



**NIGERIA SHIPPERS' COUNCIL**  
**SERVICE LEVEL AGREEMENT (SLA<sup>1</sup>)**

| <b>S/No</b> | <b>SERVICES</b>  | <b>REQUIREMENTS &amp; Eligibility</b>   | <b>FEES/<br/>CHARGES</b> | <b>TIMELINE</b>             |
|-------------|--|---|--------------------------|-----------------------------|
| 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.<br>-Production of Quarterly Progress reports of the Project.<br>-Production of Report of Site Meetings and any other assignment given to them from time to time.<br>-Advising the Council on the | Free                     | 3 Month (as the need arise) |

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

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| 4. | Meetings with Relevant Stakeholders          | Concessionaires are expected to fully develop the IDPs/TTPs and ensure their efficient operations.<br>-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.<br>-To comply with structured Haulage Rates   | Free | To be published biennially             |
| 6. | Stakeholders/Public Enlightenment Programmes | Participation at Council's Programmes/ Activities.<br>-Suggestions/Observations from the General Public.<br>-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 |

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| 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 safety guidelines and service level.<br>-To cooperate with NSC in the content of MoU.<br>-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   |

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|     | 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. | Confirmation of Reasonableness of Demurrage  | Ensure confirmation of the request submitted by Authorised Dealer Bank (ADB) to the NSC on behalf of their client(s), Shipping company | Free | 3 Weeks  |
| 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 |

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| 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. | Confirmation of Reasonableness of Freight Rate and Charter Party   | Ensure confirmation of the request submitted by Authorised Dealer Bank (ADB) to the NSC on behalf of their client(s), Individuals / Companies. | Free | 3 Weeks     |
| 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  |

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| 22. | Analyse Port industry economic and investment trends                     | Provide relevant information e.g concession agreement document<br>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.<br>-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.<br>-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.  |      |   |

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| 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.<br>-Provide all necessary information relating to their activities.  | Free   | Two (2) Consultations and engagements with the stakeholders.<br>Report of engagement activities |
| 30. | Handling complaints from all the external Stakeholders in the Industry             | -Forward complaints to NSC with genuine supporting document.<br>-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  |

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| 34. | Registration of Regulated Services Providers in accordance with the Guidelines and Conditions for Registration | <ol style="list-style-type: none"> <li>1. Terminal operators: CAC Certificate, Registration from NPA, and Registration from NIMASA</li> <li>2. Shipping line/Company: CAC Certificate, Registration from NPA, and Registration from NIMASA</li> <li>3. Shipping Agent: CAC Certificate, Registration from NPA, and Registration from NIMASA</li> <li>4. Off Dock Terminal: CAC Certificate, Registration from NPA, and Registration from NIMASA</li> <li>5. Chandeliers: CAC Certificate, Registration from NPA, and Registration from NIMASA</li> <li>6. ICD Operators: CAC Certificate, Registration from NPA, and Registration from Customs</li> <li>7. Cooperate Shippers: CAC Certificate, Registration with Shippers Association</li> <li>8. Individual Shippers: CAC Certificate, Registration with Shippers Association</li> <li>9. Stevedoring Company: CAC Certificate, NPA</li> <li>10. Jetty Operators: CAC Certificate, Registration from NPA, and Registration from NIMASA</li> <li>11. Barge Operators: CAC Certificate, Registration from NPA, and Registration</li> </ol> | Terminal Operators (300,000)<br>Shipping Line/Company (300,000)<br>Shipping Agent (150,000)<br>Off Dock Terminal (100,000)<br>Chandlers (100,000)<br>ICD Operators (100,000)<br>Corporate Shippers (60,000)<br>Individual Shippers (20,000)<br>Shippers Association (100,000)<br>Stevedoring Company (100,000)<br>Jetty Operators (100,000)<br>Barge Operators (50,000)<br>Freight Forwarders (30,000) | 72 Hours |
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|  |  | from NIMASA<br>12. Freight Forwarders: CAC Certificate,<br>Registration with CRRFN | Clearing Agency<br>(30,000)<br>Logistic Service<br>Providers (30,000) |  |
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|     |  | <p>13. Logistics service Providers: CAC Certificate, Attestation from relevant Transport Associations</p> <p>14. Haulage Services: CAC Certificate, Attestation from relevant Transport Associations</p> <p>15. Clearing Agents: CAC, CRFFN Certificates</p> <p>16. Consolidators: CAC, NPA Certificates<br/>Other Service Providers: CAC, Any other relevant Document</p> <p><b>N.B</b><br/>CAC:- Corporate Affairs Commission<br/>NPA:- Nigerian Port Authority NIMASA:- Nigerian Maritime Administration and Safety Agency<br/>NCS:- Nigerian Customs Services<br/>CRRFN:- Council for Registration of Freight Forwarders in Nigeria</p> | <p>Haulage Services (30,000)<br/>Other Service Providers (30,000)</p> |          |
| 35. | Prepare and issue Legal Notice to Regulated Services Providers | Regulated Services Providers  | Free  | 72 Hours |