



MINISTRY OF TRANSPORT

State Secretariat, P/H Road, Owerri.

Service Level Agreement (SLA)

Between Imo State Ministry of Transport And
[Customer Name]

1. Introduction

This Service Level Agreement (SLA) is entered into by Imo 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, Unpainted Vehicles, 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.
- Inspection of Bus Terminals

5. Quality of Service

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

7. Customer Responsibilities

- **Timely Payments:** The customer agrees to pay all bills for services provided by the ministry on time. Fees payable is as stated in the guidelines, time and associated cost to guidelines, time and cost associated with obtaining drivers' license and unpainted vehicles in Imo state

9. 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

13. Governing Law

Federal Road Safety Commission (Establishment) Act, 2007

14. Signatures

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

Imo State Ministry of Transport

[Name, Position]

Date: _____

[Customer Name]:

[Customer Name, Position]

Date: _____

15. Contact Information

State Ministry of Transport

Customer:

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

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