

REFERENCES

FRSC (Establishment) Act 2007
FRSC Charter, 2010
FRSC Annual report, 2011
FRSC Annual report, 2013



FEDERAL ROAD SAFETY CORPS SERVICE CHARTER

APPENDIX D

FEDERAL ROAD SAFETY CORPS

SERVICES ARE THERE FOR YOU! STAND UP FOR YOUR RIGHT

(CONTACTS)

FEDERAL ROAD SAFETY CORPS ABIDES BY SERVICOM PRINCIPLES

FRSC AFFIRMS

Commitment to the service of the Nigerian nation

FRSC IS CONVINCED

That Nigeria will realize its full potential if citizens receive prompt and efficient services

FRSC HAS CONSIDERATION

For the needs and rights of all Nigerians to enjoy social and economic advancement

FRSC IS DEDICATED

To delivering quality services fairly, honestly, effectively and transparently

FRSC EXPECTS

The public to respect the rights of others, and assist Government in appropriate ways



www.frsc.gov.ng

OR

info@frsc.gov.ng, complaints@frsc.gov.ng,
nigeriadriverslicence.org

OR

122 (Emergency toll free line)

0700-CALL- FRSC

0700- 2255- 3772

0807- 769- 0362(Text messages only)

OR

FRSC National Headquarters, No.4 Maputo Street,
Wuse Zone 3, PMB 125, Wuse Abuja.

OR

servicom@frsc.gov.ng

SERVICOM OFFICE :

FRSC National Headquarters, No.4 Maputo Street,
Wuse Zone 3, PMB 125, Wuse Abuja

- ❖ Depressed flange border of plate
- ❖ Bottom ledged reprinted on reflective sheeting
- ❖ Bolder (easy to read serial font)
- ❖ Expiry date of number plate to be overtly displayed on the top right hand corner of the number plate.
- ❖ Map of Nigeria.

PREFACE

The SERVICOM ideology came to the fore as a response to the current challenges facing service delivery in Nigeria. SERVICOM as a concept advocates the principles of dedication and commitment to the delivery of satisfactory service to the citizenry.

As its cardinal essence, the service compact is aimed at encouraging the general public (Customers, Clients and Stakeholders) to adequately identify with their desired services and as well assert the right to access them to optimal satisfaction.

The FRSC as a performance-driven Government agency on a relentless mission to attain global best practice status in all its operations, recognized and keyed into this concept a decade ago (2004) with the goal of championing the cause of qualitative service delivery to the Nigerian public. The recent ISO 9001:2008 certification of the Corps testifies to this fact.

Owing to various milestone transformations and reorganization in administrative and operational concerns of the Corps, it became imperative that the Service Charter be reviewed to meet contemporary best practices in service delivery. It is also intended to further enlighten the Public on FRSC statutory functions, stakeholders and partners, service areas, target performance, complaint and redress procedure, guidelines on accessing various FRSC services as well as the role of the public in the Service Compact.

This reviewed Charter is divided into four parts. Part one states the vision and mission statements of FRSC, goals, core values,

quality policy, statutory functions as well as the FRSC organogram. Part two identifies the clients and stakeholders, services rendered and clearly states the Corps performance targets for various review periods. Part three documents the grievance redress procedure. Part four enumerates the corps' expectations from the public as a synergy towards provision of satisfactory service, indication of stakeholder participation and constraints to service delivery. Others are appendices reflecting the reviewed notice of offence and charges, vehicle number plate categories and cost, driver's licence procedure, category and cost, procedure for confirmation of number plate authenticity and finally FRSC web addresses, e- mail and emergency contact lines.

While this reviewed edition of the FRSC charter provides clearer insight into the aim of the publication, it is also a call for all stakeholders and the Nigerian public in general to strengthen partnership with FRSC in its quest to rid Nigerian roads of crashes and the entire Nation of its attendant consequences, towards healthier and productive lives of the Nigerian people.

As you demand to be served right, remember that SERVICOM is a collective responsibility.

Boboye O Oyeyemi, MFR
Corps Marshal & Chief Executive

- a. Police report
- b. Court affidavit
- c. Evidence of payment

STEP 2: HOS (NVIS) receives application and directs production.

NOTE: Applicants for number plate revalidation are required to submit their old number plates at the One-Stop-Shop.

FEATURES OF THE NEW NATIONAL DRIVER'S LICENCE AND NUMBER PLATE (GENUINENESS)

NATIONAL DRIVER'S LICENCE

- ❖ Guilloche Security Design
- ❖ Laser Perforation
- ❖ Overlapping Data
- ❖ Altered Font
- ❖ Security Indicia visible with Indicia Viewer
- ❖ Ghost portrait
- ❖ Split Fountain Printing
- ❖ Variable Micro Script
- ❖ Micro Printing

NUMBER PLATE

- ❖ Directional Visible Watermarks
- ❖ Flag or Crest reprinted on reflective sheeting
- ❖ Font size changed from 5.5" x 12 to 6" x 12
- ❖ Issuance tied to vehicle owner (personality) and no longer to vehicle

**PURCHASE OF THE NEW VEHICLE NUMBER PLATES
WILL ONLY BE AVAILABLE AT THE ONE STOP SHOPS.**

STEP 2: Applicant pays prescribed fee to MLA/BIR depending on the use of the vehicle and the vehicle number plate is assigned to the applicant.

