



MINISTRY OF TRANSPORT

NEW GOVERNMENT SECRETARIAT, OGURUBE LAYOUT, UMUAHIA.

Service Level Agreement (SLA) ON ISSUANCE OF DRIVING LICENCE Between Abia State Ministry of Transport

AND

[Customer Name]

1. Introduction

This Service Level Agreement (SLA) is entered into by Abia State Ministry of Transport and for clear understanding of both parties responsibilities

2. Objective

The purpose of this SLA is to define the terms and conditions under which Ministry of Transport will provide Drivers Licence services to its customer for efficient service delivery

3. Scope of Services

With regards to issuance of Drivers' License, the ministry of Transport agrees to provide the following services to the customer:

- Test on Road signs
- Traffic Rules & Regulations
- Driving test
- Issuance of certificate of proficiency.

4. Quality of Service

The ministry will conduct the tests in a timely and professional manner.

5. Customer Responsibilities

- **Timely Payments:** The customer agrees to pay all bills for services provided by the ministry on time. Fees payable are as stated in the guidelines, time and associated cost to guidelines, time and cost associated with obtaining drivers' license in Abia state
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6. **Reporting Issues:** The customer will promptly report any issues or disruptions in service to the ministry.

7. Dispute Resolution

Any disputes arising out of this SLA will be resolved through the following process:

- **Negotiation:** Initial attempt to resolve the dispute through direct negotiation between the parties,
- Mediation
- Arbitration
- GRM of the Ministry

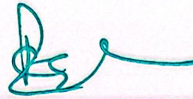
8. Governing Law

Federal Road Safety Commission (Establishment) Act, 2007

9. Signatures

By signing below, both parties agree to the terms and conditions of this SLA.

Abia State Ministry of Transport



[Name, Position] DR CHIMEZIE ISAAC UKAEGBU. HON. COMMISSIONER FOR TRANSPORT

Date: 30TH DEC. 2024

[Customer Name]:

[Customer Name, Position]

Date: _____

15. Contact Information

State Ministry of Transport

- Customer Service: 0913 070 1920
 - Email: transport@abiastate.gov.ng
- Office Address: NEW GOVERNMENT SECRETARIAT, OGURUBE LAYOUT, UMUAHIA.

Customer:

- Name: [Customer Name]
- Address: [Customer Address]
- Phone Number: [Customer Phone Number]
- Email: [Customer Email Address]

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