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FEDERAL REPUBLIC OF NIGERIA

FEDERAL ROAD SAFETY CORPS

NATIONAL HEADQUARTERS, ABUJA



Service Level Agreements

"Safer Roads, Fuller Lives"

4, Maputo Street, Zone 3, Wuse, Abuja

Second Edition

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PROCEDURE FOR OBTAINING ROAD SIGNS

Step 1: Applicants/ Customer orders containing the specification sizes and grade of the signage forwarded to the Corps Marshal through DCM MVA.

Step 2: Copy of the application is forwarded to the Signage Plant for costing.

Step 3: DCM MVA acknowledges the receipt of application within 24hours.

Step 4: CC Signage forwards the cost of signs to customer through DCM MVA within 7 days on receipt of order to enable payment.

Step 5: On receipt of the evidence of payment, the Deputy Corps Marshal (Motor Vehicle Administration) request for confirmation of payment of Road Signs from the Finance and account Department.

Step 6: DCM MVA to acknowledge the receipt of payment and communicate the timeline for delivery of signs to customers.

Step 7: On receipt of the Confirmation of payment, the Deputy Corps Marshal (Motor Vehicle Administration) directs the CC (Signage) to commence production immediately.

Step 8: The CC signage authorize the dispatch of the signs after completion

PROCEDURE FOR OBTANING VALID DRIVER'S LICENCE

1. Issuance of New Driver's Licence

A person not below the age of 18yrs who desire to obtain a Private Driver's Licence shall ensure the following:

- i. Obtains Learner's Permit from BIR/MLA/MVAA
- ii. Chooses Driving School from list of certified Schools online dssp.frsc.gov.ng
- iii. Driving School trains applicant for 26 sessions and the applicant writes exams and get captured
- iv. Successful applicant shall be issued with a certificate of completion. The certificate number is used to call up applicant's record (name & DOB) on pre-populated form ML18N from (www.nigeriadriverslicence.org)
- v. Applicant proceeds to the VIO for Driving Test. If successful, applicant is issued with the Driver's Test Certificate.
- vi. Unsuccessful applicant shall be entitled to apply for another test but not before the expiration of one calendar month from the date of the previous test.
- vii. Successful applicant proceeds to make payment of prescribed fee of N10,350 or N15,450 for Driver's Licence with 3 or 5yrs validity period respectively at designated bank (FCMB, FBN, Access, UBA, Union, Sky Bank using **PAYARENA/E-PAYMENT platform**).
- viii. The applicant confirms the payment at BIR/Motor Vehicle Administration Agency (MVAA).
- ix. Applicant shall present his/her self for Bio-metric and Bio-data captured at FRSC DLC and will be issued a temporary licence valid for 60days.
- x. Bio-metric investigation shall be conducted on the applicant's bio-metric at FRSC Data Centre.
- xi. Applicant shall collect the permanent Driver's Licence at State BIR/MVAA after 60days
- xii. The feedback or cogent reason a permanent Driver Licence may not be produced within the 60 day standard timeline must be communicated back to the applicant

2. Issuance of Renewal:

- i. The holder of a valid Driver's Licence may apply for and obtain a renewal of the Driver's Licence at any time within a period of one calendar month before the expiration date of the Licence.
- ii. All applicants for renewal of Driver's Licence shall undergo a driving test if six (6) months have elapsed since the person last held a valid Licence.
- iii. Applicant shall fill and submit application form online at (www.nigeriadriverslicence.org).
- iv. Applicant proceeds to make payment of prescribed fee of N10, 350 or N15, 450 for Driver's Licence with 3 or 5yrs validity period respectively at designated bank (FCMB, FBN, Access, UBA, Union, Sky Bank using **PAYARENA/ E-PAYMENT platform**).
- v. The applicant confirms the payment at BIR/Motor Vehicle Administration Agency (MVAA).
- vi. A Vision Acuity Test shall be conducted at FRSC DLC to confirm the health status of the driver's eyes.
- vii. After the Vision Acuity Test, Bio-metric and Bio-data of the applicants will be captured at FRSC DLC.
- viii. A Temporary Licence with 60days validity period shall be printed and given to the applicant.
- ix. Bio-metric investigation shall be conducted on the applicant's bio-metric at FRSC Data Centre.
- x. Applicant shall collect the permanent Driver's Licence at State BIR/MVAA after 60days.

The Bypass Capture feature is available for renewal of Driver's Licence

The Bypass Capture feature is available on the public portal and provides the applicant options of selecting 'YES' or 'NO' to a question captioned "Recapture Biometric Information {Please click on YES if you want to recapture your biometric information}.

If the applicant selects NO, the entire applicant's initial Bio-metric shall be used on the renewed Driver's Licence.

NOTE:

- Bypass capture option is not made available to applicants for every renewal. It is available only during 1st renewal, 3rd renewal, 5th renewal, 7th renewal, etc.
- All documentation by VIO & MLA should be completed at the point of collection of permanent drivers' licence by the applicant.

3. Issuance of Commercial or Professional Driver's Licence:

A person **NOT** below the age of 26yrs who desires to obtain a Commercial Driver's Licence shall:

- i. Possess a Private Driver's Licence.
- ii. Present evidence of membership of professional association such as National Union of Road Transport Workers (NURTW) and National Association of Road Transport Owners (NARTO) or letter of employment by registered transport Company.
- iii. Obtain the following medical certificate of fitness from any **Designated Governmental Hospital;**
 - ❖ Blood pressure assessment for hypertension.
 - ❖ Visual acuity and colour blindness
 - ❖ Blood sugar for diabetes
 - ❖ Chronic arthritis
 - ❖ EEG screening for epilepsy
 - ❖ Ear defect
- iv. Attend and pass a driving test conducted by the VIO. If the applicant fails, he/she shall be entitled to apply for another text but not before the expiration of on calendar month from the date of the previous test.
- v. If successful, applicant pays the prescribed fee presents the bank teller at BIR/MVAA for confirmation.
- vi. Presents him/herself for bio-metric capture at FRSC DLC.
- vii. Temporary Driver's Licence with validity period of 60days will be issued to the applicant immediately.
- viii. Collect the permanent Driver's Licence from the BIR or MVAA after 60days.

