



## CROSS RIVER STATE VEHICLE INSPECTION OFFICE

The Agreement describes the key Services provided by the CROSS RIVER STATE VEHICLE INSPECTION OFFICE and the standards we have committed to in terms of service delivery to our end users.

1. **GOAL AND OBJECTIVES:** The Objective and Goals of the Service Level Agreement (SLA) are:-

To ensure strict compliance to the provisions of the “National Road Traffic Act part XII, 142 (1) and Cross River State Traffic Management and regulatory Law No.2 of 2015, which designates this Agency to:

- Issue Road Worthiness Certificate (RWC) to all vehicles in the state
- Issue Certification for driving schools in the State
- Inspect vehicle driver’s license

2. **STAKE HOLDERS:** CROSS RIVER STATE VEHICLE INSPECTION OFFICE and beneficiaries as captured in the table following.

3. **PERIODIC REVIEW:** Once a year as the need arises.

4. When there is default, the remedy is through our Grievance Redress Mechanism.

## CROSS RIVER STATE VEHICLE INSPECTION OFFICE SCOPE OVERVIEW

S/ N	DEPARTMENT RESPONSIBLE	SERVICE	COST (NGN)	BENEFICIARIES	REQUIREMENTS/ STEPS/PROCEDURES	RESPONSE TIMELINES	VALIDITY
1.	Vehicle Inspection Bay	Road Worthiness Certificate	<p><b>2000cc</b> Inspection fee N2,500  Road Worthiness Fees N1,250</p> <p><b>Above 2000CC</b> Inspection Fee N3,250  Road Worthiness Fee N1,250</p> <p><b>Cargo Trucks</b> Inspection Fee N4,250 Road Worthiness Fee N3,750</p> <p><b>Heavy Duty Vehicle (Trucks)</b>  Inspection fee N6,600  Road Worthiness Fee N3,250</p>	All vehicle owners	<p>1. All categories of vehicles must be brought to VIO's computerized inspection bay for inspection by a VIO officer. The computerized inspection bay is at Ministry of Works Premises, Ekorinim, Calabar, Cross River State.</p> <p>2. All inspection fees must be paid to the cashier at the inspection bay and print-out receipts collected by the applicant to present as evidence of payment for inspection before proceeding for inspection. No payment is done at the bank.</p> <p>3. No payment is done at the bank</p> <p>4. All major systems of the vehicles will be subjected to physical technical computerized test, by a VIO Officer.</p> <p>5. Note: All applicants must adhere and ensure that their vehicles meet the following rules and requirements, before bringing their vehicles to the inspection bay:</p> <p>LIGHTS: All vehicles must have effective head lights i.e (High beam &amp; low beam), brake lights, trafficators, parking lights, and</p>	Maximum of 1day (24hours)	National Road Traffic Act part XII, 142 (1) and Cross River State Traffic Management and Regulatory Law No. 2, 2015

					<p>tail lights. They must all be in an effective condition.</p> <ul style="list-style-type: none"><li>● BRAKES: Vehicles must have effective brakes, which must be in good mechanical condition. i.e foot brakes must stop your car within a distance of 8meters at a speed of 32km/h.</li><li>● WIND SHIELD AND WIPERS: The wipers and wiper wash must be working effectively. More so, the car wind shields i.e front and back, must not be cracked nor broken.</li><li>● TYRES AND WHEEL NUTS: All front and back tyres must be in good condition, a minimum thread depth of 0.063 inches and not older than 4years. And all wheel nuts, on the four wheels of the vehicle must be complete.</li><li>● HORNS: Good working horns must be heard from a distance of 60 meters.</li><li>● REVIEW MIRRORS: Must be well located/positioned, in order to reflect your rear view on the highway for a distance of 60 meters.</li><li>● EMISSION: The vehicle must have an exhaust emission system, which does not emits petrol, or diesel i.e (smokes) while driving. (Pollution of the environment).</li><li>● BODY: The general body of the vehicle, must be in good condition i.e not dilapidated.</li><li>● NUMBER PLATES: In both front and back, vehicles</li></ul>		
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					<p>must have a valid number plate</p> <ul style="list-style-type: none"> <li>● CHASIS: The chasis of a vehicle must not be buckled or damaged. It must be in a perfect condition.</li> <li>● BRAKES: Vehicle must have effective brakes, which are in good mechanical condition.</li> <li>● SPRINGS AND SHOCK ABSORBERS: These must be in good operational condition.</li> <li>● STEERING SPRING: The steering and spring of a vehicle must be in a perfect condition.</li> <li>● SUSPENSION: The suspension system must be in sound and effective condition.</li> <li>● WHEELS AND AXLES: Wheels and axles of the vehicle must be in a perfect condition.</li> <li>● Engine, gear box and transmission: These systems must be in a very sound and effective operational condition.</li> </ul> <p>6. Where the vehicle is found to be road worthy after inspection, a road worthiness certificate will be issued out to the applicant, by a VIO officer</p>		
2.	Vehicle Inspection Department	Certification of Driving School	<ul style="list-style-type: none"> <li>● Application for Registration as a Driving School N30,000</li> <li>● Inspection /Administrative fee N20,000</li> <li>● Certification/Registration fee N50,000</li> <li>● Annual renewal N30,000</li> </ul>	Driving School Operators	<ol style="list-style-type: none"> <li>1. Qualification of the driving school operator</li> <li>2. Classroom dimension (16x20m)</li> <li>3. First Aid facility</li> <li>4. Active fire extinguisher (not less than 9kg)</li> <li>5. Driving school Training manual</li> </ol>	Period of one (1) year	National Road Traffic Act part XII, 142 (1) and Cross River State Traffic Management and Regulatory Law No. 2, 2015

					6. Driver's Education Curriculum 7. Nigeria Highway Code 8. Internet facility 9. Road Signs models		
3.	Driving licence	Driver's License Department	<ul style="list-style-type: none"> <li>• 3 years - N10, 350</li> <li>• 5 years - N15, 450</li> </ul>	Applicant must be 18 years and above. Applicant must have completed driving school	<ul style="list-style-type: none"> <li>• Applicants must visit an accredited driving school and complete the mandatory drivers training.</li> <li>• Obtain a driving school certificate number from the school to be used to initiate a fresh application.</li> <li>• Make payments in stipulated banks</li> <li>• Proceed to Vehicle inspection office for the driving test</li> <li>• Then proceed for image capturing in the NDL office for image capture</li> </ul>	One month duration	National Road Traffic Act part XII, 142 (1) and Cross River State Traffic Management and Regulatory Law No. 2, 2015