



**CROSS RIVER STATE
MINISTRY OF COMMERCE
SERVICE LEVEL AGREEMENT**

The Agreement describes the key Services provided by the CROSS RIVER STATE MINISTRY OF COMMERCE (MoC) and the standards we have committed to in terms of service delivery to our end users.

1. GOAL AND OBJECTIVES: The Objective and Goals of the Service Level Agreement (SLA) are:

To ensure strict compliance to the provisions of “Cross River State Law No 10 of 2017 “A Law for the collection of taxes and levies”, “Cross River State Registration of Business Premises Edict 1984” and “Cross River State Resolution No 66 of Wednesday, 12th April 2017, Pursuant to Section 6 Sub (1) and (2) of Cross River State Imposition of Fees and Charges Law No 5, year 2012”, Cross River State House Of Assembly Resolution No.70 Of Wednesday 16th September. 2020 Approving the Revised Consolidated State (Miscellaneous) Fees and Charges Regulations - 2020 which designates this Ministry to:

- Issue Permit for Business Premises
- Renewal of Permit for Business Premises
- Collection of Economic Development Levy

2. STAKE HOLDERS: CROSS RIVER STATE MINISTRY OF COMMERCE and beneficiaries as captured in table following.

3. PERIODIC REVIEW: Once a year as the need arises.

4. When there is default, the remedy is through our Grievance Redress Mechanism.

CROSS RIVER STATE MINISTRY OF COMMERCE SCOPE OVERVIEW

S/ N	DEPARTMENT RESPONSIBLE	SERVICE	COST (NGN)	BENEFICIARIES	REQUIREMENTS/ STEPS/PROCEDURES	RESPONSE TIMELINES	VALIDITY
1.	Department of Commerce and Trade	Permit for Business Premises	Cross River State House Of Assembly Resolution No.70 of Wednesday 16th September. 2020 Approving The Revised Consolidated State (Miscellaneous) Fees And Charges Regulations – 2020, pages 37 - 52	Private Limited Liability Company (LTD), Public Limited Liability Company (PLC), Unlimited Company	<p>1. Obtain and submit Business Permit Application form (same day if the information required are available) at Cross River State Ministry of Commerce using the physical address below:</p> <p align="center">CROSS RIVER STATE MINISTRY OF COMMERCE</p> <p>2nd Floor, Professor Eyo Ita House No 48 Ndidem Usang Iso Road Calabar Cross River State</p> <p>2. The following information is contained in the application form to be obtained:</p> <p>(i) Registered Business Name from Corporate Affairs Commission</p> <p>(ii) Tax Identification Number: applicant without Tax Identification Number can obtain such from Cross River State Internal Revenue Service (CRSIRS) via https://www.crips.ng/</p> <p>(iii) Brief proposal of your business with the following information:</p> <ul style="list-style-type: none"> ● Business Name ● Valid Business Address ● Branch Business Address 	Within 7 days	“Cross River State Law No 10 of 2017 “A Law for the collection of taxes and levies”, “Cross River State Registration of Business Premises Edict 1984” and “Cross River State Resolution No 66 of Wednesday, 12th April 2017, Pursuant to Section 6 Sub (1) and (2) of Cross River State Imposition of Fees and Charges Law No 5, year 2012”, Cross River State House Of Assembly Resolution No.70 of Wednesday 16th September. 2020 Approving The Revised Consolidated State (Miscellaneous) Fees And Charges Regulations – 2020, pages 37 - 52

