



NIGERIAN EXPORT PROMOTION COUNCIL'S SERVICE LEVEL AGREEMENT (SLA) FOR E-REGISTRATION OF EXPORTERS

INTRODUCTION

The Nigerian Export Promotion Council (NEPC) is mandated to promote the development and diversification of Nigeria's export trade. As part of its efforts to improve service delivery and facilitate ease of doing business, the Council operates an Electronic Registration (E-Registration) Platform for exporters. The E-Registration platform provides a digital process through which Nigerian businesses intending to engage in export activities can register with NEPC and obtain the Exporter's Registration Certificate.

OBJECTIVE OF THE SERVICE LEVEL AGREEMENT

This Service Level Agreement (SLA) outlines the service standards, timelines, and responsibilities associated with the NEPC E-Registration process. It is intended to ensure transparency, efficiency, and accountability in the registration of exporters.

SCOPE OF THE SERVICE

The E-Registration platform is designed for all Nigerian businesses interested in exporting goods and services from Nigeria. Through the platform, exporters can:

- Register as certified exporters with NEPC
- Obtain an Exporter's Registration Certificate
- Renew expired registration certificates

The platform supports both new and existing exporters across all sectors of the Nigerian economy.

SERVICE DELIVERY TIMELINE

Upon successful submission of all required information and supporting documents through the E-Registration platform, the Nigerian Export Promotion Council shall process the application and issue the Exporter's Registration Certificate within twenty-four (24) hours.

This timeline applies where:

- All required documentation has been correctly uploaded;
- The prescribed fees have been successfully paid through Remitta.

FEES AND CHARGES

The fees applicable to the E-Registration service are as follows:

S/N	SERVICE	FEES (₦)
1.	New Exporter Registration Certificate	13,500
2.	Renewal of Expired Certificate	7,500
3.	Late Renewal (after 3 months of expiry)	12,500

These fees have remained unchanged in order to encourage wider participation in export activities and to promote the mainstreaming of the informal sector, as a significant proportion of stakeholders in the export ecosystem are Small and Medium Enterprises (SMEs).

RESPONSIBILITY OF NEPC AND APPLICANTS

NEPC	APPLICANTS
<p>The Nigerian Export Promotion Council shall:</p> <ul style="list-style-type: none">• Maintain a functional and accessible E-Registration platform.• Process applications promptly upon receipt of complete documentation and payment.• Issue the Exporter's Registration Certificate within the stipulated timeline.• Provide necessary support and guidance to applicants where required.	<p>Applicants are expected to:</p> <ul style="list-style-type: none">• Provide accurate and complete information during registration.• Upload all required supporting documents.• Pay the prescribed registration or renewal fees through the approved payment channels.• Ensure timely renewal of certificates before expiry.

SERVICE COMMITMENT

NEPC is committed to delivering efficient, transparent, and timely services to exporters through the E-Registration platform in order to facilitate export growth and enhance Nigeria's participation in international trade.

REVIEW OF THE AGREEMENT

This Service Level Agreement may be reviewed periodically by the Nigerian Export Promotion Council to reflect improvements in service delivery, operational changes, or policy updates.