



SERVICE LEVEL AGREEMENT ON THE PROMOTION OF TRANSPARENCY AND EFFICIENCY IN THE BUSINESS ENVIRONMENT: PLATEAU STATE INFRASTRUCTURE PROMOTION AND REGULATORY AGENCY (PIPRA)

The Agreement describes the key Services provided by the PLATEAU STATE INFRASTRUCTURE PROMOTION AND REGULATORY AGENCY (PIPRA) and the standards committed to 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 the “Plateau State Infrastructure Promotion and Regulatory Agency (PIPRA) Law of 2017”, Part III, No. 15 which designates this Agency to:

<https://www.plateaustate.gov.ng/uploads/DLI3/PPP-PUBLIC-PRIVATE-PARTNERSHIP-LAW-2017.pdf>

- Issue permits for use of right of Way to all telecommunications operators, electricity generation and distribution companies (gencos and disços);
- Disconnect and dismantle cables and other infrastructure laid or erected without obtaining the requisite permission from the Agency;
- Authorize a qualified officer of the Agency to inspect infrastructure to determine whether it complies with the provisions of this Law and regulations made hereunder; such inspection shall be between the hours of 8.00am and 4.00pm.
- Regulate the placing of urban furniture such as telecommunication antennae, mast and towers on land or buildings;
- Implement rates and fees for permits to erect antennae, masts and towers as may be prescribed by the Board;
- Compel our clients to disclose information in whatever form relating to public infrastructure;
- Investigate or cause an investigation into whether any person has violated any provision of this Law;
- Direct any cause of action that will bring the affairs of a Ministry, Department, Extra-ministerial Department, Agency, Community or Local Government in line with the Law or any templates issued pursuant to the regulations made under this Law;
- To design and develop infrastructure aerial map;

- Liaise with all Federal and International Agencies to implement infrastructure safety.
- 2. STAKE HOLDERS:** PLATEAU STATE INFRASTRUCTURE PROMOTION AND REGULATORY AGENCY (PIPRA) 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.**
<https://www.plateaustate.gov.ng/saber#>

PLATEAU STATE INFRASTRUCTURE PROMOTION AND REGULATORY AGENCY (PIPRA) SCOPE OVERVIEW

S/ N	DEPARTMENT RESPONSIBLE	SERVICE	COST (NGN)	BENEFICIARIES	REQUIREMENTS/ STEPS/PROCEDURES	RESPONSE TIMELINES	VALIDITY
1.	INFRASTRUCTURE	Permit fee for Masts/Towers (Telecom Operators)	1,000,000 per Mast/Tower	Telecommunications operators, electricity generation and distribution companies (gencos and disços)	<ol style="list-style-type: none"> 1. Client applies to PIPRA 2. Client submits relevant KYC documentations 3. Application is processed with 5 working days 4. Permit is granted to client 5. Compliance Monitoring 	Consent to be given within 5 working days of Security Clearance where there is full compliance with the provisions of CAMA 2005.	Plateau State Infrastructure Promotion and Regulatory Agency (PIPRA) Law No. 7 of 2017, PART III, No. 15
2.	INFRASTRUCTURE	Permit fees for Mast/Towers(others)	650,000	Telecommunications operators, electricity generation and distribution companies (gencos and disços)	<ol style="list-style-type: none"> 1. Client applies to PIPRA 2. Client submits relevant KYC documentations 3. Application is processed with 5 working days 4. Permit is granted to client 5. Compliance Monitoring 	Consent to be given within 5 working days of Security Clearance where there is full compliance with the provisions of CAMA 2005.	Plateau State Infrastructure Promotion and Regulatory Agency (PIPRA) Law No. 7 of 2017, PART III, No. 15

