (NRS)
- Nigerian Electricity Regulatory Commission (NERC)
- Nigerian Export Promotion Council (NEPC)
- Nigerian Immigration Service (NIS)
- Nigerian Midstream Downstream Petroleum Regulatory Agency (NMDPRA)
- Oil and Gas Free Zones Authority (OGFZA)
- Standards Organisation of Nigeria (SON)

### **Schedule II: Designated off-site Focal Officers**

- Federal Capital Territory Administration (FCTA)
- Infrastructure Concession Regulatory Commission (ICRC)
- National Bureau of Statistics (NBS)
- Nigeria Copyright Commission (NCC)
- Nigerian Maritime Administration and Safety Agency (NIMASA)
- National Office for Technology Acquisition and Promotion (NOTAP)
- Pharmacists Council of Nigeria (PCN)