



MINISTRY OF COMMERCE, TRADE AND INVESTMENT

STATE SECRETARIAT, Port Harcourt Road, OWERRI

SERVICE LEVEL AGREEMENT (SLA) FOR INTER-STATE MOVEMENT OF GOODS

Between Imo State Ministry of Commerce, Trade and Investment And

[Customer Name]

Introduction

This Service Level Agreement (SLA) is entered into by Imo State Ministry of Commerce, Trade and Investment and for clear understanding of both parties' responsibilities

Purpose

The purpose of this SLA is to clarify the terms and conditions under which Ministry of Commerce, Trade and Investment will provides for Inter-state movement of goods.

Scope of Services

The services offered include:

- Checking for adulteration and counterfeiting of goods
- Truck waiver permit
- Motor park operating permit

Customer Responsibilities

- Timely Payments: The customer agrees to pay all bills for services provided by the ministry on time.
 - Repairs and maintenance of company's vehicles
 - Timely renewal of all relevant vehicle papers

Dispute Resolution

Any disputes arising out of this SLA will be resolved through the following process:

- Negotiation: Both parties are required to demonstrate reasonableness, and professionalism in handling disputes.

Signatures

By signing below, both parties agree to the terms and conditions of this SLA.

Imo State Ministry of Commerce, Trade and Investment

[Name, Position]

Date: _____

[Customer Name]:

[Customer Name, Position]

Date: _____

15. Contact Information: 08088338494

Imo State Ministry of Commerce, Trade and Investment

- Customer Service: [08088338494]
 - Email: ifykellyn@gmail.com
- Office Address: Block 8 , State Secretariat, Owerri

Customer:

- Name: [Customer Name]
- Address: [Customer Address]
- Phone Number: [Customer Phone Number]
- Email: [Customer Email Address]

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