



LAGOS STATE GOVERNMENT

MINISTRY OF LANDS

Block 13 & 14, The Secretariat, Alausa, Ikeja, Lagos, Nigeria
+2348023432684, +2348098998991 Email: landsbureau@lagosstate.gov.ng, www.lagosstate.gov.ng

LANDS BUREAU SERVICE LEVEL AGREEMENT (SLA)

1. Introduction

This Service Level Agreement (SLA) outlines the services provided by [Lands Bureau] to its customers, including the standards and responsibilities associated with those services.

2. Purpose

The purpose of this SLA is to ensure that the necessary elements and commitments are in place to provide consistent service delivery to customers. **(DO NOT CHANGE)**

3. Scope of Services

Description of services offered by the MDA that attracts fees and the ones that do not attract fees including timelines:

LIST OF SERVICES & APPROVED FEES IN ALL VIBRANT SERVICE WINDOWS OF LANDS BUREAU.			
APPLICATION FORMS FROM FINANCE DEPARTMENT			
ITEM CODES	FEE LINE ITEM	TARIFFS IN CBS SYSTEM	COMMENT FROM LANDS BUREAU
REVBOL009	PRIVATE SECTOR DEVELOPER SCHEME FORM	300,000.00	
REVBOL010	C of O FORM	20,000.00	
REVBOL011	REGULARISATION FORM	20,000.00	
REVBOL012	REGULARISATION COMMERCIAL FORM	30,000.00	
REVBOL013	PRIME FORM	20,000.00	
REVBOL014	Cof O COMMERCIAL FORM	30,000.00	
REVBOL015	COMMERCIAL FORM (INDUSTRIAL)	30,000.00	
REVBOL016	OBJECTION FORM	20,000.00	
REVBOL017	DEEMED GRANT ON PUBLICATION FEES	10,000.00	
REVBOL018	SEARCH	3,750.00	
REVBOL019	CERTIFIED TRUE COPY	5,625.00	
REVBOL020	SURVEY PLAN FOR C.T.C OF DEED	1,875.00	

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REVBOL021	FOR C.T.C. OF TITLES	5,625.00	
REVBOL022	COMPOSITE PLAN	37,500.00	
REVBOL023	WITHDRAWAL OF CAUTION	13,125.00	
REVBOL024	COURT ORDER	15,000.00	
REVBOL025	COURT JUDGEMENT	15,000.00	
REVBOL026	DEED OF RECTIFICATION	18,750.00	
REVBOL027	MEMORANDUM OF LOSS/EXTRACT	18,570.00	
REVBOL028	RELEASE	18,750.00	
REVBOL029	DEED OF SURRENDER	18,750.00	
REVBOL030	General form \ Private Application	20,000.00	
REVBOL031	Federal regulation form	100,000.00	
REVBOL032	Rectification fee	200, 000.00	
REVBOL033	Registration fee on Rectification	100,000.00	
REVBOL034	Stamp duty fee on Rectification	5,050.00	
REVBOL035	Endorsement fee on Rectification	3,000.00	
REVBOL036	Charting fee on Rectification	10, 500.00	
LAND USE AND ALLOCATION COMMITTEE (LUAC) DEPARTMENT			
ITEM CODES	FEE LINE ITEM	TARIFFS IN CBS SYSTEM	COMMENT FROM LANDS BUREAU
REVBOL048	Premium (60% of Fair Market Value)	0.6	
REVBOL049	Capital Contribution (25% of Fair Market Value)	0.25	
REVBOL050	Survey Fee (5% of Fair Market Value)	0.05	

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REVBOL051	Ground Rent (1% of Fair Market Value)	0.01	
REVBOL052	Stamp duty (2% of Fair Market Value)	0.02	
REVBOL053	Registration and Conveyance (3% of Fair Market Value)	0.03	
REVBOL054	Administrative Charges (1% of Fair Market Value)	0.01	
REVBOL055	Development Charges (3% of Fair Market Value)	0.03	
LUAC REGULARIZATION OF FEDERAL GOVERNMENT GRANT			
REVBOL001	REGULARISATION OF FEDERAL GRANT PREMIUM (IKOYI) PER SQUARE METER	60% OF THE FMV	
REVBOL002	REGULARISATION OF FEDERAL GRANT PREMIUM (VICTORIA ISLAND) PER SQUARE METER	60% OF THE FMV	
REVBOL003	REGULARISATION OF FEDERAL GRANT PREMIUM (OSBORNE) PER SQUARE METER	60% OF THE FMV	
REVBOL004	REGULARISATION OF FEDERAL GRANT PREMIUM (BANANA ISLAND) PER SQUARE METER	60% OF THE FMV	
REVBOL005	REGULARISATION OF FEDERAL GRANT PREMIUM (IKEJA GRA) PER SQUARE METER	60% OF THE FMV	
REVBOL006	REGULARISATION OF FEDERAL GRANT PREMIUM (APAPA GRA) PER SQUARE METER	60% OF THE FMV	
REVBOL007	REGULARISATION OF FEDERAL GRANT PREMIUM (SURULERE) PER SQUARE METER	60% OF THE FMV	
REVBOL008	REGULARISATION OF FEDERAL GRANT PREMIUM (YABA) PER SQUARE METER	60% OF THE FMV	