STEP 3: Authorized persons verify information provided by the applicant:

- i. VIO physically verifies vehicle information and signs off the appropriate section of the printed form or confirms that the information is correct on the NVIS application.
- ii. FRSC verifies and validates necessary information provided by applicant.
Applicant must provide valid insurance cover for the vehicle that is verifiable at this stage.
Only Insurance companies on the approved list of NAICOM will be accepted.

STEP 4: State BIR prints out Proof of Ownership Certificate (POC) for applicant.

STEP 5: Applicant collects new POC, VIT and new plate number from State BIR.

H. REPLACEMENT OF NUMBER PLATES

STEP 1: Applicant makes request to the Motor Licensing Office of the various States accompanied with the following documents:

DEFINITION OF TERMS

ACOMORAN - Amalgamated Commercial Motorcycle Owners and Riders Association of Nigeria

ASTA -Anambra State Traffic Agency

COMACE - Corps Marshal and Chief Executive

DLC - Drivers Licence Centre

DRTS - Directorate of Road Traffic Services

EASS - Emergency Ambulance Service Scheme

HOS - Head of Section

HOU - Head of Unit

ISO - International Standardization Organization

KWARTMA- Kwara State Road Traffic Management Authority

LASTMA- Lagos State Traffic Management Authority

LUBAN -Luxurious Bus Owners Association of Nigeria

NARTO - National Association of Road Transport Owners

NAICOM -National Insurance Commission

NDL - National Driver's Licence

NURTW - National Union of Road Transport Workers

NVIS - National Vehicle Identification Scheme

PTD - Petroleum Tanker Drivers

RSHQ - Road Safety Headquarters

RTEAN - Road Transport Employers Association of Nigeria

SC - Sector Commander

SERVICOM - Service Compact With All Nigerians

UC - Unit Commander

VIO - Vehicle Inspection Officer

ZCO - Zonal Commanding Officer

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F. RENEWAL/ RE- ISSUANCE OF DRIVER'S LICENCE FOR DIPLOMATS

- STEP 1:** Diplomat contacts the Desk Officer Driver's Licence and Number Plate, Protocol Department at the Ministry of Foreign Affairs requesting for renewal or re-issuance of the Nigerian Driver's Licence.
- STEP 2:** On approval of the request, the Desk Officer notifies the Diplomat of the scheduled date to FRSC for the Driver's Licence renewal/ re-issuance.
- STEP 3:** The Desk Officer accompanies the Diplomat to the Driver's Licence Centre at the FRSC Headquarters to complete the Driver's Licence application form and for biometric data capture (portrait, finger prints and signature).
- STEP 4:** Diplomat is issued a temporary licence that is valid for 60 days only.
- STEP 5:** Diplomat collects the permanent Driver's Licence from the FRSC through the Desk Officer at the Ministry of Foreign Affairs after 60 days.

G. PROCEDURE FOR OBTAINING NEW NUMBER PLATE

The process for obtaining the new vehicle number plate (for both existing and new vehicles) should follow the steps below:

- STEP 1:** Applicant goes online to <http://www.nvisng.org>, fills Applicant Form accordingly, saves Form, prints a copy and takes it (the printed Application Form) to the One-Stop-Shop (State BIR office or Driver Licence Centre) to apply for vehicle number plate,

D. REPLACEMENT OF LOST NATIONAL DRIVER'S LICENCE

- STEP 1:** Applicant obtains and submits Police extract, sworn affidavit, and photocopy of the lost Licence.
- STEP 2:** Applicant follows same process as in C above.

E. DRIVER'S LICENCE FOR DIPLOMATS

- STEP 1:** Diplomat must hold a valid Driver's licence from his/her country of origin.
- STEP 2:** Diplomat contacts the Desk Officer, Driver's Licence and Number Plate, Protocol Department at the Ministry of Foreign Affairs requesting for issuance of a Nigerian Driver's Licence.
- STEP 3:** On approval of the request, the Desk Officer notifies the Diplomat of the scheduled date to FRSC for the Driver's Licence issuance.
- STEP 4:** Desk Officer accompanies the Diplomat to the Driver's Licence centre at the FRSC Headquarters to complete the Driver's Licence application form and biometric data capture (portrait, finger prints and signature).
- STEP 5:** Diplomat is issued a temporary Licence that is valid for 60 days only.
- STEP 6:** Diplomat collects the permanent Driver's Licence from the FRSC through the Desk Officer at the Ministry of Foreign Affairs after 60 days.