FOREIGN DRIVERS LICENCE RECIPROCITY

REQUIREMENTS FOR FOREIGN DRIVER'S LICENCE RECIPROCITY

This exchange which is obtainable at all member Countries who ascend to the Convention requires the holder of the licence to tender some documents for the processing of the Licence, these includes the following;

- a. Data page of international passport
- b. Foreign Driver Licence
- c. Proof of residence in the Country
- d. Letter of authentication or Driving History.

PROCEDURE FOR DRIVER'S LICENCE RECIPROCITY

Below is the Process for Driver's Licence Reciprocity in Nigeria

Reciprocity Desk Officer is appointed at the MVA Department, who will handle all requests for holders of foreign driver's licence.

STAGE 1

Holders of foreign drivers Licence reports to the Sector /Unit Head DLC in his State of residence with his/her International Passport, Foreign Driver's Licence, proof of residence in the Country and Driver's Licence Verification letter from the Country of origin.

STAGE 2

The DLC Officer refers the applicant to the State VIO/ Testing Officer for a retest and a Drivers' Test Certificate is issued after successful test.

STAGE 3

The Sector /Unit Head DLC collate the information and scan same to RSHQ Abuja Foreign Desk Officer via email **FOREIGNDRIVERSLICENCE@FRSC.GOV.NG** Documents to be attached includes: Data page of the applicants' International passport, the Drivers Licence from the home Country, proof of residence where the applicant is domicile, Driver's Licence verification letter from the Country of issuance for the purpose of confirmation and Drivers Test Certificate issued by the

VIO/ Testing Officer of the State. The **REVIEWING OFFICER** confirms the above documents and forwards to the **APPROVING OFFICER**

STAGE 4

The **APPROVING OFFICER** login into the **DSSP PORTAL** and approve the record which automatically generate a unique identity number (By-passing 26 sessions / fast track) and sends to the applicant, **REVIEWING** and **APPROVING OFFICERS**

STAGE 5

On receipt of the unique identity number from the foreign driver's licence portal, the applicant may proceed to the Centre or fill the form online, make payment through the bank/e-payment platform. The State Board of Internal Revenue (BIR) confirms the payment

STAGE 6

The applicant reports back to the Sector/Unit Head DLC for Biometric capture and Temporary Drivers' Licence is issued.

PROCEDURE FOR NDL ONLINE VERIFICATION

Request for verification is submitted through Verification Portal

<https://www.ndlverification.frsc.gov.ng>. The procedure is as follows:

- i. Sign up: Create an account, starting with few details.
- ii. Fill Verification Form: Click on Visit Portal to Login to your Dashboard and fill verification form by uploading the following document
 - a. Application Letter
 - b. Front page of Drivers Licence
 - c. Back page of Drivers Licence
 - d. Any means of ID e.g Voters card, International Passport, NIN etc.
- iii. Make Payment: You will be required to make payment for verification or shipping fee or both using the debit card.
- iv. The Desk Officers review the application as the first reviewer
- v. The CC NDL do the second review as the final reviewer
- vi. The DCM approve the submitted process for final approval
- vii. Tracking progress: The applicant tracks the extract which should be ready within 10 working days.

Confirm Process Completion: login to portal to confirm completion, and download extract from the portal.

PROCESS OF OBTAINING NATIONAL VEHICLE NUMBER PLATES

- i. APPLICANTS VISIT THE NVIS WEB SITE www.nvis.frsc.gov.ng
OR MOTOR LICENSING AUTHORITY OF STATE BOARD OF INTERNAL REVENUE
- ii. Applicant fills Form MVA 01
- iii. Form MVA 01 is divided into two parts comprising of 30 fields.
 - a. 17 in part A which is vehicle description
 - b. 13 in Part B which is ownership information
- iv. COSTING IS DONE
- v. POLICE VERIFICATION AND INSPECTION
- vi. PAYMENT MADE TO DISIGNATED BANK OR TREASURY
- vii. FORM IS SUBMITTED FOR VEHICLE NUMBER PLATE ALLOCATION
- viii. VNP IS PROCESSED
- ix. NVIS DESK OFFICER CAPTURE THE DATA INTO NATIONALVEHICLE DATABASE IN NVIS PORTAL
- x. SBIR PRINT POC
- xi. COLLECTION OF PHYSICAL NUMBER PLATE

PRICES OF NUMBER PLATES		
NUMBER PLATES	FRSC PRODUCTION RATE	DISPOSAL PRICE BY STATES
STANDARD (PMV)	5,000	12,500.00
STANDARD (PMC)	5,000	12,500.00
MV FANCY	40,000	80,000.00
MOTORCYCLE	1,500	3,000.00
ARTICULATED	10,000	20,000.00
OUT OF SERIES	20,000	40,000.00
GOVERNMENT FANCY MV	20,000	20,000.00
GOVERNMENT ORDINARY MV	15,000	15,000.00
GOVERNMENT FANCY MC	10,000	10,000.00
GOVERNMENT ORDINARY MC	3,000	3,000.00

PROCEDURE FOR RESCUE OF ROAD TRAFFIC CRASH VICTIMS

- a. The Clinic received call from the rescue team about rescue performed. Doctor/ Nurse prepares to receive victims brought by FRSC rescue team, other sister agents or individuals.
- b. On arrival the victims are moved on stretchers into the Triage of the Clinic.
- c. A quick triage is conducted and the patients are assigned to the nurses to stabilize.
- d. In stabilizing the patients, airways, breathing and circulation is secured, the vital signs are monitored. Then the other medical interventions are carried out to stabilize the patients depending on the individual condition of the patients,
- e. During the process of stabilizing the patients, the infusion and medical auxiliaries that are required to manage the patients are provided and documented by the Pharmacist.
- f. The medical Record Officer or Marshal provides RTC patient's treatment cards. Each Patient is assessed properly and finding on the condition of the Patient's diagnosis documented, prescriptions written including all drugs called for initially and treatment order/plan written out. The Nurses keep the TPR chart record.
- g. Patients are either referred for further treatment in appropriate hospital or discharged depending on the condition.
- h. At the end of the shift the matron or the most senior nurse on duty reports on all accidents cases received and managed during the shift on the daily events reports book and documents his/her handling over to the Nurse taking over from him/ her for the next shift.

