



**SERVICE LEVEL AGREEMENT (SLA)  
FOR THE ISSUANCE OF REGISTRATION OF VEHICLE INSPECTION CERTIFICATE  
EKITI STATE VEHICLE INSPECTION OFFICE (VIO)**

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## **1. INTRODUCTION**

This Service Level Agreement (SLA) is made and entered into between the Ekiti State Vehicle Inspection Office (hereinafter referred to as the "Service Provider") and vehicle owners or their authorized representatives (hereinafter referred to as the "Service Recipient").

The purpose of this SLA is to establish clear and comprehensive terms, conditions, and standards governing the issuance and management of the Registration of Vehicle Inspection Certificate (RVIC). This agreement aims to ensure that both parties have a mutual understanding of their responsibilities and expectations related to the vehicle inspection process.

The Service Provider commits to providing timely and efficient services in line with the established regulations and guidelines governing vehicle inspections. This includes the assessment of vehicles to ensure compliance with safety and environmental standards, issuing the RVIC upon successful inspection, and providing any necessary documentation or guidance for the Service Recipient throughout the process.

The Service Recipient, in turn, agrees to provide accurate and complete information about the vehicle, including but not limited to its registration details, condition, and any prior inspection records. The Service Recipient also agrees to adhere to scheduled appointments for inspections and to cooperate with the Service Provider's staff during the inspection process.

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## **2. OBJECTIVES**

- To ensure the timely, accurate, and efficient issuance of RVICs.
  - To promote transparency and accountability in the operations of the Vehicle Inspection Office.
  - To ensure compliance with vehicle safety and environmental standards.
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## **3. SCOPE OF SERVICE**

This SLA covers:

- Vehicle inspection processes.
  - Issuance of the RVIC upon successful completion of inspections.
  - Resolution of complaints related to the RVIC issuance process.
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## 4. SERVICE STANDARDS<sup>1</sup>

### 4.1 Timelines

- **Initial Inspection and Processing:** The inspection and processing of the RVIC will be completed within **24 hours** after the date of submission of all required documents and payment of applicable fees.
- **Issuance of Certificate:** Certificates will be issued within **1 business days** after and inspection procedure.

### 4.2 Operational Hours

- The VIO office will operate from **8:00 AM to 4:00 PM** on weekdays (Monday to Friday), excluding public holidays.

### 4.3 Inspection Criteria

- Vehicles must meet the safety and environmental standards as specified by the relevant regulatory authorities.
  - Inspection includes checks on brakes, lights, tires, emissions, and other critical components.
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## 5. RESPONSIBILITIES

### 5.1 Service Provider (Ekiti State VIO)

- Ensure qualified personnel perform inspections.
- Maintain proper records of inspections and issued certificates.
- Notify vehicle owners of any deficiencies requiring correction.
- Provide customer support for inquiries and complaints.

### 5.2 Service Recipient (Vehicle Owner/Representative)

- Ensure the vehicle is presented in good condition for inspection.
  - Submit all required documentation, including proof of ownership and previous inspection records (if applicable).
  - Pay all prescribed fees before the inspection.
  - Address identified deficiencies before re-inspection.
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## 6. DOCUMENTATION REQUIREMENTS

The following documents must be provided for RVIC processing:

- Registration Certificate of the vehicle.
- Valid driver's license.
- Valid proof of Identification
- Evidence of insurance policy cover for the vehicle.
- Payment receipt of the fee.

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<sup>1</sup> See the annexure

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## 7. MONITORING AND EVALUATION

- **Customer Feedback:** A feedback mechanism will be provided to evaluate service delivery.
- **Periodic Review:** This SLA will be reviewed periodically to ensure alignment with policy updates and stakeholder expectations.

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## 8. DISPUTE RESOLUTION

Any disputes arising from the service delivery will be resolved as follows:

- **Step 1:** Written complaint to the GRM of the Ekiti State VIO.
  - Send email to [Ekiticvisvio@gmail.com](mailto:Ekiticvisvio@gmail.com) or call 08036578559
  - Visit [www.ekitistate.gov.ng](http://www.ekitistate.gov.ng)
- **Step 2:** If unresolved, escalation to the Ekiti State Internal Revenue Service and Ministry of Transportation.