PART ONE

VISION

To eradicate Road Traffic Crashes and create safe motoring environment in Nigeria

MISSION

To regulate, enforce and coordinate all road traffic and safety management activities through:

- Sustained public enlightenment
- Effective patrol operations
- Prompt rescue services
- Improved Motor Vehicle Administration
- Robust data management
- Promotion of stakeholders' cooperation

CORPS GOALS

Transforming FRSC into a world class organization

- * By getting ISO 9001 Quality Management System (QMS) Certification
- * By implementing Performance Management System (PMS)
Achieving the Accra Declaration of reducing Road Traffic Crash fatalities by 50% by year 2015.
- * Aggressive Public Enlightenment and strict Enforcement of all traffic laws
- * Working with other stakeholders and Agencies to improve Road Safety
- * Improve Road Signs and Markings
- * Establishment of States Motor Vehicle Administration Agencies

Achieving the UN Decade of Action on Road Safety (2011-2020)

- * Aligning with the vision 20:20:20
- * Reversing the present trend of road crash fatalities of 161 deaths per 10,000 vehicles to maximum of 2 deaths per 10,000 vehicles and placing Nigeria amongst the league of global 20 safest roads by year 2020.

CORE VALUES

- Transparency
- Fairness
- Timeliness
- Service orientation

QUALITY POLICY

The Federal Road Safety Corps is committed to creating a safer motoring environment through compliance with the FRSC (Establishment) Act 2007, other traffic laws and Quality Management System standards with a view to continually improving its mode of operations.

STATUTORY FUNCTIONS OF FRSC

The statutory responsibilities of FRSC include:

- i. Preventing or minimizing crashes on the highways.
- ii. Clearing obstructions on any part of the highways.
- iii. Educating drivers, motorists and other members of the public generally on the proper use of the highways.
- iv. Designing and producing the Driver's Licence to be used by various categories of vehicle operators.
- v. Determining from time to time, the requirements to be satisfied by an applicant for Driver's Licence.
- vi. Designing and producing vehicle number plates.

C. RENEWAL OF NATIONAL DRIVER'S LICENCE

- STEP 1:** Applicant logs on to www.nigeriadriverslicence.org or www.frsc.gov.ng to fill the application form (online) or manually.
- STEP 2:** Applicant presents evidence of membership of professional association (NURTW, NARTO etc) or letter of employment.
- STEP 3:** Applicant presents medical certificate from Government Hospital.
- STEP 4:** Applicant submits application form for VIO endorsement.
- STEP 5:** Applicant makes payment in designated banks or online for the NDL.
- STEP 6:** Applicant registers payment at BIR.
- STEP 7:** Applicant proceeds to DLC for biometric capture (portrait, finger print and signature).
- STEP 8:** Applicant receives printed temporary licence immediately (valid for 60 days).
- STEP 9:** Applicant collects original Driver's licence from BIR after 60 days.

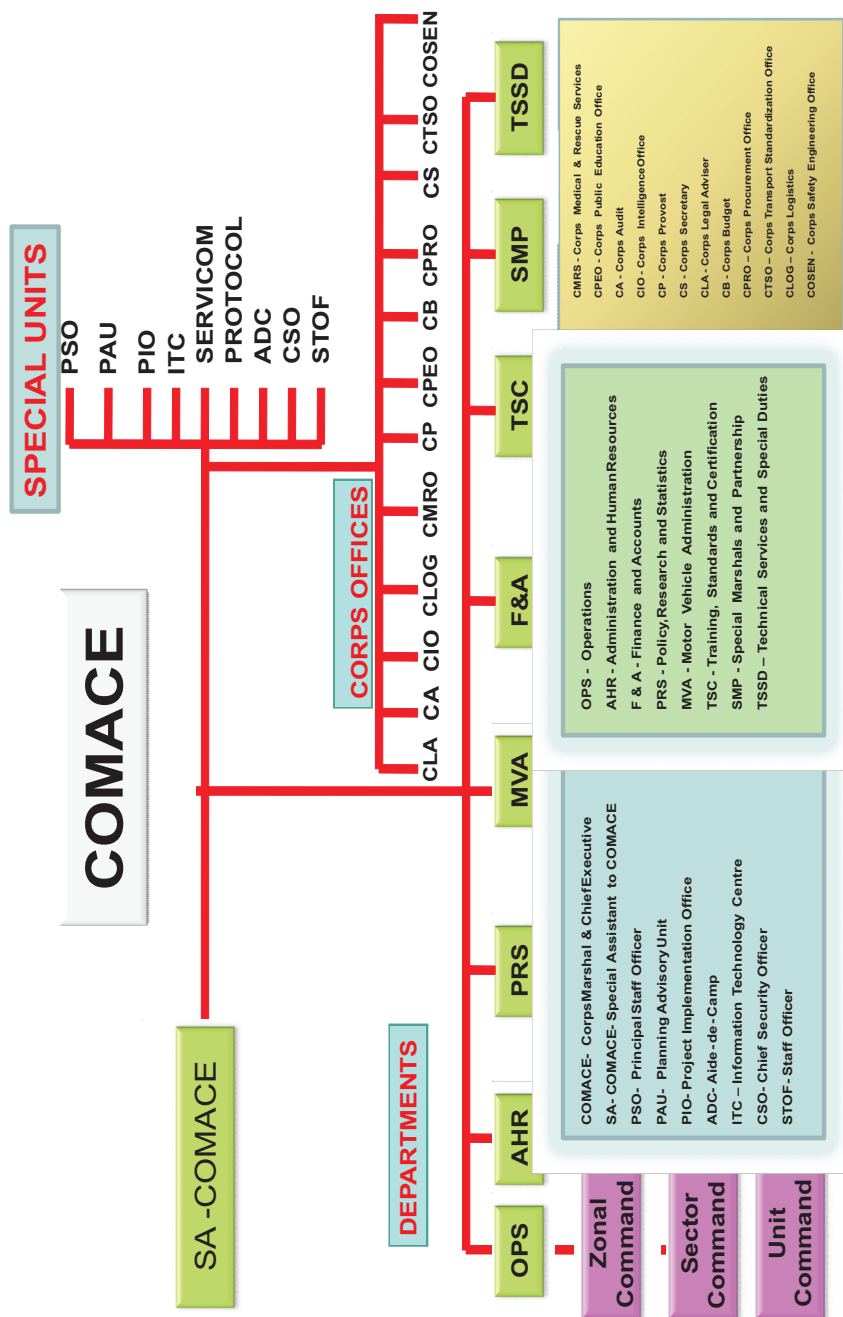
NOTE: Renewal is done every three years.

