Harmonization and Digitalization of the Nigeria Driver's Licence (NDL)

A Presentation delivered at 4th Annual ID4Africa International Conference

24-26 Apr, 18

Boboye O. Oyeyemi, *Ph.D*

MFR,mni,NPoM,FNIM,FCIPM,FCILT
Corps Marshal
FRSC, NIGERIA

Highlights

- AIM
- Preamble
- Functions of FRSC
- History of NDL
- NDL Framework
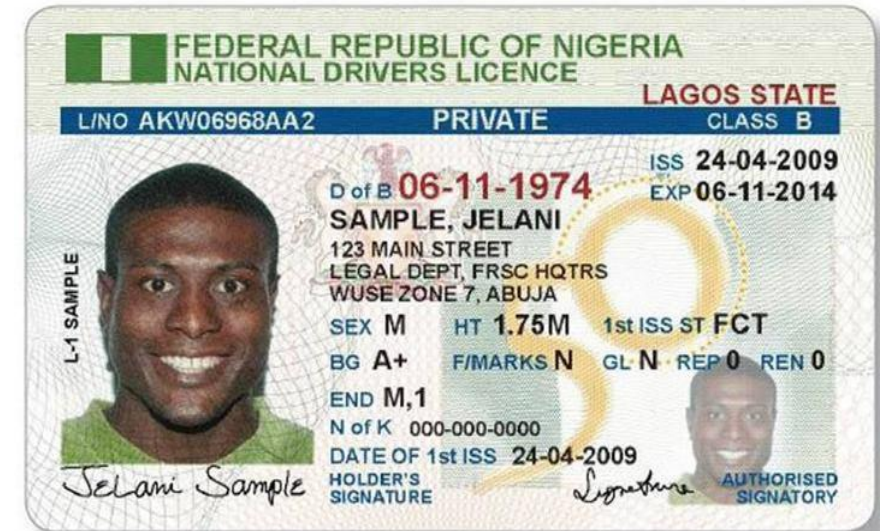
- Evolution of Digital NDL
- Review of NDL
- Challenges
- Notable Achievements
- Conclusion

To highlight the efforts of Nigeria at harmonizing and digitalizing the national driver's licensing scheme.

Preamble

The Federal Road Safety Commission (FRSC) was established in 1988 as Nigeria's lead agency for road safety management and traffic administration. Its enabling law is cited as the FRSC (Establishment) Act, 2007.

The Act provides that the Corps shall discharge functions relating generally to:

Functions of FRSC

1 Making the highway safe for motorists and other road users

2 Clear obstructions on the public highways

3 Recommending works and devices designed to eliminate or minimize accidents on the highways and advising the Federal and State Governments including the Federal Capital Territory Administration and relevant governmental agencies on the localities where such works and devices are required

4 Educating motorists and members of the public on the importance of discipline on the highway

5 Design and produce the NDL to be used by various categories of vehicle

6 Determine from time to time, the requirements to be satisfied by an applicant for a NDL

7 Establish and maintain a Central Data Bank for vehicles and Drivers for the Federation

8 Determine and enforce speed limits to all categories of vehicles according to the classes of roads

9 Cooperate with Bodies, Agencies, and Groups engaged with road safety management locally and internationally

10 Any other duties that the Federal Government may assign from time to time

The Corps discovered that the carnage on Nigeria highways had its roots in some critical factors like; the drivers training, Licensing and enforcement of road traffic regulations.

The old licensing regime was characterized by:

▪ Different types of DLs as the number of States in the Federation.

▪Irregularity in data of applicants on DL from state to state.

▪ Inconsistency in data capture arising from different formats deployed from state to state.

▪ Inability to identify and track traffic offenders

▪ Inability to sanction traffic offenders

▪ Lack of centralized NDL database

▪Individuals holding multiple driver's licences from same or multiple States.