PROCEDURE FOR ENROLMENT OF SPECIAL MARSHALS:

- i. Enrolment into Special Marshals shall be on group or individual basis
- ii. Vacancies for enlistment shall be declared by the Commanding Officers through notification of same to **HOD SDER** who vets the declaration and approves the processes of enlistment on the directive of the Corps Marshal.
- iii. Acknowledgement and approval of the vacancies shall be conveyed to field Commands by **HOD SDER**. The Commanding Officer shall commence the process of recruitment as approved.
- iv. Prospective candidates shall thereafter collect application forms from the nearest Commands to them, complete the forms and return same to the Command for processing.
- v. Subject to preliminary profiling, the prospective Special Marshal shall be invited for screening/ interview at the Command.
- vi. Every applicant must pass through the appropriate administrative channels.
- vii. Application shall be received from intending Special Marshals while processing, screening/ interview and training shall take place according to Corps Marshals approval.
- viii. Successful applicants shall be inducted during the Sectorial Workshop except otherwise directed by the Corps Marshal.

GENERAL REQUIREMENTS FOR OBTAINING OPERATORS PERMIT

a. Ownership of school bus can be any four (4) types carrying capacity as follows;

TYPES	A1	A2	B1	B2	C
CAPACITY PERSONS	18	22	28	35	72

b. The School Bus Operator shall:

- i. Have a valid commercial number plate/vehicle license
- ii. Shall have a school bus driver with a valid driver license and a minimum of 5 years driving experience.
- iii. Be in approved uniform colour with the exterior to have a yellow Hexadecimal Colour:FFFF00 background with two white stripes (3cm), spaced by (2cm) running from the bonnet upwards across the roof down the backend (NIS716:2010-4.1.2)
- iv. Ensure that the bus(es) are conspicuously marked "SCHOOL BUS" above the wind screen, close to the bus roof and exterior to have the inscription of the name of school, logo and serial code on both sides and at front view.
- v. Comply with minimum vehicle safety standard requirements (e.g. seatbelt, handrails, steps, fire extinguisher etc.) and safety standards outlined in specification of school bus- BNIS717:2020
- vi. Be equipped with well-displayed reflective colour materials or stripes and markings to enhance safety.
- vii. It should have an emergency exit door.
- viii. It should have a stop signal arm.
- ix. Provide evidence of documents providing technical and managerial competence to operate a school bus.
- x. Provide evidence of comprehensive insurance cover.
- xi. School bus operators with up to five vehicles in its fleet shall establish a safety unit and also appoint a qualified Safety Manager to head the unit. It shall equally be listed under the RTSSS programme.

PROCEDURE FOR ACCREDITATION OF SPEED LIMITING DEVICE (SLD) VENDORS IN NIGERIA

INTRODUCTION

A Speed Limiting Device (SLD) Vendor is a person licensed to carry out supply, installation, calibration and maintenance of speed limiting Devices in vehicles in Nigeria.

ACCREDITATION

For a person to be accredited as Speed Limiting Device Vendor, the following eleven (11) steps shall subsist:

STEP 1- Website

Intending applicant checks FRSC website (www.frsc.gov.ng) for criteria required for qualification as an SLD Vendor.

STE2-Pre-Qualification

The Applicant shall have a firm and submits application alongside the following documents to FRSC:

- a. Evidence showing that the firm is a legal entity through Certificate of Registration with the Corporate Affairs Commission (CAC).
- b. Full Company profile.
- c. Evidence of filing of annual Returns for the last three (3) years.
- d. Curriculum Vitae of key personnel showing experience and technical qualification(s).
- e. Tax Clearance Certificates for the last three (3) years.
- f. Value Added Tax (VAT) registration certificate.
- g. Firms audited account for the last three (3) years.
- h. Bank reference.
- i. Evidence of at least three (3) similar projects carried out for large Corporate/public institution within the last 3 years.

- j. Evidence of payment of training contributions to Industrial Training Fund (ITF).
- k. Evidence of PENCOM contributions.
- l. Speed Limiting Device product certificate obtained from SON.

STEP3- Technical Committee

The Technical Committee acknowledges receipt of all applications received within 48 hours.

STEP4

Interested companies are invited for screening by the Technical Committee comprising Federal Road Safety Corps, Standards Organization of Nigeria and National Automotive Design and Development Council.

STEP5

Practical demonstration of Speed Limiting Device installation and test running are carried out by intending Vendor for evaluation of the device performance and technical competency of the vehicle technicians by the Technical Committee.

STEP6

On completion of the screening and practical demonstration exercise, the applicant shall be informed of the assessment outcome. However, only applicants who meet the minimum cut off point of 60% compliance shall be deemed to be successful.

STEP7

Successful applicant at the documentation stage shall have its fitness centre(s) examined by the Technical Committee within six weeks after success at the documentation stage.

STEP8

Applicant is informed of the success or otherwise of the company's office inspection exercise.

STEP9

Successful applicant at the office inspection state is invited and presented with the certificate by the Technical Committee on Implementation of Speed Limiting Device within two weeks after the office inspection.

STEP10

During the process of issuance of certificate, successful vendor shall sign commitment documents to abide by the code of practice for SLD Vendors.

STEP11

The Company's logo and other details are collected and login details provided to enable upload of vehicles and devices they have installed to the portal.

STEP 12

Details of dedicated FRSC staff are provided to vendor to report their challenges, if any. The challenges are to be handled within 48 hours and feedback conveyed.

NOTE

Inspection of Vendors facilities shall be done twice yearly.

