

SIERRA LEONE ROAD SAFETY AUTHORITY

Citizen's Service Delivery Charter

THE SIERRA LEONE ROAD SAFETY AUTHORITY IS COMMITTED TO THE ENHANCEMENT OF SERVICES RENDERED TO ITS CUSTOMERS THROUGH THE CONTINUOUS IMPROVEMENT OF ITS PROCESSES AND PROCEDURES

MANDATE:

- To design and administer rules and regulations regarding:
- the registration and licensing of vehicles whether for private or commercial use;
- the testing of the fitness of vehicles for their intended use and the fitness of persons to be drivers of vehicle;
- the licensing drivers and vehicles
- the inspection and supervision of vehicle repair and maintenance service and
- the routing and monitoring of passengers and goods transportation.

MISSION

The Road Safety Authority (RSA) was set up to regulate and coordinate development in the transport industry, including the registration and licensing of vehicles, the licensing of drivers, the prescription of routes for passengers and goods transportation and for other matters connected thereto.

VISION

To deliver unto the people of this country goods and services that make road transportation modern, safe and more efficient through a better regulations, co-ordination and promotion of effective practices by all stakeholders in the road transport sector.

OUR CUSTOMERS

All Road Transport Stakeholders

OBLIGATIONS OF CUSTOMERS

To abide by Road Transport Regulations

SERVICES	REQUIREMENT	USER CHARGES	TIME LINE
INFORMATION/ENQUIRIES	Call 2244	Free	1 working day
ISSUANCE OF LEARNERS PERMIT: <ul style="list-style-type: none"> • Application for learners permit • Frequently Asked Questions (FAQ) 	Applicants should be 18 years or above Provision of two passport size photographs On application for Learners Permit Provision of photocopy of applicant's valid National ID card, Voter's ID card or passport	Le30,000.00 Le60,000.00 Le30,000.00	1-2 working days
<ul style="list-style-type: none"> • CONVERSION OF DRIVING LICENCE FOR NON-SIERRA LEONEANS • ISSUANCE OF DRIVING LICENCE TO DIPLOMATS 	Submission of valid passport, valid driving license. Working Permit/Residential Permit 2 Passport pictures Letter from Sierra Leone Foreign Affairs Submission of passport, valid driving license. Submission of two (2) passport pictures	CAT A Le140,000.00 CAT CD Le150,000.00 CAT AB Le225,000.00 CAT CD Le235,000.00 CAT AB Le325,000.00 CAT CD Le335,000.00	3 working days 3 working days

<ul style="list-style-type: none"> • ISSUANCE OF RIDER'S LICENCE TO 1ST TIMERS • Vision Test • Conducting knowledge exam • Submission of application form • Issuance of Frequently Asked Questions (FAQ) • Issuance of Driving Licence 	<ul style="list-style-type: none"> • Applicants should be 18 years or above. • Provision of valid copy of National ID card, Voter's ID card or passport • Provision of 2 passport size pictures 		<p>1 month</p>
<p>Total Cost for A</p>		<p>CAT A</p> <p><u>Le130,000</u></p>	<p>3 months</p>
<p>ISSUANCE OF DRIVING LICENCE TO 1ST TIMERS</p> <ul style="list-style-type: none"> • Vision Test • Conducting knowledge exam • Submission of Test form • Issuance of Learner's Permit • Issuance of Frequently Asked Questions (FAQ) • Driving Test - Applicants must have a certified road worthy vehicle for driving test with all 	<ul style="list-style-type: none"> • Applicants should be 18 years or above. • Provision of valid copy of National ID card, Voter's ID card or passport • Provision of 2 passport size pictures • Submission of completed Application form 		

<p>relevant documents</p> <ul style="list-style-type: none"> • Issuance of Driving Licence • ISSUANCE OF DRIVING LICENCE TO 1ST TIMERS • Vision Test • Conducting knowledge exam • Test form • Issuance of Learner’s Permit • Issuance of Frequently Asked Questions (FAQ) • Issuance of Driving Licence 	<p style="text-align: center;">Total cost for AB</p> <ul style="list-style-type: none"> • Applicants should be 18 years or above. • Provision of valid copy of National ID card, Voter’s ID card or passport • Provision of 2 passport size pictures • Submission of completed Application form • Driving Test - Applicants must have a certified road worthy vehicle for driving test with all relevant documents <p style="text-align: center;">Total cost for C&D</p>	<p>CAT AB <u>Le 325,000</u></p> <p>CAT CD <u>Le 335,000</u></p>	<p style="text-align: center;">3 months</p>
<p>ISSUANCE OF INTERNATIONAL DRIVING PERMIT</p>	<ul style="list-style-type: none"> • Applicants must be a Sierra Leonean of 18 years or above • Submission of application form with 2 passport size photographs • Possession of a current Sierra Leonean driver licence • Photocopy of a valid passport • Payment for permit 	<p>Le20,000</p> <p>Le400,000</p>	<p style="text-align: center;">2 working days</p>