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## 9. PENALTIES FOR NON-COMPLIANCE

- If the VIO fails to meet the timelines or service standards outlined, the Service Recipient may escalate complaints without additional costs.
- Misrepresentation or falsification of documents by the Service Recipient may result in penalties, including the refusal of the RVIC issuance.

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## 10. VALIDITY AND AMENDMENTS

This SLA is effective from the date of signing and remains valid until superseded by a revised agreement. Amendments will be communicated to all stakeholders in writing.

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Annexure



**EKITI STATE INTERNAL REVENUE SERVICE, ADO-EKITI,  
EKITI STATE  
EKITI STATE VEHICLE INSPECTION SERVICE  
REGULATORY PROCESS FOR REGISTRATION OF VEHICLE INSPECTION**

**CERTIFICATE**

In pursuant of EKITI STATE BOARD OF INTERNAL REVENUE (FIRST AMENDMENT) LAW, 2020 - <https://ekitistate.gov.ng/wp-content/uploads/2020/irsLaw2020.pdf>, all vehicles in Ekiti State (both commercial and private) are required to obtain registration of Vehicle Inspection Certificate by following the underlisted process:

**STEP 1**

REGISTRATION/APPLICATION	CONCERNED MDAs	PROCESSING TIMELINE	REMARK
<p>To apply for the Certificate in person, the applicant have to visit the Vehicle Licensing Office at Ekiti State Internal Revenue Services, Revenue House, Fajuyi, Ado-Ekiti or the Ekiti State Computerized Vehicle Inspection Service Office at Adehun, Adebayo, Iworoko Road, Ado-Ekiti to obtain the registration form.</p> <p>Contact Customer service on +234 704 555 5137 or +234 704 555 5139 <a href="mailto:info@ekitistaterevenue.com">info@ekitistaterevenue.com</a></p> <p>Lists of other Vehicle Liasion Offices in Ekiti State:</p> <ul style="list-style-type: none"> <li>✓ BIR Office, Oke-Oriomi, Ado Ekiti</li> <li>✓ BIR Office, Beside First Bank Erekeson Market, Efon-Alaaye</li> <li>✓ BIR Office, Old secretariat complex, Emure-Ekiti</li> <li>✓ BIR Office, Oja-oba premises, Ido-Ekiti</li> <li>✓ BIR Office, Opp Oba palace, Ise-Ekiti</li> <li>✓ BIR Office, Oke-Osun, Ikere Ekiti</li> </ul>	<p>Ekiti State Internal Revenue Service, Revenue House, Fajuyi, Ado-Ekiti</p> <p>Contact Customer service on +234 704 555 5137 or +234 704 555 5139 <a href="mailto:info@ekitistaterevenue.com">info@ekitistaterevenue.com</a></p> <p>Ekiti State Computerised Vehicle Inspection Service, Adehun, Adebayo, Iworoko Road, Ado-Ekiti</p> <p>Call Customer Service on 0705 517 8335 or <a href="mailto:ekvisonline@gmail.com">ekvisonline@gmail.com</a></p>	<p>Owners of business vehicles/applicants are required to apply for the vehicle inspection certificate <b>immediately</b> a new vehicle is purchased for business</p>	

## STEP 2

DOCUMENTATIONS	CONCERNED MDAS	PROCESSING TIMELINE	REMARK
<p>Visit the Vehicle Licensing Office and complete the application form as required. The applicant will attach the following required documents with the completed form:</p> <ol style="list-style-type: none"> <li>Registration Certificate of the vehicle</li> <li>Valid proof of Identification</li> <li>Valid license of the vehicle</li> <li>Updated insurance policy cover for the vehicle</li> <li>Proof of payment of fee</li> </ol>	<p>Vehicle Licensing Office at Ekiti State Internal Revenue Services, Revenue House, Fajuyi, Ado-Ekiti</p> <p>Contact Customer service on +234 704 555 5137 or +234 704 555 5139  <a href="mailto:info@ekitistaterevenue.com">info@ekitistaterevenue.com</a></p> <p>Ekiti State Computerised Vehicle Inspection Service, Adehun, Adebayo, Iworoko Road, Ado-Ekiti</p> <p>Call Customer Service on 0705 517 8335 or  <a href="mailto:ekcvisonline@gmail.com">ekcvisonline@gmail.com</a></p>	<p>The applicant is expected to submit all required documents not more than 24 hours (1 day) days after the application</p>	