REQUIREMENTS FOR PROCESSING OF DEATH BENEFITS BY DECEASED NEXT-OF-KIN OR BENEFICIARY

1. Letter of Administration from a High Court of competent Jurisdiction showing:
 - a. Inventory page, stating asset of the deceased
 - b. Money in the bank.
 - c. Name of PFA and RSA PIN to be included in the inventory page.
2. Certified True Copy of the Letter of Administration from High Court
3. Certificate of Cause of Death from an approved Hospital
4. Certificate of Registration of death from the National Population Commission
5. Burial Warrant from the Local Government Area where the deceased was buried
6. Burial Certificate from the Pastor, Imam or any other person who officiated at the burial
7. Obituary poster of the deceased staff
8. Birth Certificate or Age Declaration of the Deceased staff
9. Evidence of the deceased's Registration with a Pension Fund Administrator (PFA) during his/her life time
10. The Deceased Appointment Letter with the Corps
11. The deceased's Salary pay slips for the periods:
 - a. As at 30 June, 2004 if applicable
 - b. July, 2007 if applicable
 - c. 30 June, 2010 if applicable
12. Three (3) Month's Pay slips preceding the month of death
13. Next-of-Kin Passport Photograph
14. Means of identification of NOK(s) or Beneficiary(ies) like Driver License, National Identification Number, International Passport
15. Current Utility bill from either Water or Power Holding
16. Official Gazette or Newspaper publication
17. Letter of last Promotion

7.1 REQUIREMENTS FOR ESTABLISHING A DRIVING SCHOOL

Intending proprietor of Driving School shall fulfill the following requirements before he / she can be licenced to operate a Driving School.

- a. The following are the full requirements for establishing a model Driving School.
 - i. Classroom/Administrative office
 - ii. Road worthy vehicle(s) for driving instructions (dual control)
 - iii. Licensed Driving Instructor(s) trained by FRSC
 - iv. Course Manual
 - v. Copies of Nigerian Highway Code
 - vi. Traffic Laws/Regulations handbook
 - vii. First-aid Facilities
 - viii. Fire Extinguisher
 - ix. Open-space or Driving Range
 - x. Computer/Mobile device
 - xi. Internet facilities
 - xii. Electronic Driving Simulator
 - xiii. Road Signs Models
 - xiv. Vision Acuity Test Facilities
 - xv. Library
 - xvi. Inspection Pit/Workshop
 - xvii. Television and CD Player
 - xviii. Overhead Projector
 - xix. Magnetic Board
 - xx. Safety Tips Handbook
 - xxi. The certificate of business registration (CAC) should read driving school.

PROCEDURE FOR REGISTRATION OF DRIVING SCHOOL

A Person or organization who wishes to establish / register a driving school shall under take the following steps.

STEP 1

Prospective Operator of a Driving School **MUST** obtain form TRG00001 from any Federal Road Safety Corps formation nearest to him.

STEP 2

Submit a completed form with all necessary documents required for registration and certification to the Command where the form was obtained and wait for inspection.

STEP 3

Prospective Operator of a Driving School **MUST** attach a copy of his registration certificate with the Corporate Affairs

INSPECTION AND CERTIFICATION

On receipt of the applicant's application, the following procedure applies:

STEP 1

A preliminary inspection is conducted by the State Committee on DSSP comprising of the Sector Commander, Commissioner for Works/Transport (Chairman) Rep of BIR, State VIO, State, , and FRSC Sector Training Officer (Secretary). The inspection shall be conducted within four (4) weeks after receipt of letter acknowledgement of application.

STEP 2

A hard copy of the inspection report endorsed by all the team members of State Committee on DSSP is sent to Training Department, FRSC HQ. Abuja within seven (7) days after inspection

STEP 3

Shortlisted Driving Schools adjudged to have met the requirements for registration shall be forwarded to Corps Marshal for final approval within seven (7) days.

STEP 4

List of successful and accredited driving schools are published on the DSSP website, www.dssp.frsc.gov.ng within 24hours after Corps Marshal's approval.

STEP 5

Driving Schools that were not approved are communicated appropriately highlighting areas of deficiency.

STEP 6

Successful driving schools are communicated and usernames are send to their email to enable them reset their password and log on to the DSSP portal to commence operations.

NOTE

All the processes from registration to certification are completed with 90 days.

PROCEDURE FOR OBTAINING CERTIFICATION FROM DRIVING SCHOOLS

STEP 1

Any fresh applicant for driver's licence goes online www.dssp.frsc.gov.ng to choose an accredited driving school in the state he/she desire to attend.

STEP 2

Applicant obtains Learners Permit from State Board of Internal Revenue (BIR) or any accredited agent of the States.

STEP 3

Driving School receives and enrolls applicants according to its facilities by logging in with his or her username and password.

STEP 4

Driving Schools opens file for each student on the DSSP portal www.dssp.frsc.gov.ng

STEP 5

Driving School trains the student for at least the specific number of hours as required. This is currently 25 session of minimum of one hour each per training session.

STEP 6

Driving School update the student's training records on the portal at the end of each training session.

STEP 7

TheDriving School enrolls trainee for Computer Based Test (CBT) after the 25th session of theoretical and practical driving training.

STEP 8

The trainee will writes the CBT after physical capture on the 26th session. The pass mark is 60%. Any trainee that scores below 60% rewrites the CBT after 7 days.

STEP 9

The DSSP portal generates certificate with a unique code to the student that passed the CBT.

STEP 10

The Driving School certificate is valid for six (6) months only.

NOTE

The role of all accredited Driving Schools stops at training and generation of certificates of proficiency on completion of the 26th sessions which is CBT.

SANCTIONS-ADMITTANCE

FRSC shall sanction any violator of the procedures for Driving School operations through the following:

- a. WITHDRAWAL OF CERTIFICATION /PROSECUTION IN COURT

STEP 1

Defaulting Driving School shall be identified by FRSC

STEP 2

Defaulting Driving School shall be notified of the specific conduct that contravenes the provision of the Operating Procedure. The Defaulting Driving School shall initially respond to the notification in writing.

STEP 3

Defaulting Driving School shall thereafter be invited to explain its position in respect of the violation.

STEP 4

Defaulting Driving School shall be warned in writing in the first instance if found wanting.

STEP 5

If FRSC is not satisfied with the explanation of the driving school, or where the school fails to appear and explain it self, the Certificate of the Driving School shall be suspended and communicated to the Driving School in writing. Such suspension shall be subsist until the school clears itself of the allegation(s). The school shall not have access to the DSSP portal during the suspension period.

STEP 6

The Driving School may also be prosecuted in Court for the offence committed.

- b. **BLACKLISTING OF VIOLATORS**

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Where a Driving School Certificate has been suspended more than two times or where a Driving School has been convicted by a competent court of law, its licence shall be withdrawn and shall denied access to FRSC Driving School Portal. This shall lead to the closure of such driving school.