BORNO STATE GOVERNMENT DRIVERS LICENCE

BENDEL STATE
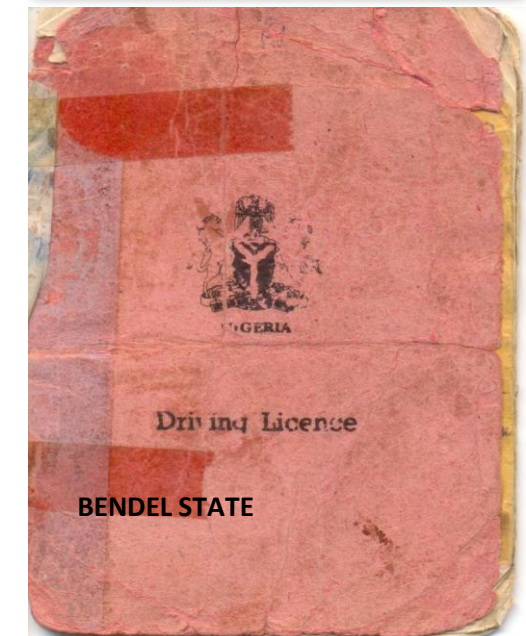
The Idea of nationally harmonized and digitalized licensing system was muted in 1989 by the Federal Road Safety Corps, which led to the production of the first National Driver's Licence (NDL) in 1990.
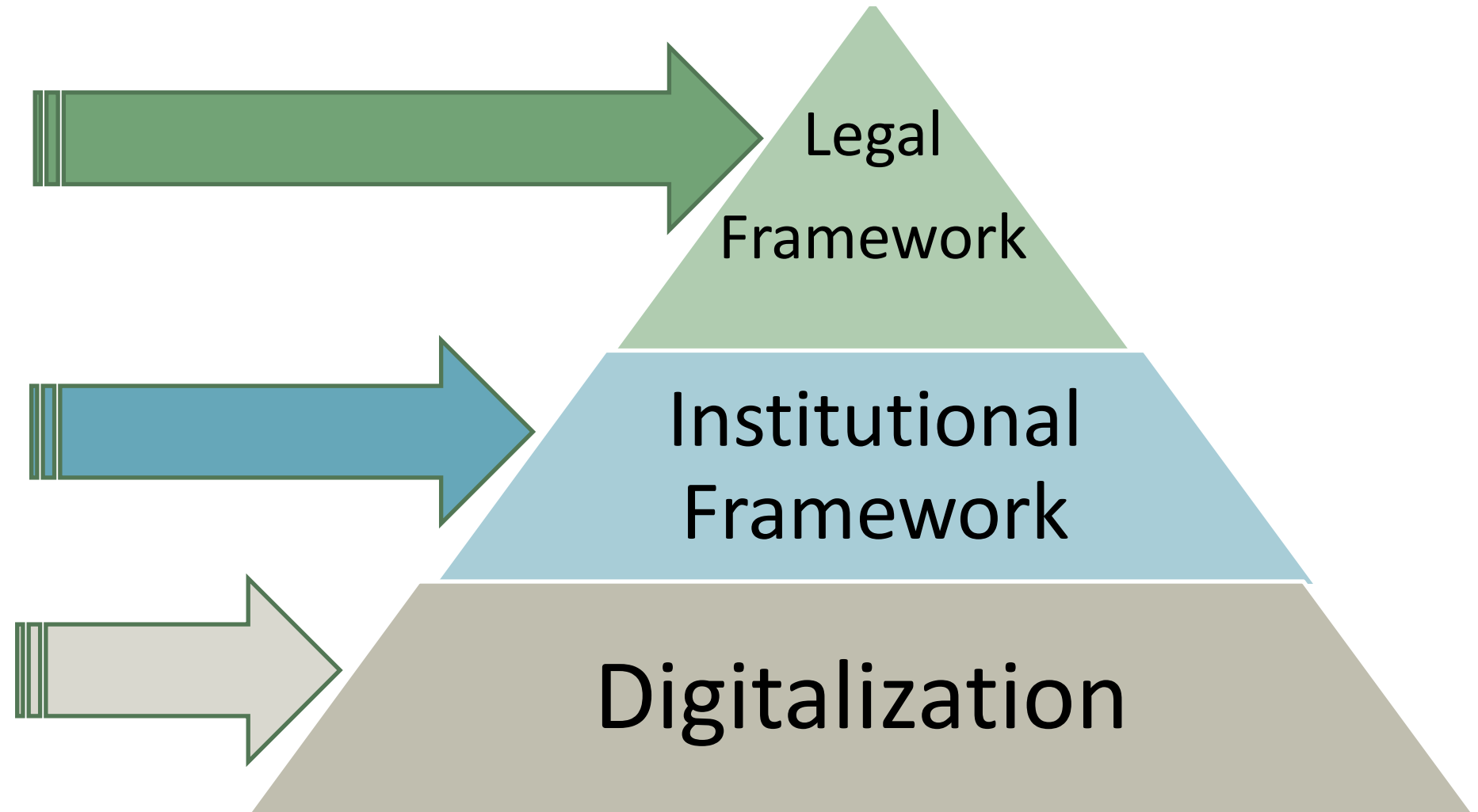
Nigeria Driver's Licence Bedrock Framework…ii

