



NIGERIAN SHIPPERS' COUNCIL
SERVICE LEVEL AGREEMENT (SLA)

S/No	SERVICES	REQUIREMENTS & Eligibility	FEES/ CHARGES	TIMELINE
1.	<p>Setting and Review of Tariffs, Rates and Charges</p> <p>To apply, visit: https://erpp.shipperscouncil.gov.ng/auth/login</p> <p>Applications can also be submitted by email at: rsd@shipperscouncil.gov.ng</p>	<ul style="list-style-type: none">• Certificate of Registration with NSC• Justification for the Review• Financial Performance• Cost Structure for Previous and Current Year• Future Income Projection <p>Note: Eligibility for review is biennial (every 2 years)</p>	Free	3 Weeks

2.	<p>Confirmation of Reasonableness of Demurrage</p> <p>To apply, visit: https://erpp.shipperscouncil.gov.ng/auth/login</p>	<ul style="list-style-type: none"> • Duly Completed and Approved Form A • Excel Summary of Invoices showing <ul style="list-style-type: none"> - Invoice Number - Container Number - Container Type - Total Demurrage - Free Start Date - Free End Date - Demurrage Start Date - Demurrage End Date - Free Billable Days - Bill of Laden 	Free	40 Working Hours
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		<ul style="list-style-type: none"> - Port of Discharge - Quantity 		
3.	<p>Confirmation of Reasonableness of Freight Rate</p> <p>To apply, visit: https://erpp.shipperscouncil.gov.ng/auth/login</p>	<ul style="list-style-type: none"> • Forms M • Net Export Proceed (NXP)/Non-Commercial Export (NCX) • Bill of Laden • Proforma Invoice for The Transaction 	Free	40 Working Hours
4.	<p>Confirmation of Reasonableness of Charter Party</p> <p>To apply, visit: https://erpp.shipperscouncil.gov.ng/auth/login</p>	<ul style="list-style-type: none"> • Forms M • NXP /NCX • Bill of Laden • Proforma Invoice for The Transaction • The Charter Party Agreement • Duly Completed Form A • Sailing Certificate Issued by NIMASA 	Free	40 Working Hours

5.	<p>Registration of Regulated Port Services Providers and Users</p> <p>To apply, visit: https://registration.shipperscouncil.gov.ng</p>	<p>1. Terminal operators: - CAC Certificate - Registration with NPA - Registration with NIMASA</p> <p>2. Shipping line/Company: - CAC Certificate - Registration with NPA - Registration from NIMASA</p> <p>3. Shipping Agent: - CAC Certificate - Registration with NPA - Registration from NIMASA</p>	<p>Terminal Operators (300,000)</p> <p>Shipping Line/Company (300,000)</p> <p>Shipping Agent (150,000)</p>	48 Hours
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		11. Jetty Operators: - CAC Certificate - Registration with NPA - Registration with NIMASA	Jetty Operators (100,000)	
		12. Barge Operators: - CAC Certificate - Registration with NPA - Registration with NIMASA	Barge Operators (50,000)	
		13. Freight Forwarders: - CAC Certificate - Registration with CRFFN	Freight Forwarders (30,000)	
		14. Logistics Service Providers: - CAC Certificate - Attestation from relevant Transport Associations	Logistic Service Providers (30,000)	
		15. Haulage Services: - CAC Certificate - Attestation from relevant Transport Associations	Haulage Services (30,000)	
		16. Clearing Agents: - CAC Certificate - Registration with CRFFN	Clearing Agency (30,000)	
		17. Consolidators: - CAC Certificate - Registration with NPA	Consolidators (30,000)	

			Other Service	
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6.	<p>Issuance of Operating License for:</p> <ul style="list-style-type: none"> • Inland Dry Ports • Vehicle Transit Area (VTA) 	<ul style="list-style-type: none"> • Expression of Interest/ Application • CAC Documents • Financials • Feasibility Report • Business Plan 	\$25,000 (IDPs)	3 Months
7.	Complaints Handling from all the Stakeholders in the Industry	<ul style="list-style-type: none"> • Forward complaints to NSC with genuine supporting document. • Adhere to rules & regulations of submitting complains. 	Free	1 week