<p>REGISTRATION AND LICENSING OF VEHICLES Registration Issuance of life card Fitness test Printing of license</p>	<p>Handing over vehicle for physical inspection</p> <p>Submission of completed registration application form</p> <p>Submission of valid customs documents verified by residential NRA Officer</p>	<p>Vary according to the category and the use of the vehicle</p> <p>Le20,000.00</p> <p>Fees vary according to the category of vehicle and the use of the vehicle (NGO's, Private or Commercial)</p>	<p>1-3 working Days</p>
<p>RENEWAL OF VEHICLES AND MOTORCYCLES</p> <ul style="list-style-type: none"> • Handing over vehicle for physical inspection • Issuance of vehicle licence 	<p>Submission of owner's record</p> <p>Completion of renewal of vehicle licence form</p>	<p>Le20,000.00</p> <p>Fees vary according to the category and use of vehicle</p>	<p>2 working days</p>
<p>TRANSFER OF VEHICLE OWNERSHIP</p>	<ul style="list-style-type: none"> • Submission of completed transfer application form and owner's record card • Letter of transfer from the current owner • Submission of one (1) passport size photograph from previous and new owner • Submission of valid photocopy of any one of the following from the previous owner: <ul style="list-style-type: none"> ✓ National passport ✓ National ID Card ✓ Drivers licence 	<p>Le20,000.00 (cost of application form)</p> <p>Fees for transfer of ownership vary according to category of vehicle</p>	<p>2 working days</p>

<p>VEHICLE CONVERSION</p> <ul style="list-style-type: none"> • Conversion Form • Change of no. plate 	<p>Handing over vehicle for physical inspection</p>	<p>Le20,000.00</p> <p>Fees for transfer of ownership vary according to category of vehicle</p>	<p>1-2 working days</p>
<p>VEHICLE EXAMINATION FOR ACCIDENT REPORT Inspection, testing and preparation of report</p>	<p>Submission of police vehicle Inspection Report Form Payment for inspection</p>	<p>Le50,000.00</p>	<p>2 working days</p>
<p>CHANGE OF COLOUR/ENGINE</p> <ul style="list-style-type: none"> • Conversion 	<p>Handing over vehicle for physical inspection Completed conversion form Submission of owners' record card</p>	<p>Le20,000</p> <p>Le50,000.00</p>	<p>2 working days</p>
<p>Vehicle/Drivers Licence information</p>	<p>Affidavit/Police Report</p>	<p>Le50,000.00</p>	
<p>Replacement of lost number plates</p> <p>Search for vehicle documents</p>	<p>Affidavit/Police Report</p> <p>Details of vehicle</p>	<p>Fees vary depending on the use of the vehicle</p> <p>Le50,000.00</p>	<p>2 working days</p>
<p>Vehicle valuation</p> <p>Personalised numbers</p> <p>Special number</p> <p>Vehicle temporary tag</p>	<p>Handing over of vehicle for physical inspection</p> <p>Production of owners' record card or on registration</p> <p>Submission of vehicle documentation for registration</p>	<p>Le 85,000.00</p> <p>Le2,000,000.00</p> <p>Le 300,000.00</p> <p>Fees vary according to category and use of vehicle</p>	<p>2 working days</p>

Vehicle Business Registration Service Stations Repair Garage	<ul style="list-style-type: none"> • Submission of business registration documents 	Le 250,000.00 Le 200,000.00 Le 200,000.00	3 working days
	<ul style="list-style-type: none"> • Submission of registration documents from City Council 	Le 100,000.00 Le 150,000.00 Le 300,000.00	1 working day
Issuance of Circulation Permit A,B&C Circulation Permit D&E Circulation Permit F&G	<ul style="list-style-type: none"> • Submission of a Laissez-Passer • Submission of Insurance (Brown Card) 		

PUBLIC COMPLAINTS/GRIEVANCE REDRESS MECHANISM

In order to raise its service standards and address the needs of its customers, the public and all those who access the service listed in this customer charter are required to channel their complaint or grievances when such services are perceived to be unsatisfactory, inefficient or riddled with corrupt practices to the following contact:

The Sierra Leone Road Safety Authority (SLRSA) Kissy Road

Head Office 077-555116	Pademba Road 076-781055	Africanus Road 076-954768	Lungi 077-687815	Makeni 076-954770
Bo 076-667806	Kenema 076-838389	Kono 076-954799		

The Anti-Corruption Commission
3 Gloucester Street
Freetown
Tel: +232 33 279908 / +232 22 224947
Email: report@anticorruption.gov.sl

THE EXECUTIVE DIRECTOR OF THE SLRSA IS RESPONSIBLE FOR THE DELIVERY OF THIS CHARTER