



KWARA MINISTRY OF BUSINESS INNOVATION AND TECHNOLOGY
Sulu Gambari Road, P.M.B 1374, Ilorin, Kwara State.

SERVICE LEVEL AGREEMENT

The Agreement describes the key Services provided by the KWARA MINISTRY OF BUSINESS INNOVATION AND TECHNOLOGY and the standards we have committed to regarding service delivery to our end users.

- 1. GOAL AND OBJECTIVES:** The Objectives and Goals of the Service Level Agreement (SLA) are:-
To ensure strict compliance with the provisions of “ Kwara State Codification and Revenue Regulated Codes and Rate Regulation, 2021 and Kwara State Revenue Administration law (2016) as amended, “Kwara State Registration of Business Premises Law, 2006” which designates this Ministry to:
 - Issue Permit for Business Premises
 - Renewal of Permit for Business Premises
 - Collection of Economic Development Levy
- 2. STAKEHOLDERS:** KWARA STATE MINISTRY OF BUSINESS INNOVATION AND TECHNOLOGY CO and beneficiaries as captured in the table following.
- 3. PERIODIC REVIEW:** Once a year as the need arises.
- 4.** When there is default, the remedy is through our Grievance Redress Mechanism.

KWARA STATE MINISTRY OF BUSINESS INNOVATION & TECHNOLOGY SCOPE OVERVIEW

S/ N	DEPARTMENT RESPONSIBLE	SERVICE	COST (NGN)	BENEFICIARIES	REQUIREMENTS/ STEPS/PROCEDURES	RESPONSE TIMELINES	VALIDITY
1.	Department of Commerce and Trade	Permit for Business Premises	Kwara State Codification and Revenue Regulated Codes and Rate Regulation, 2021	Private Limited Liability Company (LTD), Public Limited Liability Company (PLC), Unlimited Company	<p>1. Obtain and submit Business Permit Application form (same day if the information required are available) at KWARA MINISTRY OF BUSINESS INNOVATION AND TECHNOLOGY Sulu Gambari Road, P.M.B 1374, Ilorin, Kwara State</p> <p>2. The following information is contained in the application form to be obtained:</p> <p>(i) Registered Business Name from Corporate Affairs Commission</p> <p>(ii) Tax Identification Number: applicant without Tax Identification Number can obtain such from Kwara State Internal Revenue Service (KWSIRS)</p> <p>(iii) Brief proposal of your business with the following information:</p> <ul style="list-style-type: none"> ● Business Name ● Valid Business Address ● Branch Business Address ● Date of Commencement of Business ● Name and Address of Secretary, Manager/ Representative 	Within 7 days	Kwara State Codification and Revenue Regulated Codes and Rate Regulation, 2021 and Kwara State Revenue Administration law (2016) as amended,

				<ul style="list-style-type: none">● Full Name and Address and National of each Director● Name of Employees: Male. Female and Foreigner if any● Authorized Share Capital● The Paid up share capital <p>3. Upon submission, a payment code is generated by Ministry of Commerce to facilitate payment. The fees are contained in Table 6.43, page 37 - 52, of the Kwara State Approved Revised Revenue Code – 2020 or can also be obtained in the Ministry of Commerce.</p> <p>4. Make payment on Kwara State Internal Revenue Services using the The applicant filled on line application form on Self Service Portal of Kwara State Internal Revenue Service (KWIRS). https://selfservice.kwirs.com/</p> <p>5. Present receipt to Commerce and Trade Unit, of the Ministry KWARA MINISTRY OF BUSINESS INNOVATION AND TECHNOLOGY Sulu Gambari Road, P.M.B 1374, Ilorin, Kwara State</p> <p>6. Successful applicants are notified via phone call or text messages of approval for collection in the Ministry</p>		
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2.	Department of Commerce and Trade	Renewal of Business Premises Permit	Kwara State Codification and Revenue Regulated Codes and Rate Regulation, 2021 and Kwara State Revenue Administration law (2016) as amended,	Private Limited Liability Company (LTD), Public Limited Liability Company (PLC), Unlimited Company	2. Obtain and submit Business Permit Renewal form (same day if the information required are available) at KWARA MINISTRY OF BUSINESS INNOVATION AND TECHNOLOGY Sulu Gambari Road, P.M.B 1374, Ilorin, Kwara State	Within 7 days	Kwara State Codification and Revenue Regulated Codes and Rate Regulation, 2021 and Kwara State Revenue Administration law (2016) as amended,
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			Regulations – 2020, pages 37 - 52		<p>2. Upon submission, a payment code is generated by Ministry of Commerce to facilitate payment. The fees are contained in Table 6.43, page 37 - 52, of the Kwara Approved Revised Revenue Code – 2020 or can also be obtained in the Ministry of Commerce.</p> <p>3. Make payment to either Zenith Bank or First Bank within the State using the Revenue Code generated and obtain a print out of receipt</p> <p>4. Present receipt to Commerce and Trade Unit, of the Ministry</p> <p>5. Successful applicants are notified via phone call or text messages of approval for collection in the Ministry</p>		
3.	Department of Commerce and Trade	Economic Development Levy	Kwara State House Of Assembly Resolution No.70 of Wednesday 16th September. 2020 Approving The Revised Consolidated State (Miscellaneous) Fees And Charges Regulations – 2020, pages 53-56	Private Limited Liability Company (LTD), Public Limited Liability Company (PLC), Unlimited Company	<p>3. Obtain, fill and submit Economic Development Levy Form (same day if the information required are available) at the office of the Kwara State Ministry of Commerce using the physical address below:</p> <p>KWARA MINISTRY OF BUSINESS INNOVATION AND TECHNOLOGY Sulu Gambari Road, P.M.B 1374, Ilorin, Kwara State</p> <p>An officer from the Ministry will conduct physical assessment of</p>	Within 7 days	“Kwara State Codification and Revenue Regulated Codes and Rate Regulation, 2021 and Kwara State Revenue Administration law (2016) as amended,

					<p>your business and then submit report of proposed levy</p> <p>3. Upon submission, a payment code is generated by Ministry of Commerce to facilitate payment. The fees are contained in Table 6.43, page 53 - 56, of the Kwara Approved Revised Revenue Code – 2020 or can also be obtained in the Ministry of Commerce.</p> <p>4. Make payment to either Zenith Bank or First Bank within the State using the Revenue Code generated and obtain a print out of receipt</p> <p>5. Present receipt to Commerce and Trade Unit, of the Ministry</p> <p>6. Successful applicants are notified via phone call or text messages of approval for collection in the Ministry</p>		
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