NOTE

In the event that a sanctioned Driving School desires to be re-certified, all processes for registration and certification of driving school shall apply.

ROAD TRANSPORT SAFETY STANDARDIZATION SCHEME (RTSSS)

INTRODUCTION

The Road Transport Safety Standardization Scheme (RTSSS) derives its authority from Regulations (198-207) of the National Road Traffic Regulations (NRTR), 2012 and amended NRTR 2016 made pursuant to sections 5 and 10 (10) of the FRSC (Establishment) Act 2007. It is a road transport regulatory policy which stipulates minimum operational requirements for fleet operators relative to operator's, vehicle's and driver's standards. The office is headed by the Corps Transport Standardization Officer (CTSO).

1.1 A FLEET OPERATOR

A Fleet Operator is any Organization (Government, Non-governmental, NGO, and School & MDA), Company or road transport owner with at least five (5) vehicles in the fleet.

1.2 CONCEPT OF RTSSS

The concept of RTSSS includes:

- a. Regulating mass road transportation in Nigeria.
- b. Ensuring safe and standardized fleet transport operations for all.
- c. Checking the excesses of transport operators which often lead to loss of lives and property.
- d. Entrenching a culture of safety consciousness in organizations or any entity with fleet of vehicles.

1.3 CATEGORIES OF OPERATORS

- | | |
|-------|--|
| Group | A - Operators with 100 vehicles and above. |
| | B - Operators with vehicles between 25 and 99. |
| | C - Operators with less than 25 vehicles. |

1.4 OPERATORS SAFETY STANDARD: SPECIFIC REQUIREMENTS

- a. Registration/Subscribing to RTSSS Policy.
- b. Conducive operating terminals.
- c. Establishment of Safety Units
- d. Appointment of competent Safety Manager, certified.
- e. Operating with competent and well trained drivers,
- f. Development of Standard Road Transport Safety Policy manual.
- g. Annual Certification programme.

- h. Operating with passengers manifest for passenger vehicle operators (if applicable).
- i. Compliance with the document on safety requirements/Guidelines for articulated Lorries (Tankers and Trailers) as approved by all.
- j. Safe to load programme for all Haulage operators.
- k. Participation in annual safety managers training retreat.
- L. Participate in all interfaces/stakeholders meeting.

1.5 FLEET OPERATORS REGISTRATION

There are two forms of registration viz: manual and online.

a. MANUAL REGISTRATION

- i. Application/Registration: Applicant shall apply for registration and such application shall be acknowledged within 48 hours on receipt of registration form.
- ii. Verification of supplied data: This shall be completed within four (4) weeks of receipt of application or registration.
- iii. Inspection: This shall be within four (4) weeks after verification has been conducted.
- iv. Assessment and certification/rejection. The result of the inspection shall be communicated to the applicant after four (4) weeks of inspection.

1.6 COMPLETION OF REGISTRATION FORM RTSSS 001

The following procedure shall subsist:

STEP 1

Prospective fleet operators visit any FRSC formation and request for form RTSSS 001 at no cost.

STEP2

Transport standardization officer (CTSO) issues RTSSS form 001 and guides applicant on its completion.

STEP 3

TSO receives, verifies the completed application form and forwards same to the commanding officer for endorsement within 24hours of receipt from applicant.

STEP 4

The Commanding Officer acknowledges receipt of completed registration form within 48hours.

STEP 5

Commanding Officer forwards completed registration form to CTSO at FRSC Headquarters within 48hrs of receipt of completed registration form.

1.7 ON-LINE REGISTRATION

Online registration shall be through logging into www.rtsss.frsc.gov.ng.

STEP 1

At the home page, applicant clicks on the icon "Apply online now" to display a form to be filled.

STEP 2

After filling the displayed form, the applicant clicks on 'submit' button which displays 'successful', if properly completed.

STEP 3

Acknowledgement of the registration is auto generated to applicant email and phone number.

STEP 4

Appropriate TSO is notified for on-the-spot inspection of supplied data viz vehicles, drivers and operators details, which shall be accomplished within four (4) weeks of completion of registration.

STEP 5

Assessment and certification of applicant shall be completed within four (4) weeks after inspection alongside issuance of operating permit. Unsuccessful applicant shall equally be duly notified within the same period.

1.8 INSPECTION OF FLEET OPERATORS

a. MANUAL INSPECTION

Manual inspection of fleet operators is carried out as follows:

STEP 1

The CTSO forwards inspection checklists based on set safety standards for driver, vehicle and operator to TSO.

STEP 2

TSO notifies operator two weeks before the commencement of inspection through the media or e-notification.

STEP 3

TSO carries out the inspection exercise.

STEP 4

TSO forwards inspection report to FRSC Headquarters within 24hrs on completion.

b. ONLINE INSPECTION

STEP 1

CTSO schedules inspection.

STEP 2

Notification is sent to TSO and fleet operators via RTSSS Portal.

STEP 3

TSO carries out inspection online using the RTSSS portal (rtsss.frsc.gov.ng)

STEP 4

TSO submits inspection report via the portal within 24hrs on completion of inspection.

1.9 CERTIFICATION OF FLEET OPERATORS

Certification of Fleet Operators is carried out yearly through inspection and assessment to determine the groupings and classes of certification based on compliance to standards and specification. Certification can also be done manually or online.

a. MANUAL

STEP 1

The public notice and administrative instructions are forwarded to all Commanding Officers and TSOs for adequate dissemination of information to fleet operators in their respective areas of jurisdiction.

STEP 2

Certification material (templates containing required data on the fleet operators) are forwarded to all Commanding Officers, TSOs and fleet operators' safety managers in readiness for the Certification exercise.

STEP 3

Fleet operators complete the templates provided and any other necessary information with the aid of the TSOs before the arrival of the certification assessors from FRSC Headquarters.

STEP 4

Certification assessors verify and assess the inspection details conducted by the TSOs.

STEP 5

Certification assessors forward reports to CTSSO

STEP 6

Grouping and classification of certified fleet operators are carried out.

STEP 7

Certificate code is generated for certified operators.

STEP 8

CTSO prints certificates and vehicle stickers for certified fleet operators.

