Motor Vehicle Administration Agency (MVAA) Service Charter

Introduction

THE Motor Vehicle Administration Agency (MVAA) was established in the year 2007 with the sole responsibility for the issuance of certificate of title of a motor vehicle; issuance and renewal of all categories of motor vehicle and drivers license (local); learners permit and other related matters. The Agency also reserves the right to revoke, suspend or withdraw any license granted pursuant to the provision of the enabling law.

To achieve these lofty ideals and in line with the policy thrust of the current administration, the enabling law of the Agency makes provision for collaboration with Private Sector organizations, Lagos state residents and Civil Society Organizations. This service charter is the agency’s approach to ensuring that this collaboration is real and beneficial.

Purpose

This Service Charter of MVAA sets out the services offered and the specific standards by which these services are delivered to you the customer. The document chronicles our vision and mission statements, service principles and the values we abide by that will energise us to actualize our vision. The charter further outlines fees for the various licenses along with the details of how to obtain licenses, registration and other documentation are also contained in this Charter. The main purpose of this charter is to give our stakeholders unconditional opportunity to contribute significantly as partners in progress towards the actualization of our corporate and vision.

Vision

To provide and maintain a robust motor vehicle database and enduring private/public sector participation towards ensuring an improved revenue generation and collection.

Mission

To achieve business process re-engineering through limited bureaucracy for efficient service delivery.

OUR RESPONSIBILITY

- Serving as Government’s focal point for policy and operational matters pertaining to the licensing of vehicles and vehicle operators.
- Developing and submitting proposals to the state government on necessary changes to the road traffic legislation and developing new legislation.
- Ensuring that all vehicles within the Territory conform to appropriate safety standards. This includes classifying and issuing certificates of registration for vehicles.
• Ensuring that all licensed drivers are competent to drive. This is done by testing the competence of drivers and granting licenses as appropriate.
• Developing and implementing road safety education campaigns to increase public awareness of the dangers of speeding and driving a vehicle under the influence of alcohol, drugs etc.

Our Core Values
MVAA is committed to the following core values in pursuit of its vision and mission:
• **Respect and courtesy:** At all times treat people with utmost respect and courtesy
• **Communication to internal and external customers:** Prompt responses for all clients’ enquiries.
• **Integrity:** Deliver services in an honest manner at all times
• **Professionalism:** Carry out duties in a professional manner and seek to maintain professional standards and ethics
• **Transparency and Accountability:** Conduct business in an open and transparent manner
• **Accessibility:** At all times be accessible to all customers and respond promptly to their needs
• **Devotion to duty:** Devote official time to official duties and undertake to deal with people and issues without delay
• **Team spirit:** Endeavour to work as a team in provision of services.
• **Equity:** Treat all staff and people/client who seek our services with fairness irrespective of their gender, creed, age or political affiliation.
• **Dedication:** Carry out duties with genuine passion and give priority to those we serve in order to maintain public confidence

Customer and Stakeholder Groups
• Federal Road Safety Corps
• Agency Consultants
• Security Operatives
• Drivers Training Institute and Drivers Schools
• Number Plate Production Authority.
• Staff
• Drivers
• Road users
• Government agencies including State Corporations and Statutory Boards
• Development partners
• Private sector
• Non-Governmental Organizations
• Suppliers

Our Standards of Service
MVAA Team is devoted to prudent utilization of resources at its disposal towards the realization of its mandate as a way of enhancing service delivery to the satisfaction of all customers. Through this charter, we express the following service standards:

*If you contact us by Telephone, we will:*  
- Answer your call within five (5) rings.  
- Greet you pleasantly and professionally  
- Identify the Department  
- Offer you assistance

*If you visit our Office, we will:*  
- Receive in a conducive and friendly environment  
- See you within five (5) minutes of your arrival, if you have an appointment

*If you write to us, we will:*  
- Acknowledge your letters and faxes within three (3) working days.  
- Provide you with a complete response within ten (10) working days.

The box below outlines our functions/services and the waiting period for obtaining these services which agrees with our standards as expressed in this charter.

