



**PLATEAU STATE GOVERNMENT
MINISTRY OF COMMERCE AND INDUSTRY
SERVICE LEVEL AGREEMENT (SLA)
ON OBTAINING A Driver's LICENSE IN PLATEAU STATE**

1. Purpose of the SLA

This Service Level Agreement (SLA) defines the service standards, timelines, and responsibilities for obtaining a Driver's License in Plateau State, to promote transparency, efficiency, and predictability in service delivery.

2. Scope of Services

- New Driver's License application
- Renewal of Driver's License
- Replacement of lost or damaged Driver's License

3. Responsible MDAs

- Plateau State Ministry of Commerce and Industry
- Federal Road Safety Corps (FRSC)
- Designated Driver's License Centres (DLCs) in Plateau State

4. Service Requirements

Applicants must provide a completed application form, valid identification, evidence of driving school training (for new applications), a medical certificate where applicable, and proof of payment of prescribed statutory fees.

5. Service Workflow and Processing Time

Service Stage	Description	Timeline
Application Submission	Submission at DLC or online platform	Same day
Biometric Capture	Fingerprint, photograph, and signature capture	Same day

Verification & Approval	Validation by FRSC	3–5 working days
Temporary License Issuance	Issuance of temporary permit	Within 7 days
Permanent License Issuance	Collection of permanent Driver's License	Within 30 days

6. Fees and Charges

All fees payable are statutory and publicly displayed at Driver's License Centres and official platforms. Applicants are advised not to make cash payments outside approved channels.

7. Service Commitments

The Ministry commits to clear communication of procedures, coordination with relevant agencies, non-discriminatory service delivery, and prevention of unofficial charges.

8. Responsibilities of Applicants

Applicants shall submit accurate information, comply with payment procedures, attend biometric capture, and adhere to applicable laws and regulations.

9. Grievance Redress Mechanism (GRM)

Complaints may be lodged with the Ministry of Commerce and Industry. All complaints shall be acknowledged within 48 hours and resolved within 7 working days.

10. Review and Publication

This SLA shall be reviewed periodically and made publicly available through official government channels in line with SABER transparency requirements.

11. Effective Date

This SLA takes effect from 18TH October , 2023

Signed

Plateau State Ministry of Commerce and Industry
Jos, Plateau State