STEP 9

Distribution of certificates and vehicles stickers by Commanding Officers/TSOs nationwide

b. **ONLINE CERTIFICATION**

STEP 1

Assessors and TSOs visit fleet operators for assessment.

STEP 2

Assessors and TSOs carry out assessment using the RTSSS Portal.

STEP 3

Assessment reports are submitted through the portal.

STEP 4

Reports are collated through the portal

STEP 5

Grouping and Classification of fleet operators are auto-generated.

STEP 6

Certificates are auto-generated for certified fleet operators through the portal.

STEP 7

Certification vehicles stickers are generated for certified fleet operators' vehicles.

STEP 8

Certificates and vehicle stickers are distributed by Commanding Officers/TSOs nationwide

1.10 CLASSES OF CERTIFICATION

There are three (3) classes of certification viz:-

CLASS A - Operator with at least 80% compliance level. That is:

- i. The terminals are rated 80% and above in terms of location and other safety parameters.
- ii. 80% of the Drivers have been trained by FRSC/and/or any other certified driving school instructors.

- iii. 80% of the vehicles are RTSSS compliant and affixed the RTSSS compliant stickers.
- iv. Has in place good evacuation and emergency plans in case of crashes/breakdown and other emergencies.
- v. Has competent and certified Safety Manager at the Headquarters and Assistant Safety Managers in other locations and terminals.

CLASS B - At least 60% compliance level in all the parameters listed for Class A above.

CLASS C - At least 50% compliance level in all the parameters listed for class A above.

1.11 PROCEDURE FOR COMPLETE WITHDRAWAL OF OLD AND UNFIT VEHICLES FROM FLEET

The procedure is as follows:

STEP 1

The operator notifies FRSC on its desire/intention to withdraw mechanically deficient vehicle(s) from its fleet stating:

- a. Vehicle details (including Registration, Number, Chassis and engine number type and make etc)
- b. Vehicle duration in active service.
- c. Number and types of major repairs carried out over time.
- d. Company approved vehicle life span

STEP 2

FRSC acknowledges receipt of notice of withdrawal of vehicles within 48hrs.

STEP 3

FRSC updates its records concerning the operator's fleet within 48hrs after receipt of notice of vehicle withdrawal.

NOTE:

- a. An operator may equally decide to withdraw any other vehicle (not necessarily mechanically deficient) but the procedure shall be complied with
- b. Any such vehicle purported to have been formally withdrawn shall no longer be operated by the operator. Continuous use of such vehicles after due notification of the adjustment in the operator's records shall amount to an infraction on the RTSSS for which appropriate sanction(s) shall apply.

1.12 PROCEDURE FOR INJECTING NEW VEHICLE(S) INTO THE FLEET

The procedure for injecting new vehicle into the fleet is as follows:

STEP 1

Fleet Operator notifies the nearest FRSC office in writing on acquisition of new vehicle(s) and intention to add to its fleet. The notification shall include the following details:

- i. Registration number of the new vehicle
- ii. Engine number
- iii. Chassis number
- iv. Vehicle Make
- v. Vehicle Model/Type

STEP 2

The FRSC office conducts inspection and certification of the vehicle(s) within seven (7) days of receipt of notification and outcome of inspection conveyed to the operator within 48hours after.

STEP 3

FRSC issues vehicles certification stickers for certified vehicles.

STEP 4

FRSC uploads data on the RTSSS portal.

NOTE

- a. Where inspection was satisfactory, such vehicles shall be injected into fleet and where otherwise, it shall not.
- b. Any fleet operator operating vehicle in its fleet without being duly certified by the Corps shall be committing an offence under the RTSSS. In such a situation, appropriate sanction(s) shall be applicable.
- c. Fleet operators are expected to get all their Safety Managers and drivers certified by FRSC annually through attendance of Safety Managers' Course/Retreat and Drivers' Improvement Course respectively.

1.13 SUSPENSION OF FLEET OPERATORS

Fleet Operators may be suspended through the following steps:

STEP 1

The CTSO shall identify fleet operators who failed certification standard twice (2 times)

STEP 2

Send notification to them on their low performances and observed areas in need of improvement and correction, within one month after the programme.

STEP 3

Visit Fleet Operator for on-the-spot assessment of the level of compliance after two months of notification.

STEP 4

Certifies the operator if set standards are met.

STEP 5

Issued with a Warning Letter if set standards are not met

1.14 IMPLICATIONS OF SUSPENSION

Once Warning Letter is issued and the compliance level is not improved, the company shall be:

STEP 1

Suspended from operation until all the non-conformities are corrected

STEP 2

Name published under suspended fleet operators on the RTSSS portal.

STEP 3

Be arrested on RTSSS related offences.

1.15 PROSECUTION OF FLEET OPERATORS INVOLVED IN FATAL CRASHES

Fleet operators may be prosecuted through the following steps.

STEP 1

The CTSO receives report on the Crash within 24hours of occurrence.

STEP 2

Investigations are appropriately done within 48hours.

STEP 3

The Fleet Operator is invited for interface with the Corps.

STEP 4

If the driver survived from the fatal crash, he is prosecuted a long side the company in accordance with fleet operations regulations as contained in the NRTR 2012 and 2016 as amended.

NOTE

If the driver did not survive the crash, the company will be prosecuted alone.

PROCEDURE TO CHALLENGE FRSC FOR ARREST IN COURT BY TRAFFIC VIOLATORS

In the event a person is booked for road traffic offence, he/she has the option to either proceed to pay the prescribed fine into the designated bank account or exercise his/her right to challenge the arrest in a court of competent jurisdiction. However, it should be noted also that the Corps reserves the right to prosecute the offender in a court of competent jurisdiction even when he/she elects to pay fine. Where the offender elects to challenge his/her arrest, the following steps shall apply:

STEP 1

He/she informs the Arresting Officer (AO) who shall in turn advise the offender on the date to appear in court. If however the offender is arrested on a date that the mobile traffic court is sitting, he/she shall be arraigned before the mobile court immediately for prompt trial.

STEP 2

Where the court finds him/her guilty of the offences(s) as charged, the court may sentence him/her to payment of the prescribed fine(s) or term of imprisonment or both, depending on the severity of his/her offence(s) or discretion of the presiding Magistrate.