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<thead>
<tr>
<th>SERVICE</th>
<th>STANDARDS</th>
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<tbody>
<tr>
<td>1. Registration of all categories of vehicles including issuance of number plates and proof of Ownership</td>
<td>Our service deliveries are available at all our 46 Licensing Stations spread across the State. If all documents required are presented, we will ensure that our best practises in terms of quality service delivery is delivered to you by our courteous and friendly staff between 30 – 40 minutes. While the CMR (Central Motor Registry document) will be available 2 days after the registration process.</td>
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<tr>
<td>2. Issuance and Renewal of Vehicle License</td>
<td>Issuance of Vehicle License could be done in all licensing stations including selected Banks and all our Independent Autoreg Outlets spread across the State within 20 – 30 minutes</td>
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<tr>
<td>3. Driver’s License (in collaboration with FRSC)</td>
<td>Driver’s License can be obtained at our 6 nos. Driver’s License centres located across the five divisions of the State. Issuance of temporary Drivers which is valid for 60 days either fresh or renewal will be made available to our prospective applicants by our Agency (MVAA) within a period of 72 hours: while the main Drivers’ License shall be ready for issuance, 60 days after. All things being equal, our efficient staff with the aid</td>
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of our functional system and in conjunction with FRSC is designed to facilitate the issuance of both the renewal/new Driver’s License within ..............

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<tr>
<th>4. Learner’s Permit</th>
<th>We will ensure that learner’s permit will be issued between 15 – 20 minutes of your application</th>
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<tr>
<td>5. Hackney Permit</td>
<td>After meeting the conditions stipulated for the issuance of Hackney Permit, the document will be issued between 15 – 20 minutes of application through our seamless automation at all our 46 Licensing Stations.</td>
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<tr>
<td>6. Rider’s Identification Card</td>
<td>It is processed in collaboration with the Vehicle Inspection Office (VIO) which has responsibility for testing and ascertaining the proficiency of applicants at riding motorcycles. Riders’ Card is processed and issued within 40-45 minutes to the applicants without the time for testing of applicants by the VIO. Corporate and Private Riders who do not require the endorsement of either of the two recognizes motor cycle Unions will take a maximum of 40 minutes to get issued with Riders Card. There are 8 Stations spread across the State.</td>
</tr>
<tr>
<td>1. Motor Vehicle and Motor Spare Parts Dealers Permit</td>
<td>The purpose of issuance of Dealers Permit is to control and regulate activities of Auto spare parts and Motor Dealers. After compliance with the stipulated regulations, we assure you of the issuance of dealer’s permit within one week for Renewal and two weeks for new Registration in all our 18 Stations spread across the State.</td>
</tr>
<tr>
<td>2. Collaboration with EFCC, ICPC, Police, SSS and CMR in crime detection and investigation.</td>
<td>In line with our avowed promises of delivering quality and prompt service, the agency shall readily make available all the relevant information required especially where crime and security is involved</td>
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**Customers’ Obligation**

We expect our customers/clients to:

- Treat us justly and with respect.
- Provide unbiased feedback for service delivery improvement
• Make it their responsibility to fight corruption by not compromising our staff
• Provide all required information and documentation in order to be served efficiently
• Adhere to set rules and regulations in the Transport Sector on vehicle licensing and road use
• Deliver goods and services that conform to specifications and meet the delivery dates
• Be conversant with the Public Procurement regulations and general procurement guidelines for suppliers
• Comply with standards, rules and regulations
• Supply quality and timely delivery of goods and services

Monitoring our Charter Implementation
Our customers and clients are invited to hold us to account in the implementation of this charter. They are invited to fill out our exist surveys objectively to provide information for improvement. They are also to observe our staff in the field and provide feedback on their conduct and service delivery competencies. The Service Delivery Unit (SDU) members will continue to monitor our performance against standards set in this charter.

Consideration for customers with Special Needs
MVAA will continue to receive training and retraining our how to serve customers who are physically challenged and the elderly. We have gone a step further to provide wheel chairs and translators for customers who may need them.

Charter Review/ Stakeholder Participation
This charter will be reviewed every two years and all stakeholders are invited to make inputs to the charter during reviews. We will hold quarterly customer forums and Focus Group Discussions with customer and client groups to make inputs towards the continuous improvement of our services. Customers are strongly encouraged to fill out our exit survey forms at all our service windows. The information is need for continuous improvement.

Where to find us
Our service windows are open to customers from 8.00AM Monday to Friday; some of our service windows are also open on weekends. Our address:

Motor Vehicle Administration Agency (MVAA)
Plot 8, Lateef Jakande Road, Agidingbi, Ikeja, Lagos
E-mail: mvaalagos@yahoo.com.
Telephone: 08021349256, 08033011258, 08024719624, 08023276869, 08023071038,

Our Officials/Staff
We have a team of knowledgeable dedicated professionals’ who are always responsive to issues bordering on our mandate. They are identified by identity cards which are conspicuously displayed as well as customized uniform which are worn on Wednesdays and Thursdays...

**Licensing Agents (Clients Representative)**
In collaboration with MVAA, our Client Representatives are spread across the State. They render services to members of the public for a fee.

**Suggestion on how to serve you better can be channelled through the above e-mail address/e-mail address and telephone lines listed above**

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