



NIGERIAN SHIPPERS' COUNCIL (NSC)
SERVICE LEVEL AGREEMENT (SLA¹)

| S/No | SERVICES | REQUIREMENTS & ELIGIBILITY | FEES/ CHARGES | TIMELINE |
|------|--|---|------------------|------------------------------|
| 1. | Monitoring/Supervision of Development/Operations of Inland Dry Ports (IDPs) / Vehicle Transit Parks (VTAs) | Development/Operations of Inland Dry Ports (IDPs) / Vehicle Transit Parks (VTAs) in compliance with the Concession Agreements and Standards | Free | 3 Months |
| 2. | Analysis/Building up Data Base from Progress Report on Kaduna Inland Dry Ports (KIDP). | Successful Operation of Kaduna Inland Dry Ports (KIDP) - Providing Efficient Services to their Customers. -Ensure patronage of KIDP. | Free | 3 Months |
| 3. | Periodic Engagements with Monitoring Consultants of Inland Dry Ports (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 on the development of the project | Free | 3 Months (as the need arise) |

¹ An extract from the Service Charter.

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| 4. | Meetings with Relevant Stakeholders | Concessionaires are expected to fully develop the IDPs / VTAs and ensure their efficient operations. -National Railway Corporation (NRC) are to support IDPs with critical infrastructure such as Rail Sidings, Locomotives, Wagons and to ensure efficient delivery of cargoes 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 NSC's Programmes/ Activities. -Suggestions/Observations from the General Public. -Feedback from relevant Stakeholders. | Free | As approved by NSC's 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 a Memorandum of Understanding (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. -To cooperate with NSC in the content of MoU. -Constitute MoU implementation on Committee | Free | Quarterly meeting of the MoU Implementation Committee |
| 9. | Identifying Issues and problems affecting Inland Transportation for research purposes | To cooperate with various agencies during survey exercise. -Develop questionnaires for information gathering | Free | Bi-annually |
| 10. | Facilitates NSC'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 Nigerian 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 |

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| 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 |
| 22. | Analyze 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 |

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| 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. -To accord NSC officers due attention and respect in the discharge of their functions. | Free | Two (2) regulated services providers per quarter. |
| 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 |

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| 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 attained any meeting initiated by NSC to resolve complaints. | Free | The outcome of mediation communicated to complainants within 10 workingdays. |
| 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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| 33. | 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 | 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) | 72 Hours |
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| | | <p>from NIMASA</p> <p>12. Freight Forwarders: CAC Certificate, Registration with CRRFN</p> <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</p> <p>Other Service Providers: CAC, Any other relevant Document</p> <p>N.B CAC: - Corporate Affairs Commission NPA: - Nigerian Port Authority NIMASA: -Nigerian Maritime Administration and Safety Agency NCS: - Nigerian Customs Services CRRFN: - Council for Registration of Freight Forwarders in Nigeria</p> | <p>Clearing Agency (30,000)</p> <p>Logistic Service Providers (30,000)</p> | |
| 34. | Prepare and issue Legal Notice to Regulated Services Providers | Regulated Services Providers | Free | 72 Hours |