LEGAL FRAMEWORK

The official legal articles that enable the Corps to harmonize, regulate and digitalize production of the Nigeri Driver's icence include:

A. FRSC (Establishment) Act, 2007

B. National Road Traffic Regulations (NRTR), 2012

❑**The FRSC (Est.) Act, 2007. Sect.10(3) d & e empowers the Corps to:**

✓ Design and produce the DL to be used by various categories of vehicle

✓Determine from time to time, the requirements to be satisfied by an applicant for a DL.

LEGAL FRAMEWORK…ii

❑**The NRTR 2012, Section 42. (a, b, c, & e) empowers the Corps as follows:**

(a)	Establish and maintain a Central Data Bank for vehicles and Drivers for the Federation

(b)	Every Motor Licensing Authority in any State of the Federation shall provide to the Commission copies of any records, documents or particulars in respect of vehicles and licensed drivers.

(c)	The Commission shall keep records of all registered vehicles, licensed drivers and transport operators in the Central Data Bank.

(d)	Any record kept in the Central Data Bank may on request be made available by the Commission to the Police or any other authority

(e)	The Central Data Bank shall operate as the National Central Motor Registry and the Corps Marshal shall be the Registrar.

INSTITUTIONAL FRAMEWORK

The institutional framework evolved around:
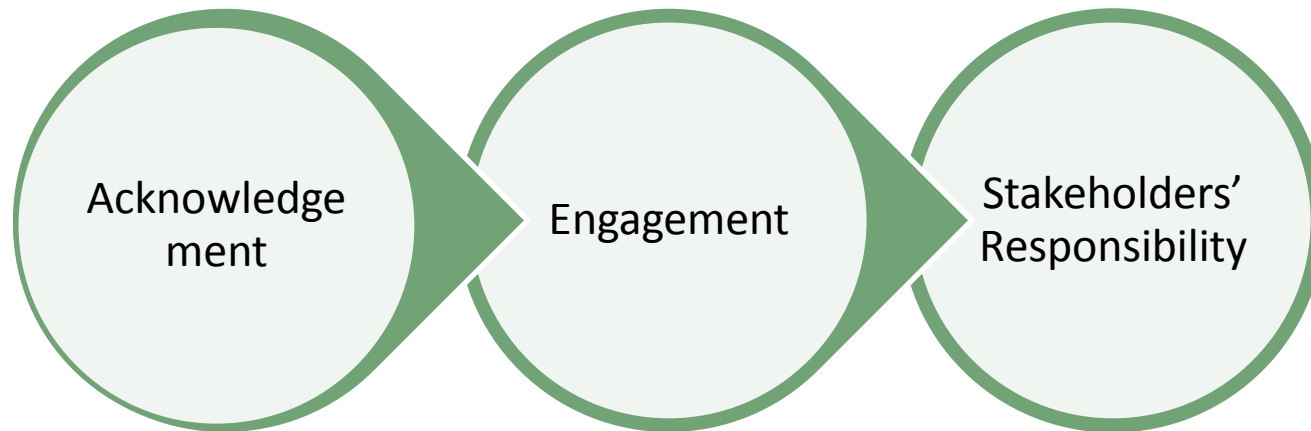
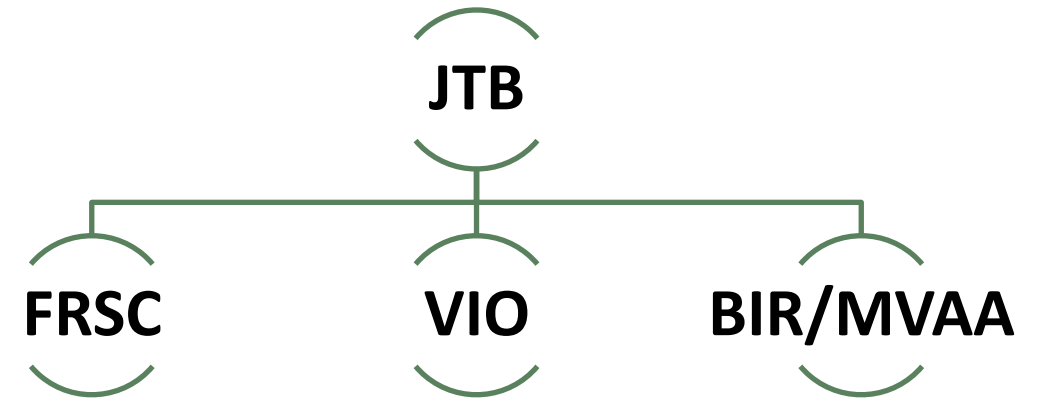## INSTITUTIONAL FRAMEWORK...ii

