



MINISTRY OF TRANSPORT

STATE SECRETARIAT, Port Harcourt Road, OWERRI

SERVICE LEVEL AGREEMENT (SLA)

Between Imo State Ministry of Transport And

[Customer Name]

Introduction

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

Purpose

The purpose of this SLA is to clarify the terms and conditions under which Ministry of Transport will provide permit to operate unpainted Taxi companies/Services in the state

Scope of Services

The services offered include:

- Unpainted vehicle permit
- Driving License permit
- Truck waiver permit
- Motor park operational permit

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 permit for unpainted Taxi companies in the state
 - Repairs and maintenance of company's vehicles
 - Timely renewal of all relevant vehicle papers

Dispute Resolution

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

- Negotiation: Both parties are required to demonstrate reasonableness, and professionalism in handling disputes.

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: 08035643563

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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