STANDARDS ORGANISATION OF NIGERIA SERVICE LEVEL AGREEMENT (SLA)						
SERVICES RENDERED						
S/NO	**SERVICES RENDERED BY SON**	**LOCATION WHERE SERVICES ARE RENDERED**	**DOCUMENTS TO BE SUBMITTED BY CLIENTS TO ACCESS THE SERVICES**	**TIMELINES FOR DELIVERY OF THE SERVICES WHEN REQUIREMENTS ARE MET BY CLIENTS (WORKING DAYS)**	**CHARGES APPLICABLE FOR SERVICES TO BE RENDERED**	**WEBLINKS FOR FULL INFORMATION ON PROCEDURES AND SUPPORT ON SERVICES REQUESTED**
A) SERVICES RENDERED BY THE INTERNATIONAL PRODUCT CERTIFICATION DEPARTMENT (IPCD)						
1.	**SONCAP- (Standards Organisation of Nigeria Conformity Assessment Programme)** • Product Certificates; • Shipment Certificate	Offshore-Processed by Product (s) Manufacturer (s)	• Manufacturing Facility Inspection report; • Laboratory test report on Products (from Laboratories with ISO 17025 Accreditation); • Proforma Invoices; • Evidence of payment of Service charges	• Product Certificate- 04 Days; • SONCAP Certificate – 04 Days (These Certificates are issued offshore). **Route X(LPG/CNG)** • Factory audit- 12working days • Report review and approval =3working days	**https://son.gov.ng/soncapservice/**	**About:** **https://son.gov.ng/soncapservice/** **To apply:** https://nsw.gov.ng/nsw/cusLogin/login.cl

2.	**Import Permit for Processing of "Form M".**	In Nigeria- Processed by Importer/ Online	• Completion of online application Form;
			• Proforma Invoice;
			• For Oil & Gas Imports *(NMDPRA permit is required*)
			• For Donated items: Provide:
			  • MoU between receiver & Donor;
			  • Exemption of duties from Fed. Min. of Finance.
				03 days	https://son.gov.ng/soncapservice/	About: https://son.gov.ng/soncapservice/
						
						To Apply: https://nsw.gov.ng/nsw/cusLogin/login.cl

3.	**Import Permit for PAAR**	In Nigeria- Processed by Importer/ Online	• Completion of online application Form; • Final /Commercial invoice • Bill of lading/ Airway Bill • CBN Form M	03 days	Free	To Apply: https://nsw.gov.ng/nsw/cusLogin/login.cl
B)	**SERVICES RENDERED BY THE NATIONAL PRODUCT CERTIFICATION DEPARTMENT (NPCD)**					
4.	**MANCAP- (Mandatory Conformity Assessment Programme)** • For certification of locally Manufactured products for local consumption or Export Nigeria	In Nigeria- Processed by Manufacturer through SON State Offices	• Completion of application Form; • TIN • CAC Certificate of incorporation; • List of Products • Laboratory test report • Standards Operating procedures (if any). • SON payment receipt	45	https://son.gov.ng/wp-content/uploads/2024/03/MANCAP-ADMINISTRATIVE-CHARGES.pdf	About: https://son.gov.ng/mancapservice/ To Apply: https://mancap.son.gov.ng/ **State Offices:** https://son.gov.ng/branch-locator/

5.	**SEZCAP (Special Economic Zones Conformity Assessment Programme)** • For certification of products manufactured in Special Economic Zones and exported to Nigeria	through SON State Offices/Online	• NEPZA Operating License • List of Products • Laboratory test report • Standards Operating procedures (if any). • SON payment receipt	45	N1,500,000.00/ Product category	About: https://son.gov.ng/4304-2/ To Apply: www.sezcap.son.gov.ng
6.	**SONEXCAP for Export based on Destination requirement**	In Nigeria-Processed by Manufacturer through SON State Offices	• Application letter to the DG/CE (SON); • CAC Certificate of incorporation; • List of Products • Laboratory test report • Export/ Contract Specifications; • Standards Operating procedures (if any). • SON payment receipt;	26	https://son.gov.ng/4283-2/	Manual/ proposed for digitization About: https://son.gov.ng/4283-2/
7.	**Halal Certification Services** Issuance of certifications for Halal compliant products and validation of conformity with Standards and requirements of the OIC/ Standards and Metrology Institute of	In Nigeria-Processed by Manufacturer through relevant SON State Offices.	• Application letter to the DG/CE (SON); • CAC Certificate of incorporation; • List of Products • Laboratory test report • Export/ Contract Specifications; • Standards Operating procedures (if any).	31	https://son.gov.ng/halal-certification/	About: https://son.gov.ng/halal-certification/