## STEP 3

PAYMENT AND SUBMISSION PROCEDURE	CONCERNED MDAS	PROCESSING TIMELINE	REMARK
<p>Pay the required certificate fee through the bill/invoice raised using any of the available payment channels:</p> <p>a) through REMITA on  <a href="https://login.remita.net/remita/onepage/G0000141549/biller.spa">https://login.remita.net/remita/onepage/G0000141549/biller.spa</a></p> <ul style="list-style-type: none"> <li>• fill in as appropriate</li> <li>• make payment</li> </ul> <p>b) Any commercial bank in the State</p> <ul style="list-style-type: none"> <li>• request for a specialized/customized teller with the State's designated IGR Account number</li> <li>• fill the teller</li> <li>• make payment</li> <li>• proceed to the Ekiti State Internal Revenue Service with the filled teller to obtain e-receipt</li> </ul> <p><b>Note:</b> Kindly note the fee varies and is determined by the type of vehicle as stated in first schedule (section 11) of Ekiti State Board of Internal Revenue (First Amendment) pages 22-24.</p>	<p>Vehicle Licensing Office at Ekiti State Internal Revenue Services, Revenue House, Fajuyi, Ado-Ekiti</p>	<p>not later than 2 days (48 hours) after submission.</p>	

<p>For details on charges/fees click on <a href="https://ekitistate.gov.ng/wp-content/uploads/2020/irsLaw2020.pdf">https://ekitistate.gov.ng/wp-content/uploads/2020/irsLaw2020.pdf</a></p> <p>Obtain revenue e-receipt from the e-Receipt section of Ekiti State Internal Revenue Service</p> <p>Submit the duly completed Application Form with the required documents (as stated in step 2 above) and evidence of (e-receipt)) directly to the Vehicle Licensing office at Ekiti State Internal Revenue Service, Revenue House, Fajuyi, Ado-Ekiti or any of the other Vehicle Licensing offices as stated in step 1 above</p>			
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#### STEP 4

VERIFICATION AND INSPECTION	CONCERNED MDAS	PROCESSING TIMELINE	REMARK
<p>After verification of the required documents attached to the submitted form and confirmation of payment of relevant fees, a slip is given to the applicant that will be presented to the Vehicle Inspection Officer (VIO) for an appointment for the vehicle inspection.</p> <p>Note:</p> <ul style="list-style-type: none"> <li>Go with your vehicle to the Vehicle Inspection Centre on the date of appointment;</li> <li>the appointment for inspection is done at the Vehicle Inspection Centre, Adehun, Iworoko Road, Ado-Ekiti</li> </ul> <p>Contact: Ekiti State Computerised Vehicle Inspection Service, Adehun, Adebayo, Iworoko Road, Ado-Ekiti Call Customer Service on 0705 517 8335 or <a href="mailto:ekcvisonline@gmail.com">ekcvisonline@gmail.com</a> or Mr Wale - +234 803 657 8559; <a href="mailto:Owalevio@gmail.com">Owalevio@gmail.com</a></p>	<p>Ekiti State Computerised Vehicle Inspection Service, Adehun, Adebayo, Iworoko Road, Ado-Ekiti</p> <p>Call Customer Service on 0705 517 8335 or <a href="mailto:ekcvisonline@gmail.com">ekcvisonline@gmail.com</a> or Contact: Mr Wale +234 803 657 8559 <a href="mailto:Owalevio@gmail.com">Owalevio@gmail.com</a></p>	<p>Within 24 hour after submission of the application form with evidence of payment</p>	