B.REQUIREMENTS AND PROCEDURE FOR DRIVER's LICENCE(COMMERCIAL/PROFESSIONAL CLASS ONLY)

- STEP 1:** Applicant is 26 years and above.
- STEP 2:** Applicant possesses a private class of licence excluding class J.
- STEP 3:** Applicant attends and passes Driving School of any FRSC certified Driving school.
- STEP 4:** Applicant visits FRSC DLC to collect Medical fitness Format (Form CTHOS 001/ 001).
- STEP 5:** Applicant proceeds to any FRSC approved Government hospital for medical fitness test.
- STEP 6:** Applicant collects certificate of medical fitness if passed.
- STEP 7:** If failed, applicant goes for medical fitness treatment.
- STEP 8:** Applicant proceeds to VIO for driving test (if successful, applicant makes prescribed payment at any designated bank).
- STEP 9:** Applicant registers payment at BIR.
- STEP 10:** Applicant visits any FRSC Driver's Licence Centre (DLC) for:
- a. Presentation of certificate of medical fitness
 - b. Presentation of Driving School Certificate with VIO's endorsement
 - c. Presentation of evidence of payment
 - d. Physical Capture
- STEP 11:** Applicant receives printed temporary licence immediately after successful completion of the process (Valid for 60 days).
- STEP 12:** Applicant collects original Driver Licence from BIR after 60 days.

- vii. Standardization of the highway traffic codes.
- viii. Giving prompt attention and care to victims of crashes.
- ix. Conducting researches into causes of motor crashes and methods of preventing them and putting into use the results of such researches.
- x. Determining and enforcing speed limits for all categories of roads and vehicles and controlling the use of speed limiting devices.
- xi. Co- operating with bodies or agencies or groups engaged in road safety activities for the prevention of crashes on the highways.
- xii. Making regulations in pursuance of any of the functions assigned to the Corps by or under the FRSC (Establishment) Act,2007.
- xiii. Regulating the use of sirens, flashers and beacon lights on vehicles other than ambulances and vehicles belonging to the Armed Forces, Nigeria Police Force, Fire Services and other Para-Military agencies.
- xiv. Providing roadside and mobile clinics for the treatment of crash victims.
- xv. Regulating the use of mobile phones by motorists.
- xvi. Regulating the use of seat-belt and other safety devices.
- xvii. Regulating the use of motorcycles on the highways.
- xviii. Maintaining the validity period for Driver's Licence which shall be three years subject to renewal at the expiration of the validity period.
- xix. Performing such other functions as may, from time to time be assigned to the Corps by the Commission.

FEDERAL ROAD SAFETY CORPS NATIONAL HEADQUARTERS ORGANOGRAM



APPENDIX C

A. REQUIREMENTS AND PROCEDURE FOR DRIVER'S LICENCE (PRIVATE CLASS ONLY)

STEP 1: Applicant is 18 years and above.

STEP 2: Applicant to have attended any FRSC certified Driving School and passed.

STEP 3: Applicant logs on to www.nigeriadriverslicence.org to fill the online application or visit FRSC Driver's Licence Center (DLC), Board of Internal Revenue (BIR) for guidance.

STEP 4: Applicant obtains Medical Certificate of fitness from Government hospitals.

