
TARABA STATE GEOGRAPHIC INFORMATION SERVICE (TAGIS)

Regulatory Business Processes, SLA & SOP Guide

OVERVIEW

TAGIS is the official agency responsible for land documentation, mapping, and geospatial services in Taraba State. Its mandate includes issuing Certificates of Occupancy (C of O), maintaining a digital land registry, and supporting urban planning through GIS data.

REGULATORY BUSINESS PROCESSES

1. Certificate of Occupancy (C of O) Issuance

- Application submission
- GIS charting and site inspection
- Land verification and survey
- Billing and payment
- Legal review and approval
- Printing and collection

2. Construction Permit Processing

- Submission of architectural drawings
- Zoning and building line compliance check
- Site inspection and technical review
- Permit issuance

3. Geospatial Data Services

- Request for GIS maps or land data
- Data validation and access approval
- Delivery of digital or printed maps

4. Land Dispute Resolution

- Submission of complaint

- Investigation and boundary verification
- Mediation and resolution report

SERVICE LEVEL AGREEMENT (SLA)

Process	SLA (Working Days)
C of O Application & Submission	1 day
GIS Charting & Site Inspection	3–5 days
Land Verification & Survey	3–5 days
Billing & Payment Confirmation	2–3 days
Legal & Documentation Review	3–5 days
C of O Approval & Printing	5–7 days
Certificate Collection	Same day
Construction Permit Review	7–10 days
GIS Data Access	3 days
Dispute Resolution	10–15 days

STANDARD OPERATING PROCEDURE (SOP)

SOP Title: Certificate of Occupancy (C of O) Issuance

Department: TAGIS Land Administration Unit

Objective: To ensure timely and transparent issuance of C of O to qualified applicants.

Step-by-Step SOP

Step 1: Application Intake

- Receive completed C of O application form
- Verify attached documents (Survey Plan, Title Deed, ID)
- Log application into digital registry

Step 2: GIS Charting

- Chart land coordinates using GIS software
- Schedule site inspection with technical team
- Generate preliminary charting report

Step 3: Site Inspection & Verification

- Conduct physical inspection
- Confirm land boundaries and usage
- Submit inspection report to verification unit

Step 4: Billing & Payment

- Generate demand notice (application, admin, land value fees)
- Forward to TSIRS for payment processing
- Confirm payment and issue receipts

Step 5: Legal Review

- Forward verified documents to Ministry of Justice
- Review for ownership, compliance, and legal standing
- Approve or flag for correction

Step 6: Approval & Printing

- Submit approved file to TAGIS Director and Governor's Office
- Print Certificate of Occupancy
- Stamp and seal document

Step 7: Collection

- Notify applicant via SMS or email
- Verify identity and issue C of O
- Log issuance in registry

◆ Monitoring & Compliance

- Weekly audit of pending applications
- SLA tracking dashboard for internal performance
- Monthly reporting to Ministry of Urban Development

CONTACT & SUPPORT

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