NIPC OPERATIONALISATION PLAN

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SECTION A: SERVICE LEVEL AGREEMENT (SLA)

1. Agreement Overview

This Agreement represents a Service Level Agreement ("SLA" or "Agreement") between *Nigeria Investment Promotion Commission* and Clients. The agreement describes the key services to be provided by the NIPC and the quality standards we have committed in terms of service delivery to our clients and stakeholders.

The services provided by the Commission are aimed at increasing transparency and process efficiency, better articulating the expected economic benefits, and improving the Federal Government's ability to measure the impact of the services.

This Agreement remains valid until superseded by a revised agreement mutually endorsed by the stakeholders.

This Agreement outlines the parameters of all services provided by the Commission as they are mutually understood by the primary stakeholders. This Agreement does not supersede current processes and procedures unless explicitly stated herein.

2. Goals & Objectives

The **purpose** of this Agreement is to ensure that the proper elements and commitments are in place for NIPC to meet its obligations under the Agreement. The Investor and relevant MDA is also expected to meet all requirements that are stated in the Agreement.

The **goal** of this Agreement is to obtain mutual agreement for service provision between the NIPC and its 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.

3. Stakeholders

The following Service Provider(s) and Customer(s) will be used as the basis of the Agreement and represent the **primary stakeholders** associated with this SLA.

- *Investors: Potential, new and existing local and foreign Investors.*
- *Private and public corporations both local and foreign.*
- *International Agencies*
- *Government Ministries, Departments and Agencies (MDAs)*
- *Foreign Missions in Nigeria and Nigerian Missions abroad*
- *Multilateral organizations*
- *Non-Governmental Organizations (NGOs)*
- *Research institutions, Consultancy and Law Firms*
- *Academia and Individuals*

4. Periodic Review

This Agreement is valid from **August 1, 2023** and would be reviewed once per fiscal year; however, in lieu of a review during any period specified, the current Agreement will remain in effect.

The **Reform Champion** is responsible for facilitating regular reviews of this document. Contents of this document may be amended as required, provided mutual agreement is obtained from the primary stakeholders and communicated to all affected parties. The **Reform Champion** is also responsible for incorporating all subsequent revisions and obtaining mutual agreements / approvals as required.

Reform Champion: *NIPC*

Review Period: Yearly

Previous Review Date: July 9, 2023

Next Review Date: August 01 2024

5. <u>Service Agreement</u>

The following detailed service parameters are the responsibility of the Service Provider in support of this Agreement.

5.1. Service Scope

The following Services offered by the NIPC are covered by this Agreement;

- NIPC offers support services such as facilitation of Registration of Companies, liaison services between investors and Ministries, Departments and Agencies (MDAs), and other authorities concerned with investment and investment-related issues.
- NIPC through OSIC incorporates companies, grant business entry permits, tax clearance certification and business authorization.
- We facilitate fast-track approvals for the establishment and operation of any business or industry in Nigeria.
- Advise on request, sources of investment capital and its availability.
- We maintain a website *(www.nipc.gov.ng)* that offers the following online services:

  - *Enquiry response*
  - *E-mailing service*
  - *Information on investment opportunities and Government incentives*
  - *Business Registration forms*
  - *Links to websites of organizations dealing with investment related activities in Nigeria*
  - *One-Stop Shop and e-Payment platform*

- We grant Pioneer Status incentives to enable companies enjoy tax holidays.
- We have offices in five geo-political zones of the Country that offer support services on sectoral and zonal priority areas of investment.
- We engage in match-making credible local business partners with foreign investors on request.
- The NIPC identifies difficulties and problems encountered by investors and renders assistance to them.
- We serve as the link for Government to gauge the impact of its policies as it concerns the investment climate in Nigeria,
- We are building a reliable databank of credible local businesses.
- We maintain Post-Investment after are services and ensure that the Nigeria's Investment Climate remains favourable and investor-friendly.
- We trust and maintain up-to-date data on FDI in Nigeria.
- We collect, collate, analyze and disseminate authentic and accurate packaged information; about investment opportunities, policies, sectoral incentives, for investment in Nigeria. We also provide information on request, on sources of investment capital, the availability, choice and suitability of partners in joint-venture projects.

5.2. Customer Requirements

Customer responsibilities and/or requirements in support of this Agreement include:

- Payment for all costs at the agreed time.
- Availability of customer representative(s) when resolving a service-related incident or request.

5.3. Service Provider Requirements

Service Provider responsibilities and/or requirements in support of this Agreement include:

- Meeting response times associated with service-related incidents.

5.4. Service Assumptions

Assumptions related to in-scope services and/or components include:

- Changes to services will be communicated and documented to all stakeholders.

