



**NIGERIAN SHIPPERS' COUNCIL**  
**SERVICE LEVEL AGREEMENT (SLA)**

S/No	SERVICES	REQUIREMENTS & Eligibility	FEES/ CHARGES	TIMELINE
1.	Setting and Review of Tariffs, Rates and Charges  To apply, visit: <a href="https://erpp.shipperscouncil.gov.ng/auth/login">https://erpp.shipperscouncil.gov.ng/auth/login</a>  Applications can also be submitted by email at: <a href="mailto:rsd@shipperscouncil.gov.ng">rsd@shipperscouncil.gov.ng</a>	<ul style="list-style-type: none"> <li>• Certificate of Registration with NSC</li> <li>• Justification for the Review</li> <li>• Financial Performance</li> <li>• Cost Structure for Previous and Current Year</li> <li>• Future Income Projection</li> </ul> Note: Eligibility for review is biennial (every 2 years)	Free	3 Weeks
2.	Confirmation of Reasonableness of Demurrage  To apply, visit: <a href="https://erpp.shipperscouncil.gov.ng/auth/login">https://erpp.shipperscouncil.gov.ng/auth/login</a>	<ul style="list-style-type: none"> <li>• Duly Completed and Approved Form A</li> <li>• Excel Summary of Invoices showing               <ul style="list-style-type: none"> <li>- Invoice Number</li> <li>- Container Number</li> <li>- Container Type</li> <li>- Total Demurrage</li> <li>- Free Start Date</li> <li>- Free End Date</li> <li>- Demurrage Start Date</li> <li>- Demurrage End Date</li> <li>- Free Billable Days</li> <li>- Bill of Laden</li> </ul> </li> </ul>	Free	72 Hours

		<ul style="list-style-type: none"> <li>- Port of Discharge</li> <li>- Quantity</li> </ul>		
3.	<p>Confirmation of Reasonableness of Freight Rate</p> <p>To apply, visit:  <a href="https://erpp.shipperscouncil.gov.ng/auth/login">https://erpp.shipperscouncil.gov.ng/auth/login</a></p>	<ul style="list-style-type: none"> <li>• Forms M</li> <li>• Net Export Proceed (NXP)/Non-Commercial Export (NCX)</li> <li>• Bill of Laden</li> <li>• Proforma Invoice for The Transaction</li> </ul>	Free	72 Hours
4.	<p>Confirmation of Reasonableness of Charter Party</p> <p>To apply, visit:  <a href="https://erpp.shipperscouncil.gov.ng/auth/login">https://erpp.shipperscouncil.gov.ng/auth/login</a></p>	<ul style="list-style-type: none"> <li>• Forms M</li> <li>• NXP /NCX</li> <li>• Bill of Laden</li> <li>• Proforma Invoice for The Transaction</li> <li>• The Charter Party Agreement</li> <li>• Duly Completed Form A</li> <li>• Sailing Certificate Issued by NIMASA</li> </ul>	Free	72 Hours
5.	<p>Registration of Regulated Port Services Providers and Users</p> <p>To apply, visit:  <a href="https://registration.shipperscouncil.gov.ng">https://registration.shipperscouncil.gov.ng</a></p>	<ol style="list-style-type: none"> <li>1. Terminal operators: <ul style="list-style-type: none"> <li>- CAC Certificate</li> <li>- Registration with NPA</li> <li>- Registration with NIMASA</li> </ul> </li> <li>2. Shipping line/Company: <ul style="list-style-type: none"> <li>- CAC Certificate</li> <li>- Registration with NPA</li> <li>- Registration from NIMASA</li> </ul> </li> <li>3. Shipping Agent: <ul style="list-style-type: none"> <li>- CAC Certificate</li> <li>- Registration with NPA</li> <li>- Registration from NIMASA</li> </ul> </li> </ol>	Terminal Operators (300,000)  Shipping Line/Company (300,000)  Shipping Agent (150,000)	48 Hours

		<p>4. Off-Dock Terminal:  - CAC Certificate  - Registration from NPA  - Registration from NIMASA</p> <p>5. Chandeliers:  - CAC Certificate  - Registration from NPA  - Registration from NIMASA</p> <p>6. IDP Operators:  - CAC Certificate  - Registration from NPA  - Registration from Customs</p> <p>7. Corporate Shippers:  - CAC Certificate  - Registration with Shippers Association</p> <p>8. Individual Shippers:  - CAC Certificate  - Registration with Shippers Association</p> <p>9. Shippers Association:  - CAC Certificate</p> <p>10. Stevedoring Company:  - CAC Certificate  - Registration with NPA</p>	<p>Off Dock Terminal (100,000)</p> <p>Chandeliers (100,000)</p> <p>IDP Operators (100,000)</p> <p>Corporate Shippers (60,000)</p> <p>Individual Shippers (20,000)</p> <p>Shippers Association (100,000)</p> <p>Stevedoring Company (100,000)</p>	
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6.	<p>Issuance of Operating License for:</p> <ul style="list-style-type: none"> <li>• Inland Dry Ports</li> <li>• Vehicle Transit Area (VTA)</li> </ul>	<ul style="list-style-type: none"> <li>• Expression of Interest/ Application</li> <li>• CAC Documents</li> <li>• Financials</li> <li>• Feasibility Report</li> <li>• Business Plan</li> </ul>	\$25,000 (IDPs)	3 Months
7.	Complaints Handling from all the Stakeholders in the Industry	<ul style="list-style-type: none"> <li>• Forward complaints to NSC with genuine supporting document.</li> <li>• Adhere to rules &amp; regulations of submitting complains.</li> </ul>	Free	1 week