



**KOGI STATE GOVERNMENT
KOGI STATE TOWN PLANNING AND DEVELOPMENT BOARD
ONE-STOP OFFICE, 1 WALLACE STREET, LOKOJA
TEL:08075158643**

**SERVICE LEVEL AGREEMENTS
IN LINE WITH EXECUTIVE ORDER ON THE PROMOTION OF TRANSPARENCY AND
EFFICIENCY IN THE BUSINESS ENVIRONMENT**

December 2023

1. Introduction

This Service Level Agreement (SLA) is established between the Kogi State Town Planning and Development Board) and all individuals, organizations, and entities (hereinafter referred to as "Applicants") seeking approval for layout plans. This agreement outlines the terms, conditions, and performance standards for the approval of layout plans, ensuring a transparent, efficient, and accountable process.

2. Scope of Services

The KOGI STATE TOWN PLANNING AND DEVELOPMENT BOARD is responsible for providing the following services related to layout plan approvals:

- **Review and Evaluation:** Comprehensive assessment of submitted layout plans to ensure compliance with relevant town planning laws, regulations, and guidelines.
 - **Approval or Rejection:** Issuance of formal approvals, conditional approvals, or rejections of layout plans based on the evaluation.
 - **Consultation and Guidance:** Offering expert consultation and guidance to Applicants regarding the requirements, corrections, and improvements necessary for approval.
 - **Issuance of Documentation:** Providing necessary certificates, permits, or approval documentation upon successful evaluation of layout plans.
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3. Service Standards

The KOGI STATE TOWN PLANNING AND DEVELOPMENT BOARD is committed to delivering services according to the following standards:

3.1 Submission of Layout Plans:

- **Required Documentation:** Applicants must submit layout plans with all required supporting documents, including payment of applicable fees, in the format specified by the KOGI STATE TOWN PLANNING AND DEVELOPMENT BOARD.
- **Acknowledgment of Submission:** The KOGI STATE TOWN PLANNING AND DEVELOPMENT BOARD will acknowledge receipt of the layout plan submission within 3 business days.

3.2 Review and Evaluation Process:

- **Initial Review:** An initial review will be conducted within 7 business days to verify that the submission meets basic requirements and is complete.

- **Detailed Evaluation:** A thorough evaluation of the layout plan will be completed within 20 business days from the date of submission, provided that all required information is available.
- **Notification for Corrections:** If corrections or additional information are required, the KOGI STATE TOWN PLANNING AND DEVELOPMENT BOARD will notify the Applicant within 5 business days after the detailed evaluation, providing guidance on the necessary adjustments.

3.3 Approval/Rejection Notification:

- **Approval Notification:** If the layout plan meets all requirements, the KOGI STATE TOWN PLANNING AND DEVELOPMENT BOARD will issue an approval notification within 5 business days following the evaluation.
- **Rejection Notification:** If the layout plan is rejected, the KOGI STATE TOWN PLANNING AND DEVELOPMENT BOARD will provide a detailed explanation of the reasons for rejection within 5 business days following the evaluation.

3.4 Issuance of Documentation:

- **Approval Documentation:** Upon approval, the KOGI STATE TOWN PLANNING AND DEVELOPMENT BOARD will issue official layout plan approval documents within 7 business days.
- **Conditional Approvals:** In cases where conditional approval is granted, the conditions must be met within the specified timeframe for final approval to be issued.

3.5 Appeals Process:

- Applicants may appeal a rejection decision within 10 business days of notification. The KOGI STATE TOWN PLANNING AND DEVELOPMENT BOARD will review the appeal and provide a final decision within 15 business days of receiving the appeal.

4. Applicant Responsibilities

Applicants are required to:

- **Provide Accurate Information:** Ensure that all submitted information and documentation are complete, accurate, and meet the KOGI STATE TOWN PLANNING AND DEVELOPMENT BOARD's requirements.
- **Respond Promptly:** Respond to any requests for additional information or corrections within the timeframe specified by the KOGI STATE TOWN PLANNING AND DEVELOPMENT BOARD.
- **Comply with Regulations:** Adhere to all relevant laws, regulations, and guidelines governing layout plans in Kogi State.

- **Pay Applicable Fees:** Submit all required fees in a timely manner as part of the application process.
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5. KOGI STATE TOWN PLANNING AND DEVELOPMENT BOARD Responsibilities

The KOGI STATE TOWN PLANNING AND DEVELOPMENT BOARD is committed to:

- **Professionalism:** Conducting the review and evaluation of layout plans with professionalism, integrity, and impartiality.
 - **Timeliness:** Adhering to the timelines specified in this SLA for each stage of the approval process.
 - **Clear Communication:** Providing clear, detailed, and timely communication to Applicants throughout the approval process.
 - **Confidentiality:** Maintaining the confidentiality of all Applicant information and documentation, except where disclosure is required by law.
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6. Dispute Resolution

In the event of a dispute arising from the layout plan approval process under this SLA, the following steps will be taken:

- **Initial Resolution:** The Applicant should first contact the KOGI STATE TOWN PLANNING AND DEVELOPMENT BOARD to resolve the issue. The KOGI STATE TOWN PLANNING AND DEVELOPMENT BOARD will respond within 5 business days.
 - **Escalation:** If the issue remains unresolved, it may be escalated to the Director of KOGI STATE TOWN PLANNING AND DEVELOPMENT BOARD for further review and resolution within 10 business days.
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7. Review and Amendment

This SLA is subject to periodic review and may be amended as necessary to reflect changes in legal requirements, operational procedures, or service standards. Any amendments will be communicated to Applicants in writing.

8. Termination

This SLA remains in effect until terminated by either party. Applicants may terminate their engagement by withdrawing their application. The KOGI STATE TOWN PLANNING AND DEVELOPMENT BOARD may terminate this agreement if the Applicant fails to meet their obligations as outlined in this SLA.

9. Acceptance and Acknowledgment

By submitting a layout plan for approval, the Applicant acknowledges that they have read, understood, and agree to the terms and conditions of this SLA.

Signed:

For KOGI STATE TOWN PLANNING AND DEVELOPMENT BOARD: [Name, Title, Signature, Date]

For Applicant: [Name, Organization, Signature, Date]

This SLA establishes a framework for the efficient, transparent, and fair processing of layout plan approvals by the Kogi State Town Planning and Development Board, ensuring that all parties are aware of their roles, responsibilities, and the expected standards of service.

SIGNED

A handwritten signature in black ink, appearing to be 'K. O. O.', written over a horizontal line.

**General Manager,
Kogi State Town Planning and Development Board**

