



MINISTRY OF RURAL AND URBAN DEVELOPMENT

The Agreement describes the key Services provided by the MINISTRY OF RURAL AND URBAN DEVELOPMENT and the standards we have committed to regarding service delivery to our end users.

1. **GOAL AND OBJECTIVES:** The Objectives and Goals of the Service Level Agreement (SLA) are:-
 - a) Issue permit for billboard and outdoor advertisement
 - b) Renewal of permit for billboard and outdoor advertisement
2. **STAKEHOLDERS:** MINISTRY OF RURAL AND URBAN DEVELOPMENT and beneficiaries as captured in the following table.
3. **PERIODIC REVIEW:** Once a year as the need arises.
4. When there is a default, the remedy is through our Grievance Redress Mechanism.

MINISTRY OF RURAL AND URBAN DEVELOPMENT SCOPE OVERVIEW

S/ N	DEPARTMENT RESPONSIBLE	SERVICE	COST (NGN)	BENEFICIARIES	REQUIREMENTS/ STEPS/PROCEDURES	RESPONSE TIMELINES	VALIDITY
1.	Commercial Department	Permit for billboard and outdoor advertisement	<p>1. Cost of application form for outdoor operators – Ten Thousand Naira (#10,000)</p> <p>2. Cost of registration of Certificate for any billboard owner – Fifty Thousand Naira (#50,000)</p>	All individuals, businesses and government	<p>Step 1: The applicant will submit a letter of application addressed to:</p> <p>DIRECTOR - GENERAL MINISTRY OF RURAL AND URBAN DEVELOPMENT Ministry of Rural & Urban Development, Hammanruwa way off Jalingo-Kuka Road, Jalingo, Taraba State, Nigeria.</p> <p>The following information should be on your letter of application:</p> <p>a. Proof of Tax Identification Number (TIN) b. Provide the address of where you want to erect the signage c. Design of the Signage and dimension</p> <p>Step 2: Site Inspection, Payment and approval of the application</p> <p>Upon the Director-General's approval, a Site inspection will be conducted by a Commercial officer from the Ministry to ascertain the standard dimension and location of outdoor structures for assessment in accordance with the approved rate.</p> <p>Upon approval by the director-general, the applicant will be given an assessment form for due process at</p>	1 day	

					<p>office, Ministry of Rural & Urban Development, Hammanruwa way off Jalingo-Kuka Road, Jalingo, Taraba State, Nigeria.</p> <p>Applicant can proceed to make payment into the Taraba Consolidated Revenue account using the code provided in the demand notice. The payment can be made via online banking or at any commercial bank.</p> <p>Applicant can make payment in 1 day, simultaneously with step 2</p> <p>Step 3: Collection of approval</p> <p>Successful applicants are notified via phone call or text messages to visit the Ministry office to collect approval to display the advertisement structure.</p> <p>Notification of approval takes less than 2 days after step 2</p> <p>Please note the following:</p> <ol style="list-style-type: none"> 1. The approval is valid for 12 months and is subject to revalidation. 		
2.	Commercial Department	Renewal of permit for billboard and outdoor advertisement	Fee for renewal of Certificate – Forty Thousand Naira (#40,000)	All individuals, businesses and government	<p>Step 1:</p> <p>Clients will be issued a demand notice for renewal of Permit by the Commercial Officer</p> <p>Or you can visit our office to obtain a Demand notice at:</p> <p>MINISTRY OF RURAL AND URBAN DEVELOPMENT Ministry of Rural & Urban Development, Hammanruwa way off Jalingo-Kuka Road, Jalingo, Taraba State, Nigeria.</p>	1 day	

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Signed
Permanent Secretary,
Ministry of Rural and Urban Development
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