



SERVICE LEVEL AGREEMENT (SLA) FOR VEHICLE REGISTRATION IN ZAMFARA STATE

1. Introduction

This Service Level Agreement (SLA) outlines the Zamfara State Internal Revenue Service (IRS) 's standards and commitments regarding the provision of vehicle registration services to deserving taxpayers.

2. Service Scope

S/N	Department Responsible	Service	Cost (NGN)	Beneficiaries	Requirements/Steps/Procedures	Response Timelines	Validity
1	Motor License Authorities	Serving new registration application form	Free	New taxpayers	1. Visit the Zamfara State Internal Revenue Service office. 2. Request the new registration application form from the Motor License Officer. 3. Fill and submit the form.	Instant	Until successful registration
2	Vehicle Inspection Office (V.I.O)	Vehicle Inspection Office (V.I.O)	Free	Vehicle owners	1. Submit vehicle particulars at the designated VIO desk officer. 2. Wait for the VIO to verify the documents.	1 hour at most	Until verification is complete
3	Motor License Authority	Making payment through the Service dedicate	Depends on service	All taxpayers	1. Obtain the payment details from the Zamfara State Internal Revenue Service MLA. 2. Visit the designated bank or use online	Instant	Valid for the payment period

		d Bank account			banking to make the payment. 3. Submit the payment receipt.		
4	Vehicle Inspection Office (V.I.O)	V.I.O inspection and certification of road worthiness	free	Vehicle owners	1. Present the vehicle for inspection at the V.I.O station. 2. Wait for the inspection and certification of road worthiness.	1 hour at most	Until certification is obtained
5	Motor License Authority	Processing and allocation of Plate Number	N/A	Vehicle owners	1. Submit original receipt of the Vehicle and Invoices. 2. Wait for the processing and allocation of the plate number.	3 working hours	Valid for the duration of vehicle ownership

Eligibility:

- All vehicle owners in Zamfara State.
- All Vehicles owners outside the State
- Vehicles involved in interstate.

Service Hours:

- Monday to Friday, 8:00 AM to 5:00 PM,

Service Locations:

- Designated Zamfara State Internal Revenue Service at the under-listed locations across the state.

1. Headquarters, Sani Abacha way, Revenue House, Zamfara State.
2. Tudun Wada Zonal Office, Kaura Namoda Road.
3. Kaura Namoda Zonal Office, Kaura Namoda L/Government
4. Tsafe Zonal Office, Tsafe Local Government
5. Talata Mafara Zonal Office, T/Mafara Local Government
6. Gummi Zonal Office, Gummi Local Government

3. Service Standards

- Vehicle owner must provide the following documents to qualify for registration
 - Original Purchase receipt
 - Original Purchase invoice
 - Customs duty certificate
 - Sales agreement (in the case of a change of ownership)

Response Time:

- Motor vehicle registration takes about Five hours from the point of application.

Customer Interaction:

- Vehicle owners should expect professional service, clear guidelines, and timely updates throughout the process.

4. Responsibilities

ZIRS:

- **Efficient Documentation Processing:** Efficient systems for processing required documents, such as vehicle ownership proof and insurance certificates.
- **Clear Communication and Guidance:** Provides clear guidelines and information to taxpayers regarding the registration process, requirements, and necessary documents. They should also be available to answer questions and provide assistance.
- **Transparent Fees and Charges:** Communicates all applicable charges associated with vehicle registration, ensuring no hidden costs or unexpected expenses.
- **Timely Processing:** Strive to process vehicle registration applications on time, avoiding unnecessary delays or backlogs.

State Ministry of Justice:

- Provide legal oversight and ensure the SLA complies with relevant laws and regulations.
- Handle disputes and legal issues related to the SLA.

Vehicle Owners:

- **Provide Required Documents:** Provide all necessary documents.
- **Pay Required Fees:** Pay all applicable fees and taxes associated with vehicle registration, including registration fees, insurance, etc.
- **Ensure Vehicle Compliance:** Your vehicle must meet all safety standards and regulations specified by the government. This includes ensuring the vehicle is roadworthy.

5. Performance Metrics

Proof of Ownership:

- The proof of ownership is issued within seven working days of registration

Customer Satisfaction:

- The agency will aim for a 90% or higher satisfaction rate based on vehicle owner feedback.

Compliance Rate:

- The compliance rate for vehicle owners to register their vehicles must be 100%

6. Service Fees

The vehicle registration fees will be published on the agency's website and outlined in the process guidelines.

7. Penalties for Non-Compliance

Vehicle Inspection Office (VIO):

- If the officer in charge fails to issue the registration certificate within the stipulated time frame without a valid reason, they must explain and resolve the delay as soon as possible.

Vehicle Owners:

- Failure to comply with the registration requirements may result in rescheduling or delay in issuance of registration certificate.

State MDAs:

- Relevant state agencies must ensure compliance with service standards, failing which appropriate penalties as determined by the State Ministry of Justice will be applied.

8. Dispute Resolution

Any disputes arising from the service provided under this SLA will be resolved through discussion between the ZIRS and the vehicle owner. If unresolved, the matter may be escalated to the State Ministry of Justice or the appropriate regulatory authority within Zamfara State.

9. Validity and Review

This SLA is valid for one year from the date of signing. It will be reviewed annually or as needed to reflect any policy, procedure, or service requirements changes.

For further information, contact:
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Signed:
Executive Chairman
Zamfara State Internal Revenue Service.
December 2023

Director, Vehicle Inspection Office
10th December, 2023