ACKNOWLEDGMENT

At a Stakeholders' forum, it was agreed by all participants that the driver's licensing system in existence then was not good enough for the country and that there was the need to evolve a better system.

INSTITUTIONAL FRAMEWORK…iii

ENGAGEMENT

Stakeholders agreed to anchor the process of producing the new Driver's Licence on a tripartite agreement under auspices of the Joint Tax Board (JTB). The tripartite arrangement included:

- The Federal Road Safety Corps (FRSC),
- Vehicle Inspection Office (VIO) and
- States Board of Internal Revenue (BIR/MVAA).

JTB

FRSC   VIO   BIR/MVAA

Nigeria Driver's Licence Bedrock Framework…vii

INSTITUTIONAL FRAMEWORK…iv

STAKEHOLDERS' RESPONSIBILITIES

Under the JTB umbrella, Stakeholders agreed that the responsibility for the production of digitalized Nigeria Driver's Licence (NDL) should be shared among the following:

Federal Road Safety Corps (FRSC)	Vehicle Inspection Officers (VIO)	Board of Internal Revenue (BIR/MVAA)
Design and production of NDL	Testing the eligibility of a potential driver before an NDL is issued	Determining fees to be paid for NDL and ensure distribution of NDL to owners after the production

DIGITALIZATION

Digital technology is used in the production of NDL to change its business model and provide new values for the Nigeria Driver's Licence with a view to establishing a database for all licensed drivers.

HARMONIZATION AND DIGITALIZATION

The harmonization and digitalization of NDL Scheme commenced on 5th, Feb 1990 with Stand-Alone Computer Machines. (A device that is self-contained, that does not require any other device to function).

Only the applicant's Bio-data (Name, date of birth, address etc) was captured on the computer, while Bio-metrics (Passport, Thumb print and Signature) were manually placed on the Driver's Licence cards. The cards were then laminated at the Nigeria MINTS to ensure authenticity and security.

Before the end of 1992, the Corps acquired a MINI Frame Computer (MV1500) connected to about 37 Desktop computers (each computer dedicated to each State of the federation and FCT) for a Local Area Network to capture Bio-data in the databank. Tabletop scanners, scanned applicants Bio-metrics images from the application form into the driver's licence card before it was laminated at the Nigerian MINTS.

Only the Bio-data was stored in the Databank at this stage and the production of NDL was centralized at Ojodu, Lagos.

