
Taraba State Interstate Movement Service Level Agreement (SLA)

Jointly Issued by:

- Ministry of Commerce, Trade, and Industry
- Ministry of Justice
- Taraba State Internal Revenue Service (TSIRS)

Effective Date: 2ND October 2024

Review Cycle: Annual (every 12 months)

1. Purpose

This SLA establishes the service standards, responsibilities, and regulatory procedures for facilitating and monitoring interstate movement of commercial goods and vehicles entering or exiting Taraba State. It aims to:

- Promote ease of doing business
 - Ensure lawful and safe movement of goods
 - Prevent illegal trade and tax evasion
 - Protect consumer and public interests
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2. Scope of Services

The following services are covered under this SLA:

- Issuance of Interstate Movement Permits
 - Verification of Goods and Vehicle Documentation
 - Enforcement of Trade Levies and Compliance
 - Legal Review of Movement-Related Disputes
 - Monitoring and Reporting of Border Activities
 - Coordination with Federal and Neighboring State Agencies
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3. Regulatory Procedures

Step-by-Step Process

Step	Action	Responsible Agency	SLA (Working Days)
1	Submission of Movement Request Form	Ministry of Commerce	Same day
2	Verification of Goods Manifest and Vehicle Papers	TSIRS & Ministry of Commerce	2 days
3	Issuance of Interstate Movement Permit	Ministry of Commerce	3 days
4	Payment of Applicable Levies and Taxes	TSIRS	1 day
5	Legal Review (if dispute or exemption is requested)	Ministry of Justice	5 days
6	Border Clearance and Monitoring	Joint Taskforce	Ongoing
7	Post-Movement Compliance Audit	TSIRS	Within 14 days of movement

4. Performance Standards

Service	Target SLA	Performance Indicator
Permit Issuance	3 working days	% of permits issued on time
Document Verification	2 working days	Accuracy of verification
Tax Payment Confirmation	1 working day	% of payments confirmed
Legal Review	5 working days	Resolution rate of disputes
Border Monitoring	Continuous	Number of compliant movements
Post-Movement Audit	14 working days	Audit completion rate

5. Roles and Responsibilities

Ministry of Commerce, Trade, and Industry

- Receive and process movement applications

- Coordinate with TSIRS and Justice Ministry
- Issue permits and maintain movement registry

Taraba State Internal Revenue Service (TSIRS)

- Assess and collect applicable levies
- Verify tax compliance of goods and vehicles
- Conduct post-movement audits

Ministry of Justice

- Review legal exemptions and disputes
 - Provide interpretation of trade laws
 - Support enforcement actions
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6. Escalation and Complaint Resolution

If service standards are not met, stakeholders may escalate as follows:

1. **Business Support Desk** – Initial inquiry and resolution
 2. **Formal Complaint Submission** – Via GRM portal or ministry office
 3. **Commissioner-Level Review** – Final escalation to relevant Commissioner
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7. Monitoring and Reporting

- Quarterly performance reviews
 - Publication of movement statistics and compliance reports
 - Stakeholder engagement forums every 6 months
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8. Amendment Clause

This SLA shall be reviewed annually or as deemed necessary by any of the signatory agencies. Amendments must be jointly approved and published.

SIGNED

Commissioner, Ministry of Commerce, Trade, and Industry

Attorney General, Ministry of Justice
Executive Chairman, Taraba State Internal Revenue Service