STEP 5: Applicant proceeds to VIO for testing (if successful, the applicant makes payment for National Driver's Licence (NDL) in a designated bank).

STEP 6: Applicant registers payment at BIR.

STEP 7: Applicant appears at Driver's Licence Center (DLC) for physical capture.

STEP 8: Applicant receives printed temporary licence immediately (valid for 60 days).

STEP 9: FRSC produces original Drivers Licence card and forwards to BIR.

STEP 10: Applicant collects original Driver's Licence from BIR

APPENDIX B

VEHICLE NUMBER PLATES AND CHARGES

1.0 MOTOR VEHICLE	
1.1 Standard	12,500.00
1.2 Out of series	40,000.00
1.3 Articulated (3 single plates)	
20,000.00	
1.4 Government	15,000.00
1.5 Diplomatic	15,000.00
1.6 Military/ Paramilitary	15,000.00
2.0 MOTORCYCLE	
2.1 Motor cycle standard	2,500.00
3.0 DEALERS NUMBER PLATE	
3.1 Dealers plate (3 single plates)	
30,000.00	
4.0 REPLACEMENTS	
4.1 Motor vehicle	
4.1.1 Standard	12,500.00
4.1.2 Articulated	20,000.00
4.1.3 Government	15,000.00
4.1.4 Diplomatic	15,000.00
4.1.5 Military/Paramilitary	15,000.00
4.2 Motorcycle	
4.2.1 Standard	2,500.00
5.0 NDL (Three (3) years)	6,000.00
(National Driver's License)	

PART TWO

FRSC CLIENTS AND STAKEHOLDERS:

- i. Drivers
- ii. Cyclists
- iii. Passengers
- iv. Petroleum Companies and Marketers
- v. Construction Companies
- vi. Manufacturing Companies (Beverage, Pharmaceutical Companies etc)
- vii. Automobile mechanics
- viii. Health and medical workers
- ix. Rescue, Emergency and Safety workers
- x. School Children
- xi. Pedestrians
- xii. Volunteers: Special Marshals and Road Safety clubs etc
- xiii. Organized transport unions e.g NURTW, RTEAN, LUBAN, NARTO, NUPENG, ACOMORAN etc.
- xiv. Safety Associations
- xv. Non Governmental Organizations (NGOs)
- xvi. International and Diplomatic Communities
- xvii. Philanthropists
- xviii. Motor Licensing Authorities
- xix. Vehicle Owners
- xx. Insurance Companies
- xxi. Other Law Enforcement Agencies
- xxii. The Media
- xxiii. Ministries, Departments and Agencies
- xxiv. Churches and Mosques
- xxv. Researchers
- xxvi. The General Public

DETAILS OF SERVICES RENDERED

- i. Regulate, coordinate and enforce all traffic laws.
 - Clearing obstructions and evacuation of vehicles involved in crashes.
 - Rescue services and First Aid to victims of Road Traffic Crashes.
 - Traffic Management.
 - Apprehend and prosecute traffic offenders.
 - Conduct researches and investigations into causes of RTC and methods of preventing them and putting into use the results of such researches.
- ii. Conduct Road Safety Audit (RSA) on all public roads and make recommendations to appropriate authorities for remedial action.
- iii. Educate members of the public on safe road use.
- iv. Standardize, produce and regulate vehicle number plate and driver's license.
- v. Regulate price regime of Number Plate and Driver's Licence in conjunction with the Joint Tax Board (JTB).
- vi. Provide platform for public opinion and complaints.
- vii. Provide improvement courses for drivers.
- iii. Publication and sale of Highway Code.

26	ASSAULTING MARSHAL ON DUTY	AMD	10	10,000	2
27	OBSTRUCTING MARSHAL ON DUTY	OMD	2	2,000	2
28	ATTEMPTING TO CORRUPT MARSHAL	ACS	10	10,000	2
29	CUSTODY FEE	N200 per day after 24 hours			-
30	DRIVING WITHOUT SPECIFIED FIRE EXTINGUISHER	FEV	3	3,000	3
31	DRIVING A COMMERCIAL VEHICLE WITHOUT PASSENGER MANIFEST	PMV	10	10,000	2
32	DRIVING WITHOUT SEAT BELT	SUV	2	2,000	1
33	USE OF PHONE WHILE DRIVING	UPD	4	4,000	1
34	DRIVING A VEHICLE WHILE UNDER 18 YEARS	UDR	-	2,000	1
35	RIDING MOTORCYCLE WITHOUT A CRASH HELMET	RMH	2	2,000	1
36	EXCESSIVE SMOKE EMISSION	ESE	5	5,000	1
37	MECHANICALLY DEFICIENT VEHICLE	MDV	5	5,000	1
NOTE: Custody fee on impounded Motor vehicle and Motorcycle/Tricycle is N200.00 per day payable after initial 24 hours of grace					

Pay the prescribed fine(s) in any of the designated Banks and bring the Teller to the FRSC office