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	DEEMED GRANT STAMP DUTY (75% OF THE FMV)	0.75	
	DEEMED GRANT REGISTRATION FEE (75% OF THE FMV)	0.75	
	EXTENSION OF LEASE	1.5% OF VALUE	
	RENEWAL OF LEASE	1.5% OF VALUE	
DIRECTORATE FOR LAND REGULARIZATION (DLR)			
ITEM CODES	FEE LINE ITEM	TARIFFS IN CBS SYSTEM	COMMENT FROM LANDS BUREAU
REVBOL068	PREMIUM ON LAND REGULARISATION (25% OF FAIR MARKET VALUE)	0.25	
REVBOL069	ANNUAL GROUND RENT ON LAND REGULARISATION (1% OF PREMIUM)	0.01	
REVBOL070	DEVELOPMENT CHARGES ON LAND REGULARISATION(2% OF PREMIUM)	0.02	
REVBOL071	STAMP DUTY FEES ON LAND REGULARISATION (0.5% OF PREMIUM)	0.005	
REVBOL072	REGISTRATION ON LAND REGULARISATION (0.5% OF PREMIUM)	0.005	
??	NTDA Fee - Where Applicable (2.0% of Premium)	0.02	
??	Consent Fee (0.25% of the Premium)	0.25	
DIRECTORATE FOR LAND SERVICES (DLS)			
ITEM CODES	FEE LINE ITEM	TARIFFS IN CBS SYSTEM	COMMENT FROM LANDS BUREAU

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REVBOL056	CONSENT FEE ON LAND SERVICES (1.5% of Fair Market Value)	0.015	
REVBOL057	CGT ON LAND SERVICES (0.5% of Fair Market Value)	0.005	
REVBOL058	STAMP DUTY ON LAND SERVICES (0.5% of Fair Market Value)	0.005	
REVBOL059	REGISTRATION FEES ON LAND SERVICES (0.5% of Fair Market Value)	0.005	
REVBOL060	RECTIFICATION FEE OF LAND TITLES ON LAND SERVICES(0.75% of Fair Market Value)	0.0075	
REVBOL061	REGISTRATION FEE ON RECTIFICATION ON LAND SERVICES (0.375% of Fair Market Value)	0.00375	
REVBOL062	STAMP DUTY ON RECTIFICATION ON LAND SERVICES (0.375% of Fair Market Value)	0.00375	
REVBOL063	ETI-OSA PRIVATE SECTOR DEVELOPERS' PROGRAMME(PSDP)	N60- N 80m PER HECTARES	
REVBOL064	IBERU LEKKI PRIVATE SECTOR DEVELOPERS' PROGRAMME(PSDP)	N30- N60m PER HECTARES	
REVBOL065	EPE PRIVATE SECTOR DEVELOPERS' PROGRAMME(PSDP)	Not provided	
REVBOL066	NEIGHBOURHOOD IMPROVEMENT CHARGE	NONE	
	ACQUISITION/REVOCATION OF RIGHT OF OCCUPANCY	NONE	
	CANCELLATION OF LEASE	NOT PROVIDED	

