



KT-IRS



Katsina State Internal Revenue Service
SERVICE LEVEL
AGREEMENT (SLA)

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

1. Introduction

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

2. Service Scope

S/N	Department Responsible	Service	Cost (NGN)	Beneficiaries	Requirements/Steps/Procedures	Response Timelines	Validity
1	Registration Department	Serving new registration application form	Free	New taxpayers	1. Visit the Katsina State Internal Revenue Service office. 2. Request the new registration application form from the Registration Department. 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 police verification desk. 2. Wait for the police to verify the documents.	1 hour at most	Until verification is complete
3	Finance Department	Making payment through the	Depends on	All taxpayers	1. Obtain the payment details from the Katsina State Internal Revenue Service.	Instant	Valid for the payment period

		Service dedicated Bank account	service		2. Visit the designated bank or use online 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	Plate Number Department	Processing and allocation of Plate Number	N/A	Vehicle owners	1. Submit proof of registration, payment, and vehicle inspection. 2. Wait for the processing and allocation of the plate number.	8 working hours	Valid for the duration of vehicle ownership

Eligibility:

- All vehicle owners in Katsina State.
- Vehicles involved in interstate.

Service Hours:

- Monday to Friday, 9:00 AM to 4:00 PM,

Service Locations:

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

- | | |
|---|---|
| 1. Head_Quarters, No.1 Abba Musa Rimi Way Katsina | 5. Daura, Maiadua Road Daura Town |
| 2. Baure, Baure Town | 6. Dutsinma, Dutsinma |
| 3. Charanchi, Kano Road near police station Charanchi | 7. Faskari, Faskari Town |
| 4. Dandume, Dandume Town | 8. Funtua, Zaria Road Opp. GGDSS Funtua |
| | 9. Ingawa, Kankia Road Ingawa Town |

10. Jibia, Magama Road opp GGSS Jibia
11. Kaita, Katsina Road Kaita Town
12. Kankara, Kankara Town
13. Kankia, Katsina Road Kankia
14. Batagarawa Office, Nagogo Road
15. Rimi Area Revenue Office
16. Musawa Area Revenue Office
17. Katsina Area Office Katsina

18. Malumfashi, opp. old LG secretariate
MLF
19. Mani, Katsina Road Mani
20. Mashi, Katsina Road Mashi
21. Maiadua Area Revenue Office
22. Danja Area Revenue Office

3. Service Standards

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

Response Time:

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

Customer Interaction:

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

4. Responsibilities

KTIRS:

- **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 KTIRS and the vehicle owner. If unresolved, the matter may be escalated to the State Ministry of Justice or the appropriate regulatory authority within Katsina 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.

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Signed:
Executive Chairman
Katsina State Internal Revenue Service.
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Director, Vehicle Inspection Office
22nd October, 2023