FIRST BANK	KEYSTONE BANK	UNION BANK
A/C NO: 2013278058	A/C NO: 1000661806	A/C NO: 0021447034
UBA	UNITY BANK	
A /C NO: 1013703708	A/C NO: 0020844271	

APPENDIX A

Offences & Penalties

S/NO	TICK INFRINGEMENT (S)	CODE	POINTS	PENALTY	CATEGORY
1	LIGHT/SIGN VIOLATION	LSV	2	2,000	2
2	ROAD OBSTRUCTION	ROB	3	3,000	1
3	ROUTE VIOLATION	RTV	5	5,000	1
4	SPEED LIMIT VIOLATION	SLV	3	3,000	1
5	VEHICLE LICENCE VIOLATION	VLV	3	3,000	2
6	VEHICLE NUMBER PLATE VIOLATION	NPV	3	3,000	1
7	DRIVER'S LICENCE VIOLATION	DLV	10	10,000	2
8	WRONGFUL OVERTAKING	WOV	3	3,000	1
9	ROAD MARKING VIOLATION	RMV	5	5,000	1
10	CAUTION SIGN VIOLATION	CSV	3	3,000	3
11	DANGEROUS DRIVING	DGD	10	50,000	1
12	DRIVING UNDER ALCOHOL OR DRUG INFLUENCE	DUI	5	5,000	2
13	OPERATING A VEHICLE WITH FORGED DOCUMENTS	OFD	10	20,000	2
14	UNAUTHORIZED REMOVAL OF OR TAMPERING WITH ROAD SIGNS	UTS	5	5,000	1
15	DO NOT MOVE VIOLATION	DNM	2	2,000	2
16	INADEQUATE CONSTRUCTION WARNING	ICW	-	50,000	1
17	CONSTRUCTION AREA SPEED LIMIT VIOLATION	CAV	3	3,000	1
18	FAILURE TO MOVE OVER	FMO	3	3,000	1
19	FAILURE TO COVER UNSTABLE MATERIALS	FCM	5	5,000	1
20	OVERLOADING	OVL	10	10,000	1
21	DRIVING WITH WORN-OUT TYRE OR WITHOUT SPARE TYRE	TYT	3	3,000	1
22	DRIVING WITHOUT OR WITH SHATTERED WINDSCREEN	VWV	2	2,000	1
23	FAILURE TO FIX RED FLAG ON PROJECTED LOAD	FFF	3	3,000	1
24	FAILURE TO REPORT ROAD ACCIDENT	FRC	10	20,000	1
25	MEDICAL PERSONNEL OR HOSPITAL REJECTION OF CRASH VICTIMS	RAV	-	50,000	1

PERFORMANCE TARGETS

Federal Road Safety Corps (FRSC) resolves to achieve the targets indicated below by the year 2020 using Road Traffic Crashes data of the year 2013 as the baseline.

1. Pursue 50% reduction in total number of RTC, 50% reduction in fatality and injury as well as severity by year 2020 in line with international projection.
2. Enforce Traffic Laws and Regulations with the aim of achieving 80% compliance.
3. Patrol at least 80% of all public roads.
4. Introduce the use of electronic surveillance devices and cameras to assist in enforcement of Traffic Laws and Regulations.
5. One patrol vehicle for every 50km of Nigerian roads.
6. One patrol vehicle per team of 1 officer (team leader) and three patrol men.
7. Drivers/Marshals equipped with walkie talkies, Bike Riders equipped with walkie talkies and Guard deployment comprising motorbikes and patrol vehicles.
8. Establishment of at least one Unit Command in each of the 774 LGAs in Nigeria and is also prepared to address and establish additional Unit Commands wherever necessary.
9. Optimization of workforce by engaging additional 30,000 regular Marshals and 50,000 Special Marshals.
10. Acquisition of ambulance helicopter for each of the six geo-political zones in the country.
11. Implementation of Process and Performance Management (IPPM) / Change Management Renewal (CMR).
12. Provision of Mobile Clinics for each Sector Command and a road side Clinic for each Unit Command.

13. Provision of at least 1 heavy duty tow truck in each Zonal Command, 3 medium tow trucks in each State Command and 1 light duty tow truck in each Unit Command.
14. Provision of at least 2,900 patrol vehicles.
15. Provision of at least 58 heavy duty tow trucks.
16. Provision of at least 2,900 motor bikes to compliment patrol vehicles.
17. Provision of at least 360 ambulances.
18. Complete migration to E-ticketing in the enforcement of traffic rules.
19. Establishment of model driving schools.
20. Introduce Road Safety Education in schools at all levels in collaboration with the Federal Ministry of Education.
21. Annually organize and conduct road safety exhibitions, conferences, workshops and seminars.
22. Evolve a sustainable strategy for alternative funding of Special Marshals activities in Nigeria.
23. Establishment of more EASS / Zebra along critical crash prone corridors.
24. Emergency Medical Service (EMS) training for all patrol men and RTC clinics nationwide.
25. Achieve computerization of reported Road Traffic Crashes data through real time on-line data entry.
26. Regularly identify necessary researches to improve the performance target of the Corps.
27. Conduct bi-annual studies into Road Traffic Laws and Regulations that have direct bearing on vehicle safety.
28. Organize annual lecture series.
29. Increase Mobile court sittings for prosecution of traffic offenders.

