



MINISTRY OF TRANSPORT

SERVICE LEVEL AGREEMENT (SLA)

Between Plateau State Ministry of Transport And

[Customer Name]

Introduction

Plateau State Ministry of Transport enters into this Service Level Agreement (SLA) and for a clear understanding of both parties' responsibilities.

Purpose

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

Scope of Services

The services offered include:

- Issuance of operating permits for public and private transport services
- Licensing and regulation of commercial transport operators
- Vehicle inspection and roadworthiness certification
- Traffic management and compliance enforcement
- Regulation of interstate and intrastate transportation services
- Coordinate Public-private partnerships for transport infrastructure development

Customer Responsibilities

Timely Payments: The customer agrees to pay all bills for services the ministry provides on time. Fees payable are as stated in the guidelines, time and associated cost to guidelines, time and cost associated with obtaining permits 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 must demonstrate reasonableness and professionalism in handling disputes.

Signatures

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

Plateau State Ministry of Transport

[Name, Position]

Date: _____

[Customer Name]:

[Customer Name, Position]

Date: _____

15. Contact Information: 08035643563

Plateau 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]

Published 18th December 2023