

# EDO STATE MULTI-DOOR COURT-HOUSE

## SERVICE LEVEL AGREEMENT (SLA)



### 1. PREAMBLE

This Service Level Agreement (SLA) is issued in line with the Practice Directions for Alternative Dispute Resolution (ADR) Processes of the Edo State Multi-Door Courthouse. The SLA establishes service standards, timelines, and responsibilities to ensure efficient, transparent, and user-friendly delivery of ADR services, in furtherance of access to justice, speedy dispute resolution, and improvement of the business-enabling environment in Edo State.

### 2. OBJECTIVES OF THE SLA

The objectives of this SLA are to: - Promote timely, cost-effective, and efficient resolution of disputes through ADR mechanisms. - Provide certainty and clarity on ADR procedures and timelines for court users. - Enhance public confidence in the Edo State justice delivery system. - Support Edo State's Business Enabling Reform Action Plan (BERAP) by strengthening contract enforcement and dispute resolution.

### 3. SCOPE OF APPLICATION

This SLA applies to: - All ADR processes conducted under the Edo State Multi-Door Courthouse. - Judicial officers, ADR Judges, neutrals, case managers, and EMDC administrative staff. - Litigants, businesses, government agencies, and members of the public accessing EMDC services.

### 4. ADR SERVICES COVERED

The EMDC shall provide the following ADR services: - Mediation - Conciliation - Arbitration - Neutral Evaluation - Any other ADR mechanism approved by the Edo State Judiciary

### 5. SERVICE STANDARDS AND TIMELINES

#### 5.1 Intake and Case Screening

- Matters shall be referred to the EMDC by the courts or submitted directly by parties.
- All matters shall be screened for suitability for ADR upon receipt.

**Service Standard:** Screening and registration completed within **3 working days**

#### 5.2 Appointment of Neutrals

- Qualified neutrals shall be appointed from the EMDC panel based on expertise and availability.
- Parties shall be notified of appointed neutrals promptly.

**Service Standard:** Neutral appointed within **5 working days** of case acceptance

#### 5.3 Scheduling of ADR Sessions

- The first ADR session shall be scheduled upon appointment of the neutral.
- Parties shall receive adequate notice of session dates.

**Service Standard:** First session scheduled within **7 working days** of neutral appointment

## 5.4 Conduct of ADR Proceedings

- ADR proceedings shall be informal, confidential, and impartial.
- Neutrals shall facilitate settlement efficiently and fairly.
- Parties may represent themselves or be represented by counsel.

**Service Standard:** ADR process to be concluded within **30 days**, except where extended by agreement of parties or complexity of the matter

## 5.5 Settlement and Reporting

- Where settlement is reached, terms shall be reduced into writing and signed by parties.
- Settlement agreements shall be forwarded to the referring court for adoption as consent judgment where applicable.

**Service Standard:** Settlement agreement prepared and transmitted within **5 working days** of settlement

## 5.6 Non-Settlement Outcomes

- Where ADR fails, a non-settlement report shall be issued.
- Matters shall be returned promptly to the referring court or parties advised accordingly.

**Service Standard:** Non-settlement report issued within **3 working days** of conclusion

# 6. ROLES AND RESPONSIBILITIES

## 6.1 Edo State Multi-Door Courthouse

- Provide an enabling environment for effective ADR.
- Ensure compliance with Practice Directions and this SLA.
- Maintain a qualified and ethical panel of neutrals.

## 6.2 Neutrals

- Conduct ADR proceedings impartially and professionally.
- Adhere strictly to timelines and confidentiality obligations.

## 6.3 Case Managers and Registry Staff

- Manage case intake, scheduling, documentation, and reporting.
- Maintain accurate and confidential records of proceedings.

## 6.4 Court Users

- Participate in ADR proceedings in good faith.
- Comply with agreed timelines and ADR rules.

# 7. CONFIDENTIALITY AND ETHICS

- All ADR proceedings shall be confidential.
- Information disclosed during ADR shall not be admissible in subsequent court proceedings, except as provided by law.
- Neutrals shall adhere to ethical standards prescribed by the EMDC.

## 8. PERFORMANCE MONITORING AND REPORTING

- The EMDC shall track key performance indicators including case resolution rate, average time to settlement, and user satisfaction.
- Periodic reports shall be generated for judicial oversight and policy improvement.

## 9. COMPLAINTS AND FEEDBACK MECHANISM

- Complaints or feedback may be submitted to the EMDC Registry.
- All complaints shall be acknowledged within **48 hours** and addressed within **7 working days**, where practicable.

## 10. REVIEW OF THE SLA

This SLA shall be reviewed periodically to reflect operational improvements, judicial reforms, and policy objectives of the Edo State Judiciary.

## 11. EFFECTIVE DATE

This Service Level Agreement shall take effect upon approval by the Edo State Judiciary and shall remain in force until reviewed.

### Prepared and Approved by:



**Samuel Orobosa Osarenren**

Liason Officer, Client Services / GRM Desk  
Edo State Multi-Door Courthouse  
Date: 13 January 2025



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Liaison Officer, Registry / GRM Desk  
Edo State Multi-Door Courthouse  
Date: 13 January 2025

### Approved by:



**Esther O. Aimofumeh (Mrs)**

Director, Edo State Multi-Door Courthouse  
Edo State Multi-Door Courthouse  
Date: 14 January 2025