



IMO STATE INVESTMENT PROMOTION AGENCY (ISIPA)
AHIAJOKU CONVENTION CENTRE, NEW OWERRI, IMO STATE, NIGERIA
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SERVICE LEVEL AGREEMENT (SLA) ON INVESTMENT PROMOTION SERVICES

1. Introduction

This Service Level Agreement (SLA) is entered into by Imo State Investment Promotion Agency (ISIPA) and to ensure a clear understanding of the services provided by ISIPA, the level of service expected, and the responsibilities of both parties.

2. Purpose

The purpose of this Service Level Agreement (SLA) is to establish a clear and mutually agreed-upon framework for the provision of services by the Imo State Investment Promotion Agency (ISIPA) to investors and other stakeholders. This SLA aims to:

3. Scope of Services

ISIPA agrees to provide the following services to the investor:

- a. Investment promotion and coordination within Imo State.
- b. Identification and dissemination of investment opportunities.
- c. Co-ordinate policies and programs of the state with respect to Public-Private Partnerships
- d. Liaison services between investors and relevant government ministries, departments and agencies.
- e. Support services to incoming and existing investors.
- f. Organization of promotional activities like exhibitions, conferences, and seminars.
- g. Registration and record-keeping of enterprises.
- h. Monitoring and evaluation of investment impacts in the State.
- i. Advising the State Government on investment-related policy matters.

4. Performance Standards

ISIPA commits to the following performance standards:

Responsiveness: All inquiries and requests from potential investors will be acknowledged and responded to within 48 hours.

Information Dissemination: Provide up-to-date information on investment opportunities and incentives within 5 working days of request.

Registration of Enterprises: Complete registration of enterprises within 14 working days of receiving all required documents.

Permit and License Processing: Permits and licenses will be processed within 30 business days of receiving complete applications.

Application Processing Time: Investment applications and approvals will be processed within 45 business days.

Investor Support: Investor issues or concerns will be resolved within 2 working days

Aftercare Services Timely and effective aftercare services will be provided to all investors.

Promotional Activities: Organize at least one major promotional event quarterly.

5. Roles and Responsibilities

ISIPA agrees to provide the following services to the investors:

a) Information and Guidance

- **Provision of Information:** Supplying detailed information about investment opportunities, regulatory requirements, incentives, and the overall investment climate in Imo State.
- **Guidance:** Offering guidance and support throughout the investment process, including advice on legal and regulatory compliance.

b) Facilitation and Support

- **Facilitating Approvals:** Assisting investors in obtaining necessary permits, licenses, and approvals from relevant government agencies.
- **Intermediary Services:** Acting as an intermediary between investors and various government departments to streamline processes and resolve issues.

c) Investment Promotion

- **Marketing and Promotion:** Actively promoting investment opportunities in Imo State through marketing campaigns, investment forums, and trade missions.
- **Public Relations:** Managing public relations efforts to enhance the image of Imo State as an attractive investment destination.

d) Incentive Management

- **Incentives and Benefits:** Providing detailed information on available incentives, such as tax breaks, grants, and subsidies, and assisting investors in accessing these benefits.
- **Customization:** Tailoring incentive packages to meet the specific needs of different investors.

e) Aftercare Services

- **Post-Investment Support:** Offering continuous support to investors after their initial investment, including assistance with expansion projects, problem-solving, and navigating any bureaucratic challenges.
- **Feedback Mechanism:** Establishing channels for investors to provide feedback on their experiences and using this feedback to improve services.

f) Capacity Building and Training

- **Training Programs:** Organizing training sessions and workshops for investors and their staff on various aspects of doing business in Imo State.
- **Capacity Building:** Enhancing the capacity of local businesses to partner with and benefit from foreign investments.

g) Networking and Partnerships

- **Facilitating Partnerships:** Creating opportunities for networking and partnerships between local businesses and foreign investors.
- **Collaborative Platforms:** Establishing platforms for dialogue and collaboration between the public and private sectors.

h) Monitoring and Evaluation

- **Project Monitoring:** Monitoring the progress of investment projects to ensure they comply with agreed terms and conditions.
- **Evaluation:** Regularly evaluating the impact of investments on the local economy and reporting on outcomes to stakeholders.

i) Policy Advocacy

- **Advocacy:** Advocating for policies and reforms that improve the investment climate and address investor concerns.
- **Representation:** Representing the interests of investors in discussions with government agencies and policymakers.

