

# Service Level Agreement (SLA)

**Service Level Agreement (SLA)** for the **Taraba State Investment Promotion Agency (TARIPA)**, aligned with the TARIPA Establishment Law (2021), the Business Enabling Environment (BEE) framework, and the agency’s investor facilitation mandate.

## Service Level Agreement (SLA)

### Taraba State Investment Promotion Agency (TARIPA)

**Effective Date:** January 1, 2024

**Scope:** Investment Registration, Incentive Processing, Inter-MDA Coordination, and Investor Support Services

## 1. Services Covered

Service	Description
Investment Project Registration	Formal onboarding of new investors and issuance of Investment Certificate
Incentive Application Processing	Review and approval of tax holidays, land rebates, and fast-track permits
Inter-MDA Facilitation	Coordination of land access, environmental clearance, and regulatory approvals
Investor Helpdesk & GRM	Response to inquiries, complaints, and support requests
Investment Promotion Events	Hosting of forums, webinars, and stakeholder engagements

## 2. Applicable Fees

Service	Fee (₦)	Payment Channel
Investment Registration (Standard)	Free	N/A
Incentive Application Processing	Free	N/A)
Participation in Investment Forum	Free	N/A
Investor Data Request (Hard Copy)	₦5,000	TARIPA Registry Office

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### 3. Service Delivery Timelines

Process Step	Timeline	Responsible Unit
Acknowledge Expression of Interest (EOI)	Within 2 working days	Registry Unit
Issue Investment Registration Form	Within 2 working days	Investment Desk
Screen and Map Project	Within 3 working days	Technical Unit
Issue Investment Certificate	Within 5 working days	Facilitation Unit
Process Incentive Application	Within 7 working days	Incentives Desk
Coordinate MDA Support	Within 14 working days	Inter-Agency Desk
Respond to Investor Inquiry / Complaint	Within 5 working days	Helpdesk / GRM Unit

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### 4. Communication & Transparency

- All fees, timelines, and procedures are published on the [Taraba Investment Portal](#).
  - Changes to service terms require **30-day public notice** via website, gazette, and stakeholder circulars.
  - TARIPA shall host **quarterly investor briefings** to review SLA performance and gather feedback.
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### 5. Monitoring & Feedback

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