



**Kwara State Geographic and Information Services (KW-GIS)  
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**SERVICE LEVEL AGREEMENTS**

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

**December 2023**

**Effective Date:** 30/12/2023

**Reference:** Executive Order No 1, 2023, on the Promotion of Transparency and Efficiency in the Business Environment

## 1. Introduction

This Service Level Agreement (SLA) is established between Kwara State Geographic Information Service (KWGIS) and all individuals, organizations, and entities (from now on referred to as "Clients") requesting survey lifting services. This SLA outlines the terms, conditions, and performance expectations for providing survey lifting services by applicable laws and regulations in Kwara State.

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## 2. Scope of Services

KWGIS shall provide the following services related to survey lifting:

- **Survey Lifting Execution:** Conducting detailed, accurate survey lifting of land or property as requested by Clients, including boundary demarcation, topographical surveys, and other related activities.
  - **Data Processing and Analysis:** Processing and analyzing survey data to produce required outputs, such as maps, coordinates, and survey reports.
  - **Issuance of Survey Reports:** Providing Clients with official survey reports, maps, and other relevant documentation.
  - **Consultation and Advice:** Professional consultation and advice regarding survey lifting processes, requirements, and results.
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## 3. Service Standards

KWGIS commits to the following service standards for the timely and efficient delivery of survey lifting services:

### 3.1 Request for Services:

- Clients must submit a formal request for survey lifting, including all necessary details about the property or land to be surveyed. This includes providing any existing documentation and paying the required fees.

### 3.2 Survey Lifting Schedule:

- **Initial Site Visit:** KWGIS will schedule an initial site visit within 10 business days of receiving a complete request and payment.
- **Survey Completion:** The actual survey lifting will be completed within 20 business days of the initial site visit, subject to weather conditions and site accessibility.

### 3.3 Data Processing and Reporting:

- **Processing Time:** Survey data will be processed, and relevant reports and maps will be prepared within 15 business days following the completion of the survey lifting.
- **Issuance of Reports:** Official survey reports, maps, and other documentation will be issued to the Client within 5 business days after data processing.

### 3.4 Consultation Services:

- KWGIS will provide consultation services within 10 business days of a request regarding any aspect of the survey lifting process or results.

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## 4. Client Responsibilities

Clients are required to:

- **Provide Accurate Information:** Ensure that all necessary information and documentation related to the survey lifting request are accurate and complete.
- **Grant Access:** Provide unhindered access to the property or land to be surveyed, including any necessary permissions from third parties.
- **Timely Communication:** Respond promptly to any queries or requests from KWGIS for additional information or clarification.
- **Pay Fees:** Pay all applicable fees related to the survey lifting services in a timely manner.

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## 5. KWGIS Responsibilities

KWGIS is committed to:

- **Accuracy:** Ensuring that all survey lifting activities are conducted with precision and in accordance with professional standards.
  - **Timeliness:** Adhering to the timelines outlined in this SLA for each stage of the survey lifting process.
  - **Communication:** Keeping Clients informed of the progress of their survey lifting request and any potential delays or issues that may arise.
  - **Confidentiality:** Maintaining the confidentiality of all data and information provided by the Client, except where disclosure is required by law.
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## **6. Review and Amendment**

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

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## **7. Termination**

This SLA remains in effect until terminated by either party. The Client may terminate the agreement by withdrawing their request for survey lifting services. KWGIS may terminate this agreement if the Client fails to meet the obligations outlined in this SLA.

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## **8. Acceptance and Acknowledgment**

By submitting a request for survey lifting services, the Client acknowledges that they have read, understood, and agree to the terms and conditions of this SLA.

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**Signed:**

**For KWGIS:** [Name, Title, Signature, Date]

**For Client:** [Name, Organization, Signature, Date]

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This SLA ensures clarity and mutual understanding between KWGIS and Clients, promoting a smooth and efficient process for providing survey lifting services in Kwara State.

**SIGNED**

**The Executive Chairman. Kwara State Geographic and Information Services  
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