STEP 3

Where the offender has been convicted by the Court and given option of fine, the fine(s) shall be paid to the court officials and receipt duly issued for same.

PROCEDURE FOR PAYMENT OF FINES BY TRAFFIC VIOLATORS

Where the offender elects to pay the prescribed fine(s), the following processes shall apply: -

STEP 1

A payer may elect to make payment through any of the commercial banks in Nigeria or through an electronic medium. The payment gateway shall be REMITA Platform accessible on www.remita.net

STEP 2

When the REMITA page opens, the payer shall go to "pay a Federal Government Agency" and click on it. This takes him/her to a page where he/she shall complete the mandatory payment fields required, including:

- a. Name of MDA: Type 'FRSC' and 'Federal Road Safety Commission' will pop up then click on it.
- b. Name of Service/Purpose: Click on the drop-down and select OFFENCE.
- c. Notice of Offence Sheet will automatically appear where the applicable offence can be selected and the amount automatically appears in the space provided for amount payable.
- d. Type the offence ticket number in the space provided
- e. Type in: The Drivers Licence Number, Sector, Unit, Vehicle Registration Number, Vehicle Colour and Vehicle Make if available
- f. Type the Name of the payer
- g. Email and Phone Number of the payer are optional
- h. Key in the dynamic characters that is displayed immediately after the payer's phone number and finally click on proceed to payment button, then the REMITA Retrieval Reference (RRR) will automatically be generated. This is required to complete the payment process through any of the following means:
 - i. Tendering the RRR to any bank branch
 - ii. Using internet banking
 - iii. Using ATM cards on REMITA POS.
 - iv. REMITA platform for registered users etc

STEP 3

The Payer proceeds to the Command where the offence ticket was issued with the evidence of payment.

STEP 4

He/She goes to the Duty Room to present the evidence of payment and original copy of Notice of Offence Sheet or printout slip

STEP 5

The Duty Room Officer (DRO) may direct the Offender to the Public Enlightenment Office (PEO) for attitude changing enlightenment session. Taking into consideration the severity of the offence committed, the enlightenment session may come before or after payment.

STEP 6

The PEO thereafter clears the offender.

STEP 7

The DRO or Accountant collects the evidence of enlightenment for verification

STEP 8

After verification of evidence correctly, the Offender signs the release register.

STEP 9

The DRO releases confiscated papers and or key of the vehicle/motorcycle, if impounded.

STEP 10

Where a vehicle had been impounded, DRO issues Gate Pass to the Offender which he/she shall present to the Marshal on Guard Duty.

STEP 11

Marshal on Guard collects and verifies the Gate Pass for documentation, after which he/she allows the offender and the vehicle out of the premises if found authentic.

a. A vehicle may be impounded when:

- i. The driver is adjudged to be under the influence of drugs or other intoxicating substances.
- ii. The driver is driving a mechanically deficient vehicle.
- iii. The driver is without a driver's licence nor original vehicle papers or if in possession of photocopies of vehicle papers and such are reasonably suspected to have been altered at the time of arrest.
- iv. Dangerous driving offence is committed.
- v. The driver is reasonably suspected to be an under-age.
- vi. The vehicle is suspected to be stolen.

NOTE:

The Offender will pay for towing services alongside the fines for the offence committed.

b. While impounding a vehicle, the arresting Officer shall notify the offender of Section 5(b) of the FRSC Act, 2007 which states thus:

"If a driver or owner of a vehicle fails to reclaim such vehicle within six (6) months of the date of detention, the FRSC may apply to the High Court for an order forfeiting the vehicle to the Federal Government which may thereafter be disposed by public auction and the proceeds of the sale deposited in Government treasury".

c. The attention of the offender shall equally be drawn to the portion of the Notice of Offence which stipulates the custody fee accruable on daily basis, after the initial twenty hours after arrest.

TOWING AND CLAIMING OF TOWED VEHICLES

INTRODUCTION

Towing shall apply to all vehicles found to be obstructing the public roads or safe zones for whatever reason(s) and vehicles deliberately parked or abandoned on the hard shoulder.

CATEGORIES OF VEHICLES THAT SHOULD BE TOWED

- a. A vehicle abandoned on the Highway thereby constituting obstruction.
- b. A vehicle reasonably suspected to constitute risk to security of lives and property.
- c. A vehicle parked deliberately or abandoned on the hard shoulder of the road unattended to.
- d. A Vehicle found to be obstructing free passage on roads or at safe zones for whatever reason(s).
- e. Crashed, charred remains or broken down vehicles obstructing public road. All vehicles in the above categories shall be towed to any FRSC Command or any other dedicated premises.

NOTE:

The Owner of the vehicle so towed will pay for the towing service as appropriate.

TOWING PROCEDURES

This shall be as follows:

STEP 1

A dedicated call line (0700-CALL-FRSC/122) assigned for towing shall receive a call (internal or external) on obstruction or abandoned vehicle.

STEP 2

The dedicated line operator shall put a call through to the Federal Road Safety Corps formation or patrol team nearest to the scene immediately for prompt action.

STEP 3

Team leader captures an obstructing vehicle pictorially, showing how it constitutes obstruction before removal.

STEP 4

Notice of offence is issued to the driver and the vehicle is moved to a dedicated auto pond or FRSC premises.

STEP 5

In the absence of the driver, the spot from which the vehicle is towed shall be marked while the Notice of Offence is kept in the Duty Room to be delivered to the driver or claimant upon proof of ownership.

RELEASE OF TOWED VEHICLE TO CLAIMANT

The following conditions shall be met before a towed vehicle is released:

- a. Claimant shall report at the FRSC Office Duty Room with the Notice of Offence Sheet and/or application (handwritten or typed) for the release of vehicle towed.
- b. In case the claimant had not been issued a Notice of Offence, prior to his/her application for claim, a Notice of Offence is issued on the spot.
- c. Duty Room verifies the following.
 - i. Notice of Offence Sheet/application for claim.
 - ii. Original proof of ownership (not hand written) or sworn affidavit from a Court of Law certifying his/her true ownership of vehicle.
 - iii. Driver's licence/Utility bill/any other means of identification
 - iv. Vehicle Licence
 - v. Two (2) passport photographs
- d. Photograph of the claimant standing by the vehicle shall be taken. Such photograph shall show clearly the vehicle registration number.

