Service Level Agreement (SLA) ON ISSUANCE OF DRIVING LICENCE

Between Kwara State Ministry of Transport And
[Customer Name]

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1. Introduction
This Service Level Agreement (SLA) is entered into by Kwara State Ministry of Transport and Works 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 Works and 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.

5. Quality of Service
The ministry will conduct the tests 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 are as stated in the guidelines, time and associated cost to guidelines, time and cost associated with obtaining drivers' license in Imo state
- **Reporting Issues:** The customer will promptly report any issues or disruptions in service to the ministry.

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..

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

Imo State Ministry of Transport
- Customer Service: [Phone Number]
- Email: [Email Address]
- Office Address: [Office Address]

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

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