In the electronic media, the following road safety enlightenment programmes are aired. They include: Oga Driver on Aso Radio 93.5, Road Master on Ray Power 100.5, Road Matter on Wazobia 99.5 and Cool FM 96.9, etc.

CONSTRAINTS TO SERVICE DELIVERY

1. Non- compliance to traffic rules by road users
2. Assault on road safety enforcers by the public.
3. Apathy of some collaborators in the National Uniform Licensing Scheme (NULS).
4. Inadequate budgetary allocation.

INDICATION OF STAKEHOLDERS PARTICIPATION

1. Patriotic citizens have organized themselves in group known as Special Marshals Unit in order to offer voluntary services towards road safety as a mark of civic responsibility.
2. Organized transport unions e.g. NURTW, NARTO, RTEAN and other Fleet operators often organize public education rallies at the various motor parks and other public places nationwide.
3. Organized transport unions and Fleet operators shall appoint officers to inspect vehicles before departure from the motor parks.
4. Some state governments have established state road safety agencies that render complimentary services in their respective states e.g. LASTMA, KWARTMA, ASTA, etc.
5. All the state governments in Nigeria through their Ministries of Works use the Vehicle Inspection Officers to offer complimentary services in road safety.
6. The electronic and print media have regular programmes and columns on road safety involving the Corps such as, Safe Motoring in the Punch and Government in Leadership Newspapers and Motoring Page in Sun Newspaper. Others are Road Safety Watch in Sunday Sun and Daily Newswatch Newspapers.

30. Pursue at least 50% reduction in total number of Road Traffic Crashes in accordance with international projection for global crash reduction.
31. Register up to 5000 approved Driving schools nationwide.
32. Pursue at least 98% regulation of Fleet Operators.
33. Certification of at least 85% of all registered Fleet Operators.
34. Pursue the training of at least 89% of drivers and safety officers in the transportation industry.
35. Promote Road Transport Safety Standardization Scheme (RTSSS) ideals through sustainable and increased public enlightenment (PE) and publications.
36. Pursue collaboration, partnership and synergies with relevant national and international organizations, stakeholders and clients to promote the culture of standardized Fleet Operators in the country.
37. Process applications for NDL verification within 48 hours of receipt.
38. Physically capture NDL applicants within 10 minutes of completing online application.
39. Print and deliver temporary NDL to applicants within 5 minutes of completing NDL processing.
40. Print and deliver permanent NDL cards to Boards of Internal Revenue and FCT DRTS within 60 days of issuing temporary NDL.
41. Produce Number plates within 2 weeks of valid order made by States and MDAs.

PART THREE

COMPLAINTS/GRIEVANCE REDRESS PROCEDURE

Internal Complaints:

- a. Before resorting to formalizing any grievance, a staff shall feel free to take it up informally with his supervising officer, and if necessary, with his Head of Department, on any matter the staff feels aggrieved.
- b. Members of staff shall not communicate with any outside person or agency on any matter being processed through the laid down machinery.
- c. Grievance relating to salaries, conditions of service or any other matters shall be referred by an aggrieved staff to his HOU / HOS as first step.
- d. If the aggrieved person is not satisfied at this stage, he shall present the matter in writing to the Head of Department, Corps Officer, ZCO, SC and UC respectively. If yet dissatisfied at this stage, the matter shall be presented through the departmental heads or the Commanding Officers to the COMACE.
- e. If not satisfied with the outcome of COMACE decision on the issue, the aggrieved person can further seek redress from the Governing Council of the Commission, which shall be presented in writing to the Council through COMACE.
- f. Should a staff not feel satisfied after exhausting all these procedure, such a staff can seek redress in a law court, with the express permission of the COMACE. Any violation of this procedure would be viewed as breaching official protocol and great insubordination to constituted authority, and such staff would be appropriately punished under FRSC Regulation and Bye- Laws.

11. Encourage passengers reporting of unsafe driving habits of drivers.
12. To support National Community Post Crash Care Initiative.
13. Acquire basic knowledge of First Aid so as to offer assistance at crash scenes.

The general public is required to make it a civic duty to report crashes to the nearest FRSC office as soon as practicable either in person or call FRSC toll free number 122.

It is also expected that the public shall:

- a. Have access to the **SERVICE Charter** which will be produced as handbooks and handbills and also displayed at Receptions and Duty rooms in the Commands and FRSC Website (www.frsc.gov.ng).
- b. Make all requests that require the attention of the office by writing, e- mail, phone or verbal communication.
- c. Show understanding for some of the constraints within which the office operates.
- d. Provide all necessary information that the office may require to facilitate timely processing of their requests/ evaluation of the service delivery system.

within 48 hours of receipt.