3.	INFRASTRUCTURE	Permit fee for V-sat	250,000	Telecommunications operators, electricity generation and distribution companies (gencos and discos)	<ol style="list-style-type: none"> 1. Client applies to PIPRA 2. Client submits relevant KYC documentations 3. Application is processed with 5 working days 4. Permit is granted to client 5. Compliance Monitoring 	Consent to be given within 5 working days of Security Clearance where there is full compliance with the provisions of CAMA 2005.	Plateau State Infrastructure Promotion and Regulatory Agency (PIPRA) Law No. 7 of 2017, PART III, No. 15
4	INFRASTRUCTURE	Permit fee for Rooftop transmission single pole	100,000.00	Telecommunications operators, electricity generation and distribution companies (gencos and discos)	<ol style="list-style-type: none"> 1. Client applies to PIPRA 2. Client submits relevant KYC documentations 3. Application is processed with 5 working days 4. Permit is granted to client 5. Compliance Monitoring 	Consent to be given within 5 working days of Security Clearance where there is full compliance with the provisions of CAMA 2005.	Plateau State Infrastructure Promotion and Regulatory Agency (PIPRA) Law No. 7 of 2017, PART III, No. 15
5	INFRASTRUCTURE	Annual renewal fee for other Mast/Towers (10% of the permit fee)	100,000.00	Telecommunications operators, electricity generation and distribution companies (gencos and discos)	<ol style="list-style-type: none"> 1. Client applies to PIPRA 2. Client submits relevant KYC documentations 3. Application is processed with 5 working days 4. Permit is granted to client 5. Compliance Monitoring 	Consent to be given within 5 working days of Security Clearance where there is full compliance with the provisions of CAMA 2005.	Plateau State Infrastructure Promotion and Regulatory Agency (PIPRA) Law No. 7 of 2017, PART III, No. 15

6	INFRASTRUCTURE	Annual renewal fee for telecommunications operators' Mast/Towers (10% of the fee)	65,000.00	Telecommunications operators, electricity generation and distribution companies (gencos and discos)	<ol style="list-style-type: none"> 1. Client applies to PIPRA 2. Client submits relevant KYC documentations 3. Application is processed with 5 working days 4. Permit is granted to client 5. Compliance Monitoring 	Consent to be given within 5 working days of Security Clearance where there is full compliance with the provisions of CAMA 2005.	Plateau State Infrastructure Promotion and Regulatory Agency (PIPRA) Law No. 7 of 2017, PART III, No. 15
7	INFRASTRUCTURE	Annual renewal fees for V-Sat and Rooftop Poles (10% of the Permit fee)	25,000 per V-Sat/Poles Respectively	Telecommunications operators, electricity generation and distribution companies (gencos and discos)	<ol style="list-style-type: none"> 1. Client applies to PIPRA 2. Client submits relevant KYC documentations 3. Application is processed with 5 working days 4. Permit is granted to client 5. Compliance Monitoring 	Consent to be given within 5 working days of Security Clearance where there is full compliance with the provisions of CAMA 2005.	Plateau State Infrastructure Promotion and Regulatory Agency (PIPRA) Law No. 7 of 2017, PART III, No. 15
8	INFRASTRUCTURE	Tenement Rate (Collected on behalf of relevant Local Government N70,000 per Mast/Tower Councils for this specific Sector)	70,000 per Mast/Tower site	Telecommunications operators, electricity generation and distribution companies (gencos and discos)	<ol style="list-style-type: none"> 1. Client applies to PIPRA 2. Client submits relevant KYC documentations 3. Application is processed with 5 working days 4. Permit is granted to client 5. Compliance Monitoring 	Consent to be given within 5 working days of Security Clearance where there is full compliance with the provisions of CAMA 2005.	Plateau State Infrastructure Promotion and Regulatory Agency (PIPRA) Law No. 7 of 2017, PART III, No. 15

