

Service Level Agreement (SLA)

Taraba State Ministry of Finance, Budget and Economic Planning

Effective Date: January 1, 2024

Scope: Budget Preparation, Economic Data Publication, Fiscal Reporting, and Investor Engagement

1. Services Covered

Service	Description
Budget Call Circular Issuance	Annual directive to MDAs for budget submissions
Budget Consolidation & Approval	Coordination of draft budget and submission to Executive Council
Public Disclosure of Approved Budget	Online publication of final budget document
Quarterly Fiscal Performance Reporting	Release of revenue, expenditure, and deficit data
Investor Briefing & Economic Updates	Presentation of macroeconomic indicators and investment opportunities
Response to Business Data Requests	Handling of formal inquiries from investors and stakeholders

2. Applicable Fees

Service	Fee (₦)	Payment Channel
Budget Data Request (Hard Copy)	₦5,000	Treasury Single Account / Ministry Cash Office
Investor Briefing Participation	Free	N/A
Economic Report Subscription (Annual)	₦10,000	Online portal / Bank transfer

3. Service Delivery Timelines

Process Step	Timeline	Responsible Unit
Budget Call Circular Issuance	By 1st August annually	Budget Department
MDA Budget Submission Review	Within 3 weeks	Budget Desk
Draft Budget Consolidation	Within 7 working days	Budget & Planning Unit
Executive Council Approval	By 30th September	Commissioner's Office
Budget Publication Online	Within 5 working days of assent	ICT Unit
Quarterly Fiscal Report Release	By 15th of the following quarter	Economic Planning Unit
Investor Briefing / Webinar	Last week of each quarter	Planning + TARIPA
Response to Data Requests	Within 5 working days	GRM Desk / Registry Unit

4. Communication & Transparency

- All service timelines and fees are published on the [Ministry's official portal](#).
- Any changes to fees or procedures require **30-day public notice** via website and circular.
- Stakeholder consultations are mandatory for changes affecting the private sector.

5. Monitoring & Feedback

- SLA performance is reviewed quarterly by the **Office of the Secretary to the State Government (SSG)**.
- Businesses may submit grievances or feedback via the [GRM portal](#).
- Compliance reports are published annually and shared with the State Executive Council.