

Taraba State Ministry of Transport

Service Level Agreement (SLA)

1. Introduction

This Service Level Agreement (SLA) defines the scope of services, performance standards, and responsibilities of the Taraba State Ministry of Transport in managing transportation infrastructure, regulating commercial transport operations, and ensuring efficient mobility across the state.

The Ministry is committed to delivering safe, reliable, and efficient transport services while fostering economic growth through improved logistics and mobility solutions.

2. Scope of Services

The Ministry provides the following services:

- Vehicle Registration and Licensing – Issuance of permits for commercial and private vehicles.
- Public Transport Regulation – Oversight of commercial transport operators, including taxis, buses, and logistics companies.
- Road Safety and Compliance Enforcement – Ensuring adherence to traffic laws and vehicle inspection standards.
- Infrastructure Development and Maintenance – Management of road networks, terminals, and transport hubs.
- Revenue Collection and Transport Fees Administration – Management of levies and fees related to transport operations.
- Policy Development and Advocacy – Formulation of policies to enhance transport efficiency and safety.

3. Service Commitments and Performance Standards

The Ministry is committed to delivering timely, professional, and transparent services. Specific performance metrics include:

Service	Standard Delivery Timeframe	Performance Indicator
Vehicle Registration & Licensing	7-14 working days	Time taken to issue vehicle permits
Public Transport Licensing	10 working days	Accuracy and timeliness of license issuance
Road Safety Compliance	Continuous	Rate of compliance enforcement
Infrastructure Maintenance	Ongoing	Efficiency in road maintenance and upgrades
Revenue Collection & Fee Processing	Ongoing	Compliance with transport fee schedules
Policy Development & Advocacy	Continuous	Implementation of transport-friendly policies

4. Responsibilities of the Ministry

The Ministry shall:

1. Provide Clear and Accessible Transport Guidelines – Ensure businesses and individuals receive comprehensive information on regulations and transport policies.
2. Facilitate Regulatory Approvals – Assist transport operators in obtaining necessary permits and licenses.
3. Ensure Confidentiality and Data Security – Protect transport-related information and business details.
4. Maintain Transparent Communication – Provide regular updates on transport policies, fees, and incentives.
5. Engage in Policy Advocacy – Work with government agencies to improve the transport sector.

5. Transport Operators' Responsibilities

Transport operators must:

1. Submit Complete and Accurate Documentation – Ensure all required documents are provided.

2. Comply with Regulatory Requirements – Adhere to all transport laws and policies.
3. Engage with the Ministry for Support – Utilize available services for smooth transport operations.
4. Provide Honest and Accurate Information – Misrepresentation may result in application rejection.
5. Participate in Transport Sector Improvement Initiatives – Offer feedback to enhance transport policies.

6. Escalation and Complaint Resolution

If the Ministry does not meet expected service standards, transport operators can escalate concerns through the following steps:

1. Initial Contact – Reach out to the Transport Support Desk via phone or email.
2. Formal Complaint Submission – File a formal complaint at the Ministry's office or online portal.
3. Escalation to the Office of the Commissioner – If unresolved, escalate to the Commissioner for Transport.

7. Monitoring and Reporting

The Ministry will conduct regular service reviews to evaluate compliance with this SLA. Performance reports will be published on notice boards and online platforms to ensure transparency.

8. Term and Amendment

This SLA remains effective and is subject to review and amendment every 12 months or as deemed necessary by either party.