- Suggestions and complaints would be addressed within 15 working days after acknowledgement.
- Where Complaints could not be addressed, customers would be given valid reasons.

PART FOUR

EXPECTATIONS FROM THE PUBLIC

1. The general public is expected to report all crash cases as their civic responsibility to the nearest FRSC formation or use FRSC toll free number 122.
2. Sponsoring of road safety awareness programmes in the electronic and print media by transporters, financial institutions, NGOs, patriotic individuals etc.
3. Donation of operational equipment for quick response to crash victims and clearing of obstructions at crash sites.
4. Conduct road use campaigns among organized unions.
5. Encourage Road Safety clubs and associations in Primary, Secondary and NYSC to inculcate road safety consciousness in the growing and youthful generation.
6. Encourage volunteer services in road safety e.g. Special Marshals, Road Safety clubs and NGOs.
7. Establish state agencies to offer complimentary services in road safety e.g. LASTMA, KWARTMA, ASTA, etc.
8. Organizing and sponsoring international road safety conferences, seminars, workshops, research and investigations into road safety.
9. Sponsoring of road safety practitioners to go for further training locally and internationally for capacity building and enhanced productivity.
10. Discourage the sale of fake motor parts and damage to road furniture.

- g. A petition shall not be unduly delayed or suppressed. It is an offence for any staff to fail to forward a petition or initiate action within two (2) weeks or fifteen (15) working days of receipt of the petition. However, if the matter can be settled at any stage, to the satisfaction of the petitioner, this should be done, and that petition will be withdrawn by the petitioner.
- h. If however, at the end of the case, the petitioner is found wanting, he shall be subject to the provision of section 23 (a) and (b) of the new FRSC Regulations on the Maintenance of Discipline 2013, pursuant to Section 5 (e) of the FRSC Act CAP 141 Laws of the Federation of Nigeria, 1990, as amended by decree 35 of 1992, herein captured as the FRSC (Establishment) Act, 2007.
- i. An aggrieved person can also seek redress through the intervention of the SERVICOM Unit, by forwarding a copy of his complaints to the Nodal Officer, either in writing, by e-mail, telephone or verbal. Where the staff is still dissatisfied, the SERVICOM Unit will follow up on the complaint to its resolution.
- j. Should staff also choose to utilize the complaints/suggestion boxes provided in the RSHQ and the Commands to convey their complaints or petitions. The complaints so forwarded would be retrieved by the SERVICOM Unit, which shall be the sole custodian of the suggestion boxes, and the complaints shall be channeled to the appropriate departments/offices for appropriate action, while the Unit keeps tab on the proceedings, through to resolution.

External Complaints:

Timelines and Procedure for Handling External Complaints:
All responsibility staff of the Corps will adhere to the following service standards in handling complaints from FRSC customers:

- a. The Corps will encourage customers, partners and staff to make suggestions and complaints through the complaints/suggestion boxes located at the reception areas and other designated points located within the Corps' offices across the country.
- b. Responsibility Staff will aim to resolve all concerns raised by the customer immediately and informally.
- c. Staff will inform the customer that if the informal resolution is not to their satisfaction, they may make a formal complaint and explain how to do this.
- d. Responsibility staff shall acknowledge receipt of verbal enquiries/complaints within 48 hours and respond within 15 working days.
- e. Incoming written correspondence (mail and e-mail) will be acknowledged within 48 hours (at maximum) and responded to in 15 working days (at maximum).
- f. Customers should have an acknowledgement of their complaints within 48 hours and a full written reply within 15 working days.
- g. Suggestions and complaints would be addressed within 15 working days after acknowledgment.
- h. Where complaints could not be addressed, customers would be given valid reasons
- I. Heads of Departments/ Corps Officers and Commanding Officers will analyze any complaints about the service in their respective offices and take remedial action, so that problems do not recur.

- j. The presentation and content of any written correspondence must be clear, easy to understand and jargon-free, accurate and include a contact name and number.
- k. All issues raised by the customer will be acknowledged and responded to within the correspondence.
- l. When the complaint is criminal in nature, the matter shall be forwarded immediately to the Anti-Corruption and Transparency Unit (ACTU).
- m. ACTU will send acknowledgement to the complainant within 7 hours and the report of the investigation shall get to COMACE within 7 days.
- n. ACTU shall resolve all concerns and send a full written reply/ resolution to the complainant within 15 days.
- o. Report of the resolution shall be forwarded to SERVICOM Unit for record purposes.

Publications:

The following information will be available in the Corps' publications:

- Standards of service against targets.
- Changes made to services as a result of feedback, complaints or consultation with relevant stakeholders.

Suggestions:

- We will encourage customers, partners and staff to make suggestions through suggestion boxes located at the reception areas and other designated points. In addition, the Corps will inform customers of any changes made to services as a result of their suggestions.
- Suggestions and complaints should be acknowledged