## STEP 5

ISSUANCE OF CERTIFICATE	CONCERNED MDAS	PROCESSING TIMELINE	REMARK
<ul style="list-style-type: none"> <li>Successful applicants are notified through text or call within 24 hours (1 day) after inspection of the vehicle</li> <li>The Vehicle Inspection Certificate is issued to successful applicants 48 hours (2 days) after submission and payment of the required fee.</li> </ul> <p>NOTE: The renewal of Vehicle Inspection Certificate is done annually</p> <p>WHERE AN APPLICANT HAS NOT BEEN NOTIFIED OF A SUCCESSFUL APPLICATION WITHIN 24 HOURS, HE/SHE SHOULD CONTACT Ekiti State Internal Revenue Services, Revenue House, Fajuyi, Ado- Ekiti</p> <p>Contact: Customer service on +234 704 555 5137 or +234 704 555 5139</p> <p><a href="mailto:info@ekitistaterevenue.com">info@ekitistaterevenue.com</a></p>	<p>Ekiti State Internal Revenue Services, Revenue House, Fajuyi, Ado-Ekiti</p> <p>Contact Customer service on +234 704 555 5137 or +234 704 555 5139</p> <p><a href="mailto:info@ekitistaterevenue.com">info@ekitistaterevenue.com</a></p>	<p>1 Day after Inspection Procedure</p>	

The end-to-end illustration of the process of obtaining the Vehicle Inspection Certificate in sequential order is as highlighted in the table below:

SN	ACTIVITY BY	TASKS	RELEVANT MDAS TO INTERACT WITH	REQUIRED DOCUMENTATIONS	OFFICIAL COSTS	TIME FRAME (DAY)
I.	Applicant	Registration and application for the certificate	Vehicle Licensing Office, Ekiti State Internal Revenue Service, Revenue House Fajuyi, Ado-Ekiti State;	Application Letter/form	At no cost. The application form is free for all categories of businesses	Owners of business vehicle/applicants are required to apply for the vehicle inspection certificate <b>immediately</b> a new vehicle is purchased for business - <b>as soon as possible</b>
II	Applicant	Submission of the required documentation for processing	<p>Nigeria custom Service</p> <p>Any Insurance Company in Nigeria</p> <p><b>Applicants</b></p>	<p>(i) Certificate and valid license of the vehicle</p> <p>(ii) Updated Insurance policy cover</p> <p>(iii) Other relevant documents</p>	The applicable costs are determined by the MDAs	The applicant is expected to submit all required documents not more than 24 hours (1 day) days after the application
III	Applicant	the Applicant would make payment	Ekiti State Internal Revenue Service, Revenue House Fajuyi, Ado-Ekiti State	<p>(i) E-receipt</p> <p>(ii) Payment Teller</p>	the fee varies and is determined by the type of vehicle as stated in first schedule (section 11) of Ekiti State Board of Internal Revenue (First Amendment) pages 22-24.	not later than 2 days (48 hours) after submission.

					For details on charges/fees click on <a href="https://ekitistate.gov.ng/wp-content/uploads/2020/irsLaw2020.pdf">https://ekitistate.gov.ng/wp-content/uploads/2020/irsLaw2020.pdf</a>	
IV.	Vehicle Inspection Officer - VIO (Designated)	Verification and Inspections - Inspection of the of the vehicle	Ekiti State Computerised Vehicle Inspection Service, Adehun, Adebayo, Iworoko Road, Ado-Ekiti Call Customer Service on 0705 517 8335 or <a href="mailto:ekcvisionline@gmail.com">ekcvisionline@gmail.com</a> or Contact: Mr Wale +234 803 657 8559 <a href="mailto:Owalevio@gmail.com">Owalevio@gmail.com</a>  Ekiti State Internal Revenue Service, Revenue House Fajuyi, Ado-Ekiti State	Evidence of payment of fees	At no cost to the applicant	Inspection is carried out within 24 hours after the submission of the application with the required documents and payment of required fees in III above.
V	Desk Officer (Vehicle Licensing Officer), attached to Ekiti State Internal Revenue Service	Issuance of the Vehicle Inspection Certificate	Ekiti State Internal Revenue Service, Revenue House Fajuyi, Ado-Ekiti State	Evidence of payment of the required fee	No cost implications	within 24 hours (1 day) after inspection procedure

**For more information, inquiry or complaints please contact Ekiti State Internal Revenue Services, Revenue House, Fajuyi, Ado-Ekiti, between 8:00 am. and 4:00 pm. (Monday - Friday, excluding public holidays) or Contact Customer service at +234 704 555 5137 or +234 704 555 5139**

**[info@ekitistaterevenue.com](mailto:info@ekitistaterevenue.com) or visit <https://www.ekitistaterevenue.com>**



**Signed: Chairman,  
Ekiti State Internal Revenue Service  
24th December 2024**