				<ul style="list-style-type: none">● Date of Commencement of Business● Name and Address of Secretary, Manager/ Representative● Full Name and Address and National of each Director● Name of Employees: Male, Female and Foreigner if any● Authorized Share Capital● The Paid up share capital <p>3. Upon submission, a payment code is provided by Ministry of Commerce to facilitate payment. The fees are contained in Table 6.43, page 37, of the Cross River Approved Revised Revenue Code – 2020 via this link: https://www.crirs.ng/2020/01/03/crs-approved-revisedfeescharges-regulations2020/ or can also be obtained in the Ministry of Commerce.</p> <p>4. Make either online or direct payment to either Zenith Bank or First Bank within the State using the Revenue Code generated, save or print out automated receipt. If payment is made directly in the bank, make a photocopy of the bank teller and visit Cross River State Internal Revenue Service to obtain a printout receipt at no cost.</p>	
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					<p>5. Present receipt to Trade Unit, Cross River State Ministry of Commerce</p> <p>6. Successful applicants are notified via phone call or text messages of approval for collection or can visit the Ministry of Commerce within one week.</p> <p>Successful applicant can visit Cross River State Ministry of Commerce to collect Business Premises Registration Permit</p>		
2.	Department of Commerce and Trade	Renewal of Business Premises Permit	Cross River State House Of Assembly Resolution No.70 of Wednesday 16th September, 2020 Approving The Revised Consolidated State (Miscellaneous) Fees And Charges	Private Limited Liability Company (LTD), Public Limited Liability Company (PLC), Unlimited Company	<p>Step 1: Issuance of a Demand Notice</p> <p>Applicant whose Business Premises Permit is due for revalidation after 12 months from date of approved permit are issue a Demand Notice by the Cross River State Ministry of Commence to renew their permit.</p> <p>Contents of the Demand Notice includes the followings:</p> <ol style="list-style-type: none"> 1. Client business name and business address 2. Tax Identification Number 3. Payment Reference Number 4. Yearly renewal fee, amongst others 	Within 2 days	“Cross River State Law No 10 of 2017 “A Law for the collection of taxes and levies”, “Cross River State Registration of Business Premises Edict 1984” and “Cross River State Resolution No 66 of Wednesday, 12 th April 2017,

Step 2: Payment

1. Applicant can make online payment by visiting crossriverpay.com,
 - a. Click on “Pay Cross River State”
 - b. Enter the “Payment Reference:” in the field provided
 - c. Click on “make payment”
 - d. The demand notice will display on the screen
 - e. Locate the “pay now” button to right of the screen
 - f. Click on “pay now”
 - g. Choose method of payment and follow the onscreen instructions.

2. Or approach any Commercial bank with the demand notice and the bank will process the payment.

Note:

The Renewal Permit Fees or rates are already captured in the system or contained in the Cross River Approved Revised Revenue Code – 2020 via this link:

<https://www.crips.ng/2020/01/03/crs-approved-revised-feeschargesregulations2020/>

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3.	Department of Commerce and Trade	Economic Development Levy	Cross River State House Of Assembly Resolution No.70 of Wednesday 16th September. 2020 Approving The Revised Consolidated State (Miscellaneous) Fees And Charges Regulations – 2020, pages 53-56	Private Limited Liability Company (LTD), Public Limited Liability Company (PLC), Unlimited Company	<p>3. Obtain, fill and submit Economic Development Levy Form (same day if the information required are available) at the office of the Cross River State Ministry of Commerce using the physical address below:</p> <p>CROSS RIVER STATE MINISTRY OF COMMERCE 2nd Floor, Professor Eyo Ita House No 48 Ndidem Usang Iso Road Calabar Cross River State</p> <p>2. An officer from the Ministry will conduct physical assessment of</p>	Within 7 days	“Cross River State Law No 10 of 2017 “A Law for the collection of taxes and levies”, “Cross River State Registration of Business Premises Edict 1984” and “Cross River State Resolution No 66 of Wednesday, 12th April 2017, Pursuant to Section 6 Sub (1) and (2) of Cross River State Imposition of Fees and Charges Law No 5, year 2012”
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					<p>your business and then submit report of proposed levy</p> <p>3. Upon submission, a payment code is generated by Ministry of Commerce to facilitate payment. The fees are contained in Table 6.43, page 53 - 56, of the Cross River Approved Revised Revenue Code – 2020 or can also be obtained in the Ministry of Commerce.</p> <p>4. Make payment to either Zenith Bank or First Bank within the State using the Revenue Code generated and obtain a print out of receipt</p>		
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Hon. Mrs. Abigail Duke Orok Ph.D
Commissioner
Cross River State Ministry of Commerce

18th January 2024