9	INFRASTRUCTURE	Pollution charge (Collected on behalf of Plateau State Ministry of Environment for this specific Sector)	120,000 per Mast/Site/Annum	Government	<ol style="list-style-type: none"> 1. Client applies to PIPRA 2. Client submits relevant KYC documentations 3. Application is processed with 5 working days 4. Permit is granted to client 5. Compliance Monitoring 	Consent to be given within 5 working days of Security Clearance where there is full compliance with the provisions of CAMA 2005.	Plateau State Infrastructure Promotion and Regulatory Agency (PIPRA) Law No. 7 of 2017, PART III, No. 15
10	INFRASTRUCTURE	Environmental sanitation Charge (Collected on behalf of relevant local Government Councils for this specific Sector)	120,000 per Mast/Site/Annum	Local Government	<ol style="list-style-type: none"> 1. Client applies to PIPRA 2. Client submits relevant KYC documentations 3. Application is processed with 5 working days 4. Permit is granted to client 5. Compliance Monitoring 	Consent to be given within 5 working days of Security Clearance where there is full compliance with the provisions of CAMA 2005.	Plateau State Infrastructure Promotion and Regulatory Agency (PIPRA) Law No. 7 of 2017, PART III, No. 15
11	INFRASTRUCTURE	Fire Service Charge (Collected on behalf of Plateau State Fire Service in this specific Sector)	120,000 per Mast/Site/Annum	Government	<ol style="list-style-type: none"> 1. Client applies to PIPRA 2. Client submits relevant KYC documentations 3. Application is processed with 5 working days 4. Permit is granted to client 5. Compliance Monitoring 	Consent to be given within 5 working days of Security Clearance where there is full compliance with the provisions of CAMA 2005.	Plateau State Infrastructure Promotion and Regulatory Agency (PIPRA) Law No. 7 of 2017, PART III, No. 15

12	INFRASTRUCTURE	Right of Way Permit fee (Fiber Optic Cable)	5,000 per meter	Telecommunications operators	<ol style="list-style-type: none"> 1. Client applies to PIPRA 2. Client submits relevant KYC documentations 3. Application is processed with 5 working days 4. Permit is granted to client 5. Compliance Monitoring 	Consent to be given within 5 working days of Security Clearance where there is full compliance with the provisions of CAMA 2005.	Plateau State Infrastructure Promotion and Regulatory Agency (PIPRA) Law No. 7 of 2017, PART III, No. 15
13	INFRASTRUCTURE	Right of Way Permit Fee (Fiber Optic Cable)	10,000 per meter		<ol style="list-style-type: none"> 1. Client applies to PIPRA 2. Client submits relevant KYC documentations 3. Application is processed with 5 working days 4. Permit is granted to client 5. Compliance Monitoring 	Consent to be given within 5 working days of Security Clearance where there is full compliance with the provisions of CAMA 2005.	Plateau State Infrastructure Promotion and Regulatory Agency (PIPRA) Law No. 7 of 2017, PART III, No. 15
14	INFRASTRUCTURE	Payment of Reinstatement of Road surface after cutting/Excavation for fiber optic works (per meter)	Asphalt 8,000 Concrete 6,000 Paving Stone 5,000 Lawn 5,000 Thrust-boring 5,000 Bridge attachment 3,000 Soft soil 3,000	Telecommunications operators	<ol style="list-style-type: none"> 1. Client applies to PIPRA 2. Client submits relevant KYC documentations 3. Application is processed with 5 working days 4. Permit is granted to client 5. Compliance Monitoring 	Consent to be given within 5 working days of Security Clearance where there is full compliance with the provisions of CAMA 2005.	Plateau State Infrastructure Promotion and Regulatory Agency (PIPRA) Law No. 7 of 2017, PART III, No. 15

15	INFRASTRUCTURE	Payment of Reinstatement of Road surface after cutting/Excavation for Oil and Gas or Water Pipeline (per meter)	10,000 per meter	Telecommunications operators, electricity generation and distribution companies (gencos and discos)	<ol style="list-style-type: none"> 1. Client applies to PIPRA 2. Client submits relevant KYC documentations 3. Application is processed with 5 working days 4. Permit is granted to client 5. Compliance Monitoring 	Consent to be given within 5 working days of Security Clearance where there is full compliance with the provisions of CAMA 2005.	Plateau State Infrastructure Promotion and Regulatory Agency (PIPRA) Law No. 7 of 2017, PART III, No. 15
16	INFRASTRUCTURE	Duct Lease	2,500 per meter	Telecommunications operators, electricity generation and distribution companies (gencos and discos)	<ol style="list-style-type: none"> 1. Client applies to PIPRA 2. Client submits relevant KYC documentations 3. Application is processed with 5 working days 4. Permit is granted to client 5. Compliance Monitoring 	Consent to be given within 5 working days of Security Clearance where there is full compliance with the provisions of CAMA 2005.	Plateau State Infrastructure Promotion and Regulatory Agency (PIPRA) Law No. 7 of 2017, PART III, No. 15
17	INFRASTRUCTURE	Annual renewal of Right of Way Permit for fibre optic cables and gas Pipelines	10,000.00	Telecommunications operators, electricity generation and distribution companies (gencos and discos)	<ol style="list-style-type: none"> 1. Client applies to PIPRA 2. Client submits relevant KYC documentations 3. Application is processed with 5 working days 4. Permit is granted to client 5. Compliance Monitoring 	Consent to be given within 5 working days of Security Clearance where there is full compliance with the provisions of CAMA 2005.	Plateau State Infrastructure Promotion and Regulatory Agency (PIPRA) Law No. 7 of 2017, PART III, No. 15