	Islamic Countries (SMIIC) or as designated.		• SON payment receipt			
8.	**35% Value Addition Service- compliance to the minimum value-added raw materials used in the manufacturing of eligible Products designated for export to Nigeria from Special Economic Zones.**	In Nigeria- Processed by Manufacturer through relevant SON State Offices	• NEPZA Operating License • List of Products • Laboratory test report • Standards Operating procedures (if any). • SON payment receipt	22	N200,000.00/ 1 year validity	About: https://son.gov.ng/4318-2/
9	**Product Identification Scheme** A mentorship and intermediary process (Hand holding), for promoting compliance of MSMEs' products unable to meet the stringent requirements for certification under the Mandatory Conformity Assessment Scheme (MANCAP) and also for product**s without Standards.**	In Nigeria- Processed by Manufacturer through SON State Offices/online	• CAC Certificate of incorporation; • Tax clearance certificate • List of Products • Laboratory test report • Standards Operating procedures (if any). • SON payment receipt	32	https://mancap.son.gov.ng	About: https://son.gov.ng/4308-2/ To Apply: https://mancap.son.gov.ng;
C) SERVICES RENDERED BY THE TRAINING SERVICES DEPARTMENT						
6.	Training Services on: • ISO Management System Standards for Commercial, industry-specific and Public institutions: • ISO 9001; • ISO 14001;	In Nigeria/ Online	• Send email requesting guidance- trainingservices@son.gov.ng; • Completed Application form; • Evidence of Payment of Service charges.	From 03- 5 (Depending on the training).	View calendar for training type, schedule, cost and timeline: https://son.gov.ng/wp-content/uploads/202	About: https://son.gov.ng/training-services/ https://etraining.son.gov.ng/home/index

	• ISO 27001; • ISO 45001; • ISO 22000; • ISO 5001; • ISO 22301; • ISO 21001; • ISO 41001; • ISO 37301: • ISO 37001; • ISO 13845; • HACCP; • NIS 489:2020 Hotel and Serviced Apartments Management System and Requirements. • Quality Assurance courses • Etc				6/02/2026-SON-TRAINING-SERVICES-Training-Calendar-Updated-1.pdf https://son.gov.ng/training-services/	
C) SERVICES RENDERED BY LABORATORY SERVICES						
7.	Laboratory Services ensures the analysis of all categories of products to ascertain compliance to the Nigerian Industrial Standards (NIS) or others: • Food products; • Chemical products; • Electrical/electronic products; • Textile and Leather products, • Mechanical products; • Civil & Building Products.	In Nigeria by all Clients	• Completed application form; • SON payment receipt; • Adequate Sample; size(in line with NIS); • Samples in Proper/ Adequate Packaging without defects; • Well Labelled Samples.	14	https://son.gov.ng/son-laboratory	About: https://son.gov.ng/son-laboratory

D) SERVICES RENDERED BY THE PORTS & BORDERS						
8.	The Ports and Borders Services ensure daily monitoring of the conformance of imported regulated products to applicable regulations, through the transparent Nigeria Customs Service (BODOGWU). • Inspection of Imported Goods • Shipment documents verification • Port Inspection Service Charge • Sampling and Laboratory Testing • Collaboration with Other Agencies • Risk Management & Lane Monitoring • Risk Management & Lane Monitoring SONCAP Default for consignment without valid SONCAP	In Nigeria/ Online	• Physical examination report; • SONCAP Certificate; • Bill of Lading; • Packing List; • PAAR; • SGD;	• Compliant Cargo = real time • Non–compliant Cargo - 01	https://son.gov.ng/wp-content/uploads/2023/03/SERVICE-CHARGES-FOR-PORTS-AND-BORDERS-scaled.jpg	About: https://docs.google.com/document/d/1uEw1AUvCEssJp23Lbdb4AcgZY72-JkZI/edit Apply: https://nsw.gov.ng/nsw/cusLogin/login.cl
E) SERVICES RENDERED BY THE MANAGEMENT SYSTEM CERTIFICATION						
11.	The Management Systems Certification Services is a third-party certification for organisations that seek to establish, implement and	In Nigeria/	• Application form; • CAC Certificate of incorporation; • SON receipt; • No of Employees; • No of Sites;	https://son.gov.ng/son-management-systems-certification-turn-around-time-tat/	https://docs.google.com/document/d/1GEIzmlPY2YxySqdlnXLAykiZWAQd3ll3/edit	About/ Apply: https://son.gov.ng/management-system-certification/

	maintain a Management system which conforms to the requirements of the applicable Management System Standards					
F) SERVICES RENDERED BY NATIONAL METROLOGY & INSTRUMENTATION DEPARTMENT						
12.	The National Metrology Institute Calibration services in various fields of metrology namely; mass, length, temperature and pressure etc.	In Nigeria	• Email to request service- (nmienugu@son.gov.ng/ ayuba.samuel@son.gov.ng) • Details of Equipment to be calibrated; • Evidence of payment.	14		About: https://son.gov.ng/metrology-instrumentation/
G) SERVICES RENDERED BY LIBRARY SERVICES						
13.	The Standards Library is responsible for the Publication and Sales of the Nigerian Industrial Standards (NIS) and has access to other National and International Standards.	In Nigeria/ Online	• Email to request Standards (https://son.gov.ng/library/?t=contact-opac;) • www.Library.son.gov.ng; /sonabujalibrary@gmail.com; /sonlibrarylagos@gmail.com; • • Name of Standard; • Evidence of payment of charges.	01/ Real time	https://library.son.gov.ng/?t=buy-nis-opac	https://son.gov.ng/library-services/ https://library.son.gov.ng/?t=catalogue-opac&view=def https://library.son.gov.ng/?t=buy-nis-opac