

1. SERVICE LEVEL AGREEMENT

S/N	ACTIVITY	INPUT	OUTPUT	TIMELINE
1	Verify payment for berthing/unberthing services	Receive application	Verify the vessel has completed its operation and payment has been made for services rendered	Within 5 minutes
2	Complete ship declaration form	Receive internal communication on arrival of vessel	Go onboard vessel and complete ship declaration form	Within 3 working days of arrival
3	Process vessel arrival communication	Receive arrival particulars	Distribute data to all internal stakeholders	Within 24 hours
4	Prepare shipping position/Bulletins	Receive input from berthing meeting	Prepare shipping position/bulletins for stakeholders	Within 1 hour
5	Respond to user request	Receive request from Department	Appraise and respond to request	Respond within 24 hours for local request Within 3 working days upon receipt of travel allowance for upcountry
6	Process Central Office for Planning Information (COPI)	Receive manifest (Inward and Outward) from shipping companies	Process manifest and dispatch to relevant departments for billing	30 minutes
7	Conduct vessel operations	Receive information on vessels expected time arrival at berthing meeting	Record cargo discharged and loaded through NPA independent cargo surveyors	5 working days
8	Treat cargo surveyors invoice	Receive cargo surveyors' invoice for confirmation of operation	Verify vessels were handled and tonnage discharged/loaded are certified ok	45 minutes
9	Conduct chandelling operation	Receive application to supply consumables to vessels	Process application for approval/payment	Within 30 minutes
10	Gate operations	Receive request for entry/exit of cargo through port	Request for wharfage payment/Record entry and exit of cargoes and confirm payment	Within 5 minutes
11	Export Process	Cargo arrives at EPT	Cargo Examination and certification	24 hours
12	Truck Transit Time	Export cargo departs the EPTs	Traffic Management	24 – 78 hours
13	Shipment	Cargo arrives at the Terminal	Load cargo on scheduled voyage	72 hours



Nigerian Ports Authority

Service Level Agreement for Operations Department

S/N	ACTIVITY	INPUT	OUTPUT	TIMELINE
14	Service boat	Request to capture service of boats at berths	Record service boats at berths with Harbours department and raise bill.	Daily
15	Issue permission to berth/sail	Receive request to berth/sail from the Port Manager's office	Confirm payment and issue permission to berth/sail	Within 5 minutes
16	Conduct towage operations	Receive request for towage	Execute towage operations using Tug Boats and complete master declaration form	Within 4 hours
17	Conduct pilotage operations	Receive internal communication to berth/un-berth a vessel	Board and pilot vessel in and out of a berth	Within 4 hours
18	Prepare master declaration	Complete berthing/unberthing operations	Collate master declaration and send to Tariff and Billing department	Within 1 week after job execution
19	Communicate vessel arrival	Receive vessel arrival particulars	Distribute data to all internal stakeholders	Within 24 hours
20	Respond to data/information enquiries	Receive request to provide information and confirmation of vessel position, arrival and movement	Provide required data/information	Within 48 hours.
21	Register shipping company	Receive Request to register shipping company	Issue Certificate of Operations	Within 1 hour
22	Process Part Discharge certificate	Receive Request for Part Discharge certificate	Issue Part Discharge certification	Within 1 hour