18	INFRASTRUCTURE	Right of Way Permit Fee for Power Distribution Cables (Surface/Aerial)	2,000 per span	Electricity generation and distribution companies (gencos and disços)	<ol style="list-style-type: none"> 1. Client applies to PIPRA 2. Client submits relevant KYC documentations 3. Application is processed with 5 working days 4. Permit is granted to client 5. Compliance Monitoring 	Consent to be given within 5 working days of Security Clearance where there is full compliance with the provisions of CAMA 2005.	Plateau State Infrastructure Promotion and Regulatory Agency (PIPRA) Law No. 7 of 2017, PART III, No. 15
19	INFRASTRUCTURE	Right of Way Permit Fee for Power Distribution Cables(underground)	2,000 per span	Electricity generation and distribution companies (gencos and disços)	<ol style="list-style-type: none"> 1. Client applies to PIPRA 2. Client submits relevant KYC documentations 3. Application is processed with 5 working days 4. Permit is granted to client 5. Compliance Monitoring 	Consent to be given within 5 working days of Security Clearance where there is full compliance with the provisions of CAMA 2005.	Plateau State Infrastructure Promotion and Regulatory Agency (PIPRA) Law No. 7 of 2017, PART III, No. 15
20	INFRASTRUCTURE	Annual Inspection of Infrastructure for Power Distribution Cables (Surface/Aerial & Underground Etc.)	150 per meter	Electricity generation and distribution companies (gencos and disços)	<ol style="list-style-type: none"> 1. Client applies to PIPRA 2. Client submits relevant KYC documentations 3. Application is processed with 5 working days 4. Permit is granted to client 5. Compliance Monitoring 	Consent to be given within 5 working days of Security Clearance where there is full compliance with the provisions of CAMA 2005.	Plateau State Infrastructure Promotion and Regulatory Agency (PIPRA) Law No. 7 of 2017, PART III, No. 15

21	INFRASTRUCTURE	Restoration of Road Surface after excavation for underground power Cables	Asphalt 8,000 Concrete 6,000 Paving Stone 5,000 Lawn 5,000 Thrust-boring 5,000 Bridge attachment 3,000 Soft soil 3,000	Telecommunications operators, electricity generation and distribution companies (gencos and disços)	<ol style="list-style-type: none"> 1. Client applies to PIPRA 2. Client submits relevant KYC documentations 3. Application is processed with 5 working days 4. Permit is granted to client 5. Compliance Monitoring 	Consent to be given within 5 working days of Security Clearance where there is full compliance with the provisions of CAMA 2005.	Plateau State Infrastructure Promotion and Regulatory Agency (PIPRA) Law No. 7 of 2017, PART III, No. 15
22	INFRASTRUCTURE	Right of Way permit fee for Power Distribution appurtenances (transformers, feeder pillars, Etc.) sited on Plateau State Right of Way	50,000 per item	Telecommunications operators, electricity generation and distribution companies (gencos and disços)	<ol style="list-style-type: none"> 1. Client applies to PIPRA 2. Client submits relevant KYC documentations 3. Application is processed with 5 working days 4. Permit is granted to client 5. Compliance Monitoring 	Consent to be given within 5 working days of Security Clearance where there is full compliance with the provisions of CAMA 2005.	Plateau State Infrastructure Promotion and Regulatory Agency (PIPRA) Law No. 7 of 2017, PART III, No. 15
23	INFRASTRUCTURE	Permit for Electric pole erection	2,000 per pole	Electricity generation and distribution companies (gencos and disços)	<ol style="list-style-type: none"> 1. Client applies to PIPRA 2. Client submits relevant KYC documentations 3. Application is processed with 5 working days 4. Permit is granted to client 5. Compliance Monitoring 	Consent to be given within 5 working days of Security Clearance where there is full compliance with the provisions of CAMA 2005.	Plateau State Infrastructure Promotion and Regulatory Agency (PIPRA) Law No. 7 of 2017, PART III, No. 15