- e. Vehicle registration details shall be verified.
- f. Claimant shall endorse the Vehicle Release Certificate (VRC).
- g. Claimant shall sign for and collect a Gate Pass and take possession of his vehicle.
- h. Duty Room shall file copies and other verified documents of Release of Towing/Recovery Vehicle as appropriate.

TOW CHARGES

Federal Road Safety Corps tow charges shall be average of the prevailing commercial charges but subject to tonnage of vehicle involved, terrain and distance relative to PMS/AGO price regime, at the time of towing.

MODE OF PAYMENT FOR TOWING SERVICE

In the event of claim of a towed vehicle, the following steps shall be taken:

STEP 1

The payment gateway is through REMITA and it is accessed on www.remita.net where the following activities shall take place:

- i. Fill in: Name of MDA (i.e. FRSC)
- ii. Select: Name of Service/Purpose (i.e. Towing)
- iii. Select: State from where you are making your payment (i.e. where the beneficiary Command is located)
- iv. Fill in the 'Amount to Pay'
- v. Describe the payment (e.g. Being Payment for Towing of Saloon Car with Reg. No. ABC 123 CJ)
- vi. Type in: The payer's full name (e.g. NuraTaiwo Achibong)
- vii. Type in: The Payer's email and phone number which are all optional but important
- viii. Key in: Some dynamic characters that display just above "Proceed To Payment Box"
- ix. Then click on: Proceed to payment which will lead to generation of unique number known as Remita Retrieval Reference (RRR).

STEP 2

The generated 'RRR' shall be used to finalize the payment through any of the following means:

- i. Tendering the RRR to any Bank Branch
- ii. Using internet Banking
- iii. Using Automated Teller Machine (ATM) cards on Remita Point of Sale (POS)
- iv. Remita Platform for Registered users, etc

NOTE:

Remita payment for towing service does not apply to private commercial tow trucks.

PROCEDURE TO HOUSE ACQUISITION UNDER THE FRSC HOUSING SCHEME

For members of the public to own a house under the scheme, the following steps could be followed:

STEP 1

Applicant applies either online through housing20000@frsc.gov.ng or by submitting a written application to any FRSC office.

STEP 2

On receipt of the applicant's application, a membership form is issued either online or in hard copy within one week.

STEP 3

The completed Membership Form indicating choice of location is scanned by the FRSC Command where the Form is submitted and forwarded online to housing20000@frsc.gov.ng or in hard copy to FRSC Staff Housing Cooperative Society (RSHQ Annex) 50, Libreville Street, Off Aminu Kano Crescent, Wuse 2, Abuja, FCT.

STEP 4

FRSC Housing Management Committee will issue a Provisional Offer Letter to the prospective subscriber and he/she is expected to pay equity and administrative charges on acceptance of the offer.

STEP 5

The prospective subscriber will be issued an Allocation Letter indicating the house type and location.

STEP 6

After issuance of Allocation letter and Clearance, the property keys will be given to the subscriber.

STEP 7

The repayment of house cost less equity will commence immediately.

NOTE:

- a. The subscriber may exit the Scheme at his or her own volition after notifying the Management of the Scheme in writing at the completion of payment either by cash or by mortgage.
- b. The Management shall acknowledge receipt of notification and furnish the subscriber with his/her statement of account.
- c. Refunds (if any) to subscribers who have opted out shall be made instalmentally after Six (6) months of formal exiting the Scheme.

ELIGIBILITY REQUIREMENT FOR CONTRACTORS

The minimum qualifications that bidders must meet are:

- a. Evidence of Certificate of Incorporation with Corporate Affairs Commission including Form CAC2 and CAC7 with an average annual turnover of not less than amount specified in standard bidding documents.
- b. Evidence of Company's Income Tax Clearance Certificate for the last three (3) years (2019, 2020 and 2021) valid till 31st December, 20XX.
- c. Evidence of Current Pension Clearance Certificate valid till 31st December the current year.
- d. Evidence of current ITF Certificate valid till 31st December of the current year.
- e. Evidence of current NSITF Compliance certificate valid till 31st December the current year.
- f. Company's Audited Accounts for the last three (3) years.
- g. Submission of Interim Registration Report (IRR) as evidence of Classification and Categorization Registration on the National Database of Contractors, Consultants and Service Providers expiring the following year or valid certificate issued by the Bureau of Public Procurement(BPP).
- h. Verifiable evidence of financial capability to execute the project including annual turnover and reference letter from a reputable commercial bank.
- i. List and verifiable documentary evidences of at least three (3) similar jobs in office/building construction successfully executed within the last five(5)years including letters of awards, valuation certificates, job completion certificates and photographs of the projects.
- j. List of construction plants/equipment with verifiable evidence of ownership, lease or rent (for construction works only).
- k. Detailed Company profile with Curriculum Vitae and endorsed copies of academic/professional qualification of key technical personnel to be deployed for the project including but not limited to COREN, QSRBN, ARCON, CORBON etc (for construction works only).
- l. Current sworn affidavit disclosing whether or not:-
 - i. The company is in receivership, insolvent or bankrupt.
 - ii. The company has any Director who has ever been convicted in any court in Nigeria or any other country for criminal offence in relation to fraud or financial impropriety.
 - iii. Any officer of the relevant committees of the procuring entity or BPP is a former or present Director, Shareholder or has any pecuniary interest in the bidder.

- iv. All documents/ information submitted for the bidding are true and correct in all particulars for Joint Venture/Partnership, Memorandum of Understanding (MOU) should be provided with all the partners meeting all the eligibility.
- m. All documents for submission must be transmitted with a Covering/Forwarding letter under the Company/Firm's Letter Head Paper duly signed by the authorized officer of the firm and bearing amongst others, the following
 - i. Company Registration Number (RC) as issued by CAC
 - ii. Contact Address
 - iii. Telephone Number (preferably GSM No.) and functional e-mail address
 - iv. Names and nationalities of directors of the Company at the bottom of the page

Nine Essential Steps in Public Procurement