Investor agrees to the following roles, responsibilities, and obligations:

a) Compliance with Regulations

- **Adherence to Laws:** Ensure that all investment activities comply with local, state, and federal laws and regulations.
- **Permits and Licenses:** Investors ensure to obtain and maintains all necessary permits and licenses for their operations.
- **Adhere:** Adhere to ISIPA's guidelines and procedures.

b) Timely Information Sharing

- **Accurate Information:** Providing accurate and up-to-date information about their investment plans, business activities, and any changes that may impact their operations.
- **Reporting:** Submitting regular reports to ISIPA on project progress, financial performance, and other relevant metrics as required.

c) Financial Responsibilities

- **Funding Commitment:** Ensuring that all financial commitments related to the investment are met, including the timely payment of taxes, fees, and other financial obligations.
- **Investment Capital:** Providing the agreed-upon capital for the investment project.

d) Adherence to Timelines

- **Project Milestones:** Meeting agreed-upon project milestones and deadlines as outlined in the investment agreement.
- **Progress Updates:** Keeping ISIPA informed of any delays or issues that could impact project timelines.

e) Environmental and Social Responsibility

- **Sustainability:** Implementing sustainable practices and minimizing environmental impact.
- **Corporate Social Responsibility (CSR):** Engaging in CSR activities that benefit the local community and contribute to social development.

f) Local Content and Employment

- **Local Hiring:** Prioritizing the hiring of local employees and contributing to local employment.

- **Capacity Building:** Providing training and development opportunities for local staff to enhance their skills and career growth.

g) **Collaboration and Communication**

- **Engagement:** Actively engaging with ISIPA and participating in meetings, forums, and other collaborative efforts.
- **Feedback:** Providing constructive feedback to ISIPA to help improve services and address any challenges faced.

h) **Confidentiality and Security**

- **Confidential Information:** Protecting any confidential information shared by ISIPA and using it solely for the purposes outlined in the SLA.
- **Security Practices:** Implementing appropriate security measures to safeguard business operations and data.

i) **Dispute Resolution**

- **Resolution Mechanisms:** Following agreed-upon mechanisms for resolving disputes or conflicts that may arise during the course of the investment.

j) **Contribution to Economic Development**

- **Local Sourcing:** Sourcing materials and services locally wherever possible to support the local economy.
- **Innovation and Improvement:** Introducing innovative practices and technologies that enhance productivity and contribute to the economic development of Imo State.

8. **Billing and Payment**

Service Fees: Any applicable fees for services will be communicated upfront and agreed upon.

Payment Terms: Payments are due within 30 days of invoicing.

Late Payments: Late payments will incur a penalty of 5% of the outstanding amount per month.

7. **Dispute Resolution**

Initial Resolution: Efforts will be made to resolve disputes through mutual discussions.

Mediation: If negotiation fails, the dispute will be referred to a neutral mediator acceptable to both parties.

Arbitration: If disputes are not resolved amicably, they may be submitted to arbitration. For Nigerian investors, the rules of procedure specified in the Arbitration and Conciliation Act will apply. For foreign investors, arbitration will be within the framework of any bilateral or multilateral agreement on investment protection, or as agreed upon by the parties.

11. Force Majeure

ISIPA will not be liable for any failure or delay in performance due to causes beyond its reasonable control, including natural disasters, acts of war and terrorism, government actions, pandemics and epidemics, industrial actions, cyber attacks and other unforeseen events.

8. Term and Termination

Term: This SLA is effective from the date of signing and shall remain in effect for a period of 2 years.

Termination: Either party may terminate this SLA by providing 30 days' written notice.

9. Amendment

This SLA may be amended by mutual agreement of the parties in writing. Any amendments will be signed by authorized representatives of both parties.

10. Contact Information

For any inquiries or issues related to this SLA, please contact:

Imo State Investment Promotion Agency

Address: Prisca Okoro, Imo State Investment Promotion Agency (ISIPA)

Phone: 08033021192

Email: prisca@isipa.im.gov.ng

Signatures

This SLA is agreed upon and signed by the authorized representatives of ISIPA and its stakeholders.

For Imo State Investment Promotion Agency

Name:

Title:

Date:

For Stakeholders

Name:

Title:

Date: