



NIGERIA SHIPPERS' COUNCIL
SERVICE LEVEL AGREEMENT (SLA¹)

S/No	SERVICES	REQUIREMENTS & Eligibility	FEES/ CHARGES	TIMELINE
1.	Monitoring/ Supervision of Development/Operations of IDPs/TTPs	Development/Operations of IDPs/ITPs in Compliance with the Concession Agreements and Standards	Free	3 Months
2.	Analysis/Building up Data Base from Progress Report on KIDP.	Successful Operation of KIDP. -Providing Efficient Services to their Customers. -Ensure patronage of KIDP.	Free	3 Months
3.	Periodic Engagements with Monitoring Consultants of IDPS	Monitoring/ Supervision of the Project on behalf of Council to ensure they conform with Standards. -Production of Quarterly Progress reports of the Project. -Production of Report of Site Meetings and any other assignment given to them from time to time. -Advising the Council on the	Free	3 Month (as the need arise)

¹ An extract from the Service Charter. Please see our service charter on our website at <https://shipperscouncil.gov.ng> for further details

4.	Meetings with Relevant Stakeholders	Concessionaires are expected to fully develop the IDPs/TTPs and ensure their efficient operations. -NRC are to support the IDPs with critical infrastructure such as Rail Sidings, Locomotives, Wagons and to ensure efficient delivery of cargo to the IDPs.	Free	As the need arises
5.	Publication of harmonized haulage rates.	They are to ensure cargoes are delivered safely from point of origin to their agreed destinations. -To comply with structured Haulage Rates	Free	To be published biennially
6.	Stakeholders/Public Enlightenment Programmes	Participation at Council's Programmes/ Activities. -Suggestions/Observations from the General Public. -Feedback from relevant Stakeholders.	Free	As approved by NSC management
7.	Monitoring Intermodal Transport.	To comply with all rules, policies and procedures introduced for safety and time movement of cargo on road, rail and on inland water ways.	Free	Weekly and Monthly Operational reports
8.	Periodic consultation with relevant Government Agencies through entering into an MoU aimed at collaborative effective cargo movement on the various transport modes	-Ensure safe and efficient delivery of cargo by road, rail and Inland waterways through compliance with the agreed safely guidelines and service level. -To cooperate with NSC in the content of MoU. -Constitute MoU implementation on Committee	Free	Quarterly meeting of the MoU Implementation Committee
9.	Identifying	To cooperate with various agencies during survey exercise.	Free	Bi-annually

	Issues and problems affecting Inland Transportation for research purposes	-Develop questionnaires for information gathering		
10.	Facilitates Council's Interaction with trade groups and advises Management on commodity flows in international trade	Draw up questions on activities of Trade Groups, E-commerce and shipping activities with foreign partners	Free	Daily
11.	Develops and maintain a directory of stakeholders	Develops and maintain a directory of stakeholders	Free	Monthly
12.	Establish and maintain effective platform for Negotiation of freight rates & surcharges	Provide Relevant information. -Charge approved rates for services -Attend consultative meetings	Free	Daily
13.	Promote the formation of Shippers Associations and coordinate their activities	Register their membership with Shippers' Council, provide necessary information of their membership	Free	Annually
14.	Institute a consumer protection regime for the shipping industry	to protect the upcoming shippers in the shipping industry	Free	Annually
15.	Facilitates capacity building for stakeholders with regards to consumer rights and protection	Provide information on areas of needs for the stakeholders	Free	Quarterly
16.	Assists Shippers with information on documentations standardization, regulation and contracts on International Trade	Provide information on documentations, standardization and regulations	Free	Quarterly
17.	Periodic Review of financial reports of Regulated Service Providers	Submit information required e.g Annual reports	Free	Triennially

18.	Establish and maintain effective platform for Negotiation of freight rates & surcharges	-Provide Relevant information. -Charge approved rates for services -Attend consultative meetings	Free	Daily
19.	Responsible for competition oversight and Market analysis of Regulated Service providers	Provide information needed	Free	Quarterly
20.	Review Tariff Guideline/Structure	Call for Review	Free	Biennially
21.	Develop framework for competition	Provide relevant information required	Free	Biennially
22.	Analyse Port industry economic and investment trends	Provide relevant information e.g concession agreement document Ensure adequate equipment are provided to enhance efficient services	Free	Biennially
23.	Develop Standards for regulated services providers	- Provide inputs (Data)' -Comply with set standard	Free	Quarterly
24.	Review set standard	Participate in the review of set standard	Free	Validation exercise at the Terminals for approved standards
25.	Validate and publish set standard	Validate the set standard with stakeholders in attendance. -Publish the approved standard for the public	Free	Quarterly
26.	Promotion of Industrial harmony through Stakeholders engagements	- Host stakeholders, Airfreight stakeholders' forum meetings	Free	Quarterly
27.	Monitor and Enforce compliance with approved standards, tariff and rates	-Allow NCS officers access to terminal and offices. -Provide all necessary information relating to their activities.	Free	Two (2) regulated service providers per quarter.

		-To accord NSC officers due attention and respect in the discharge of their function.		
28.	Enforcement of breaches to set standards on tariff, rates and charges	To cooperate with NSC on enforcement and grant unfettered access to the enforcement officers	unscheduled or as may be required by exigency. -Evidence of enforcement and report of enforcement	
29.	Provision of up-to-date information on all ports, terminals and off-dock terminal.	Allow NSC officers access to terminal and offices. -Provide all necessary information relating to their activities.	Free	Two (2) Consultations and engagements with the stakeholders. Report of engagement activities
30.	Handling complaints from all the external Stakeholders in the Industry	-Forward complaints to NSC with genuine supporting document. -Adhere to rules & regulations of submitting complains.	Free	All complaints submitted acknowledge within 24 hrs.
31.	Mediation /Resolution	To attended any meeting initiated by NSC to resolve complaints.	Free	The outcome of mediation communicated to complainants within 10 working days.
32.	Legal Document Vetting/ Appraisal	Payment of prescribed fees by the respective customer as contain in the Document	Free	7 Days

34.	Registration of Regulated Services Providers in accordance with the Guidelines and Conditions for Registration	<ol style="list-style-type: none"> 1. Terminal operators: CAC Certificate, Registration from NPA, and Registration from NIMASA 2. Shipping line/Company: CAC Certificate, Registration from NPA, and Registration from NIMASA 3. Shipping Agent: CAC Certificate, Registration from NPA, and Registration from NIMASA 4. Off Dock Terminal: CAC Certificate, Registration from NPA, and Registration from NIMASA 5. Chandeliers: CAC Certificate, Registration from NPA, and Registration from NIMASA 6. ICD Operators: CAC Certificate, Registration from NPA, and Registration from Customs 7. Cooperate Shippers: CAC Certificate, Registration with Shippers Association 8. Individual Shippers: CAC Certificate, Registration with Shippers Association 9. Stevedoring Company: CAC Certificate, NPA 10. Jetty Operators: CAC Certificate, Registration from NPA, and Registration from NIMASA 11. Barge Operators: CAC Certificate, Registration from NPA, and Registration from NIMASA 12. Freight Forwarders: CAC Certificate, Registration with CRRFN 	Terminal Operators (300,000) Shipping Line/Company (300,000) Shipping Agent (150,000) Off Dock Terminal (100,000) Chandlers (100,000) ICD Operators (100,000) Corporate Shippers (60,000) Individual Shippers (20,000) Shippers Association (100,000) Stevedoring Company (100,000) Jetty Operators (100,000) Barge Operators (50,000) Freight Forwarders (30,000) Clearing Agency (30,000) Logistic Service Providers (30,000)	72 Hours
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35.	Prepare and issue Legal Notice to Regulated Services Providers	Regulated Services Providers	Free	72 Hours