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	SUBLEASE	3% OF VALUE	
	SURRENDER OF SUBLEASE	18749	
	ASSIGNMENT OF PART	3% OF VALUE	
	MORTGAGE SUPPLEMENTAL/SUBSEQUENT	0.5% OF VALUE	
	MORTGAGE CONSOLIDATION	NOT PROVIDED	
	VARIATION OF MORTGAGE	NOT PROVIDED	
	TRANSFER OF LEGAL MORTGAGE	NOT PROVIDED	
LAND REGISTRATION DIRECTORATE (RoT)			
ITEM CODES	FEE LINE ITEM	TARIFFS IN CBS SYSTEM	COMMENT FROM LANDS BUREAU
REVBOL030	UP-STAMPING	1.5%	
REVBOL031	SUPPLEMENTAL DEED	1.5%	
REVBOL032	DEED OF ASSIGNMENT	3% of Value	
REVBOL033	SUB-LEASE	3% of Value	
REVBOL034	LEASE	3% of Value	
REVBOL035	CERTIFICATE OF PURCHASE	3% of Value	
REVBOL036	TRANSFER/POWER OF ATTORNEY	3% of Value	
REVBOL037	GIFT	3% of Value	
REVBOL038	AGREEMENT	3% of Value	
REVBOL039	MORTGAGES	0.5%	
REVBOL040	RELEASE OF MORTGAGE	18750	
REVBOL041	DEED OF ASSENT	37500	
REVBOL042	VESTING DEED	37500	
REVBOL043	CHANGE OF OWNERSHIP	37500	
REVBOL044	LOST CERTIFICATE	37500	

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REVBOL045	CAUTION	28125	
REVBOL046	ADDENDUM	12500	
REVBOL047	OBJECTION	20000	
	REGISTRATION OF TITLE UPON DEATH OF HOLDER	NOT PROVIDED	
	RATIFICATION	3% OF VALUE	
	TRANSMISSION ON BANKRUPTCY/LIQUIDATION	NOT PROVIDED	
	RENEWAL OF CAUTION	49999	
	REMOVAL OF CAUTION	FREE	
	CAVEAT	100000	
	RENEWAL OF CAVEAT	50000	
	VERIFICATION	50000	
	EASEMENT	NOT PROVIDED	
	LIFTING OF EASEMENT	NOT PROVIDED	
	RECTIFICATION	18749	
	REGISTRATION OF FAMILY REPRESENTATIVES	NOT PROVIDED	
	REMOVAL OF FAMILY REPRESENTATIVES	NOT PROVIDED	
	REPLACEMENT OF FAMILY REPRESENTATIVES	NOT PROVIDED	
	CAPITAL DEVELOPMENT LEVY	25% OF THE FMV	
FMV = Fair Market Value and it is a separate document covering all parts of Lagos State.			

4. Service Availability

▪ Hours of operation:

The Lands Bureau Service's operate between 9.00am - 4.00p.m from Mondays through Fridays running on hybrid operations (i.e. both physically and virtually)

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- **Virtual Customer Service Centre** is integrated to the e-Portal resolve and answer enquiries, complaints, clarifications and commendations, with an effective feedback Redress mechanism in place for resolution within 24hours of receipt
- **Emergency Services Operate** for Senior Citizens and those living with Disabilities on appointment through dedicated lines, open to Citizens both physically and virtually which will be strictly adhered to on stipulated timelines.
- **Planned Maintenance and Downtime Notifications** – On need basis or a cycle of 6 months.

5. Performance Metrics

Key Performance Indicators (KPIs) to measure service quality is based on delivery and Resolution response time.

- Response times for inquiries and service requests on any issue: Within **24hours to 5 working days depending on complexity of enquiry, complaint or query.**
- Resolution times for issues reported. **(Within 24hours to 5 working days, depending on complexity of query)**

6. Responsibilities

6.1 MDA Responsibilities:

- Provide the agreed-upon services.
- Maintain service performance according to the SLA.
- Communicate any changes or disruptions in service.

6.2 Customer Responsibilities:

- Provide necessary information and access to enable service delivery.
- Report issues in a timely manner.
- Adhere to any guidelines provided by the MDA.

7. Feedback Mechanism:

Customers can provide feedback via two channels:

- **QR Code:** Scan a QR code displayed at the service point or on official documents
- **Phone Number:** Call 02018870607 where customers are guided through an IVR (Interactive Voice Response) or connected to an agent who records customer's feedback and revert to MDA.

Feedback Processing

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- Service Delivery Liaison officers (SDLO) will see all feedback entries and respond daily (from both QR code and phone flows)
- The SDLO will respond to all customers via email or phone (recorded in real-time)
- Feedback is tagged by MDA (Ministry, Department, or Agency) and classified by rating.

8. Review and Revisions

- Frequency of SLA reviews: On an as need basis.

9. Dispute Resolution

- Procedures for resolving any disputes arising from the SLA: Escalate to Higher authority (Permanent Secretary).

10. Signatures

Authorised Signatory

A handwritten signature in black ink, appearing to read 'Ololade Ajetunmobi'.

Ololade Ajetunmobi

Executive Secretary

Land Use and Allocation Committee