24	INFRASTRUCTURE	Application/ Site verification fee for any permit	100,000.00	Telecommunications operators, electricity generation and distribution companies (gencos and discos)	<ol style="list-style-type: none"> 1. Client applies to PIPRA 2. Client submits relevant KYC documentations 3. Application is processed with 5 working days 4. Permit is granted to client 5. Compliance Monitoring 	Consent to be given within 5 working days of Security Clearance where there is full compliance with the provisions of CAMA 2005.	Plateau State Infrastructure Promotion and Regulatory Agency (PIPRA) Law No. 7 of 2017, PART III, No. 15
25	INFRASTRUCTURE	Annual Renewal for Right of Way permit fee for Power Distribution appurtenances (transformers, feeder pillars, Etc.) sited on Cross River State Right of Way	2,5000,000.00	Telecommunications operators, electricity generation and distribution companies (gencos and discos)	<ol style="list-style-type: none"> 6. Client applies to PIPRA 7. Client submits relevant KYC documentations 8. Application is processed with 5 working days 9. Permit is granted to client 10. Compliance Monitoring 	Consent to be given within 5 working days of Security Clearance where there is full compliance with the provisions of CAMA 2005.	Plateau State Infrastructure Promotion and Regulatory Agency (PIPRA) Law No. 7 of 2017, PART III, No. 15
26	INFRASTRUCTURE	Penalty for non-payment of Application fees/charges	2,5000,000.00	Telecommunications operators, electricity generation and distribution companies (gencos and discos)	<ol style="list-style-type: none"> 1. Client applies to PIPRA 2. Client submits relevant KYC documentations 3. Application is processed with 5 working days 4. Permit is granted to client 5. Compliance Monitoring 	Consent to be given within 5 working days of Security Clearance where there is full compliance with the provisions of CAMA 2005.	Plateau State Infrastructure Promotion and Regulatory Agency (PIPRA) Law No. 7 of 2017, PART III, No. 15

27	INFRASTRUCTURE	Penalty for general non-compliance with existing laws, rules and regulations with regards to technical standard, approved drawings and Specifications and other processes and/or procedures stipulated by the Agency	100,000.00 per day for each day of infringement continues	Telecommunications operators, electricity generation and distribution companies (gencos and disços)	<ol style="list-style-type: none"> 1. Client applies to PIPRA 2. Client submits relevant KYC documentations 3. Application is processed with 5 working days 4. Permit is granted to client 5. Compliance Monitoring 	Consent to be given within 5 working days of Security Clearance where there is full compliance with the provisions of CAMA 2005.	Plateau State Infrastructure Promotion and Regulatory Agency (PIPRA) Law No. 7 of 2017, PART III, No. 15
28	INFRASTRUCTURE	Regularization of existing infrastructure	Tariff to be onetime payment based on the number infrastructures	Telecommunications operators, electricity generation and distribution companies (gencos and disços)	<ol style="list-style-type: none"> 1. Client applies to PIPRA 2. Client submits relevant KYC documentations 3. Application is processed with 5 working days 4. Permit is granted to client 5. Compliance Monitoring 	Consent to be given within 5 working days of Security Clearance where there is full compliance with the provisions of CAMA 2005.	Plateau State Infrastructure Promotion and Regulatory Agency (PIPRA) Law No. 7 of 2017, PART III, No. 15