5.4. Service Cost/Timelines

1	NIPC Business Registration Swip.nipc.gov.ng (Business Registration) The Single Window Investors' Portal (SWIP) is the Nigerian Investment Promotion Commissions (NIPC) e-business facilitation portal and NIPCs e-Government initiative that was put in place to facilitate business and investment in Nigeria.	₦15,000.00 Nigerian Investment Promotion Commission (Payment by Remita)	24 - 48 Hours	NIPC

	The portal facilitates the integration of four key components. However, the components relevant to the processing of an NIPC Business Registration and OSIC functions are as follows: **e-One Stop Investment Centre (eOSIC)** All services offered at the One Stop Investment Centre (OSIC) are automated. Enables online; Application for NIPC Business Registration, Document submission, Fee payment, and Workflow-based review and tracking. Integration of OSIC agencies. **Stakeholder Relationship Management (SRM)** Foster end-to-end management of all engagements			

	with investors. Track all investor requests, applications, enquiries, complaints and responses. Seamless monitoring and reporting of interaction with investors.			
2.	Pioneer Status Incentive New Application: Application fee: Due diligence fee: Service charge deposit: Annual service charge:	₦200,000.00 ₦500,000.00 ₦2,500,000.00 1% of actual pioneer profits	25 Weeks	NIPC
3	Pioneer Status Incentive Extension: Application fee: Due diligence fee: Service charge deposit: Annual service charge:	₦100,000.00 ₦500,000.00 ₦2,000,000.00 1% of actual pioneer profits	15 Weeks	NIPC

4	Provision of Information	FREE	24 Hours	NIPC AND ALL MDAs IN OSIC
5	Provision of Facilitation Services	FREE	24 Hours	NIPC AND ALL MDAs IN OSIC
6	Company Incorporation	CAC Registration is now online www.cac.gov.ng	List of fees for different share capital are on the website	NIPC/CORPORATE AFFAIRS COMMISSION
7	Tax Identification Number (TIN) Tax Clearance Certificate (TCC)	FREE FREE	24 Hours	NIPC/Federal Inland Revenue Service (FIRS)
8	Business Permit/Expatriate Quota (Processing and Automated Fee for new registration) Business Permit (Approval Fee) Expatriate Quota (Approval Fee) Renewal Fee for Expatriate Quota	₦200,000.00 ₦100,000.00 ₦100,000.00 Per slot ₦50,000.00 Per Slot	30 Working Days	NIPC/FEDERAL MINISTRY OF INTERIOR
9	Visa on Arrival: Regularization of STR Visa: Business Visa: Facilitate process	Depends on Country of applicant $2000 Depends on Country of	24 Hours 1-2 weeks Depends on Country of applicant 48 Hours	NIPC/NIGERIAN IMMIGRATION SERVICE

	Temporary Work Permit: Facilitate process.	applicant FREE		
10	New Export Certificate Registration Expired certificate renewal Late Certificate renewal (After Three Months of Expiry) Lost/ Mutilated Certificate Validity – NEPC issued certificates are valid for an initial two years (24months), after which it becomes renewable every year.	₦13,500.00 FREE ₦12,500.00 ₦12,500.00	48 Hours	NIPC/NEPC

6. <u>Service Management /Default Approvals</u>

Service Management

Effective support of in-scope services is a result of maintaining consistent service levels. The following sections provide relevant details on service availability, monitoring of in-scope services and related components.

7. Sanctions /Consequences

Staff members shall be liable for disciplinary action (sanctions) for any breach of the Service Level Agreement or Code of Conduct for staff of the Commission. The applicable sanctions and consequences of non-compliance /default by staff members include any or combination the following:

a. Verbal Reprimand or Warning
b. Written Warning
c. Surcharge
d. Suspension from Duty Without Pay
e. Withholding of Increment/ Promotions
f. Demotion
g. Termination of Employment
h. Dismissal

SECTION B: <u>CUSTOMER SERVICE INTERFACE</u>

1. The Commission was established to encourage, coordinate and promote investments in Nigeria. NIPC's mandate requires active collaboration with several government agencies, and amongst other things mandates NIPC to act as a liaison between government and investors.

Its Mandate is to encourage, promote and co-ordinate all investment in the Nigerian economy.

2. Details of MDA Head of Customer Service Unit: Mr Sabo Isiaku, phone: +234-8138280808, +2348056103861. e-mail: sabo.isiaku@nipc.gov.ng

3. Head Office: Plot 1181, Aguiyi Ironsi Street, Maitama, Abuja

Zonal Offices: North Central: Jos

North East: Maiduguri

North West: Kano

South East/South South: Enugu

South West: Ibadan

4. Contact Emails: osicinfodesk@nipc.gov.ng, incentives@nipc.gov.ng

5. Contact Phone Numbers: +234 0 92914358, +234 0 92900059

6. Availability of service: 8:00am – 5:00pm Working days.

7. Escalation mechanism**:** Customer Feedback

8. Number of CS staff: Fifteen (15)

9. MDA social media platforms: Facebook.com/nipcng; Twitter.com/nipcng; Youtube.com/nipcng

10. Monitoring and supervision process for CS personnel: Direct supervision with submission of weekly report.

11. Training program for CS team:

SECTION C: COMMUNICATION STRATEGY

The Communication Strategy of the Commission include the following:

1. Stakeholders' Fora and Roundtables
2. Consultative panels
3. Newsletters (E-mail and Physical): Daily via e-mails.
4. Infographics: NIPC's various presentation to stakeholders
5. Adverts in media as the need arises.
6. Active social media presence: www.nipc.gov.ng;

   Facebook.com/nipcng; Twitter.com/nipcng; Youtube.com/nipcng
7. Radio, TV and newspaper interviews as the need arises
8. Press Releases as the need arises.
9. Public speaking engagements.

KEY STAKEHOLDERS & COMMUNICATION TARGETS

NIPC's external stakeholders have classified into the groups set out in the table below. Membership of each group is described in Appendix 1.

The Communications Department's internal stakeholder group comprises the Directors and staff of NIPC.