NATIONAL DRIVER'S LICENCE (1990 -1997)
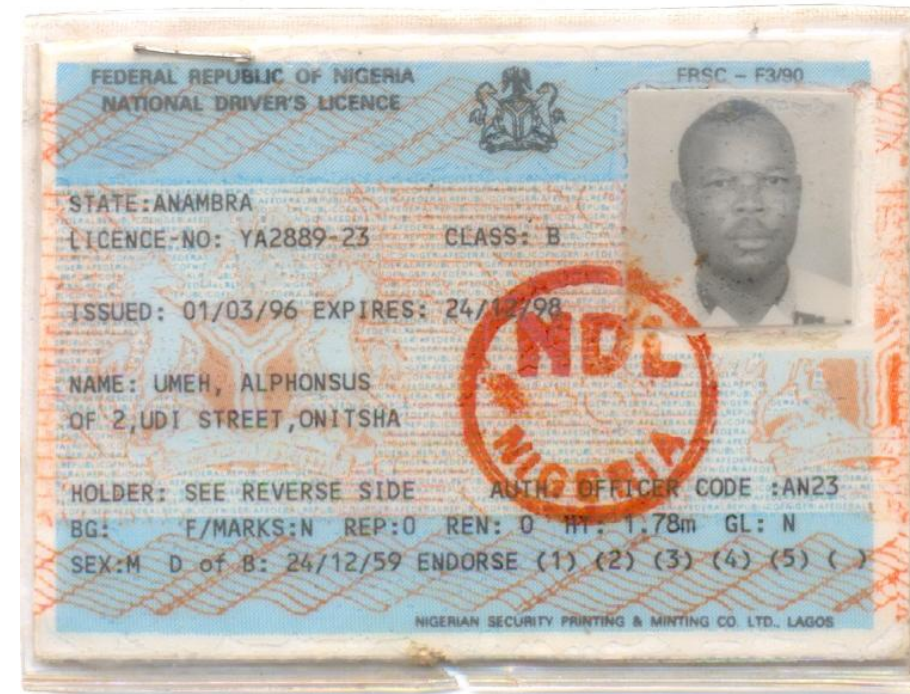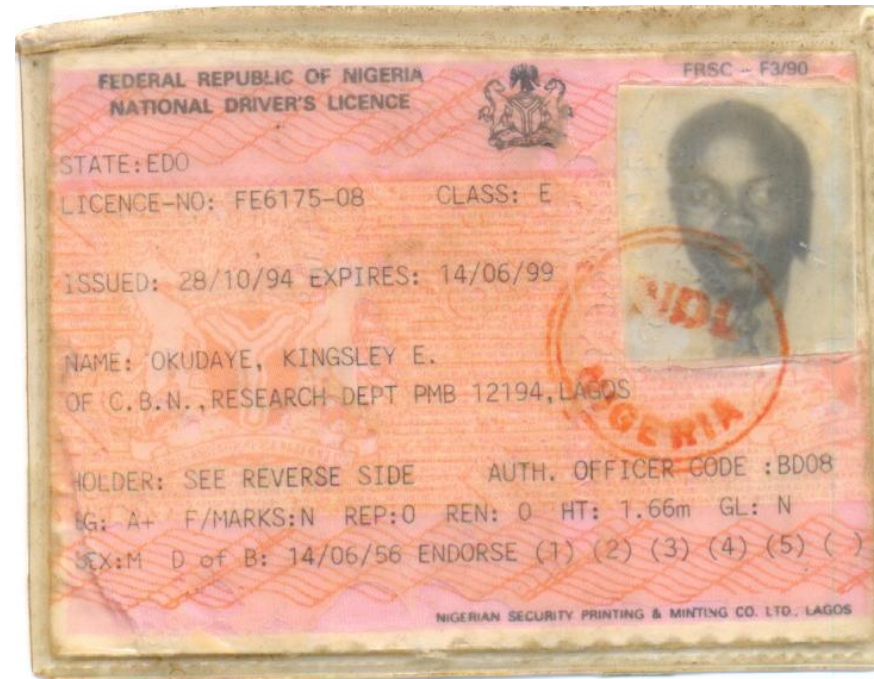
DECENTRALIZATION OF PRODUCTION CENTRES

Between 1994 and 1995, the Corps decentralized production of the NDL from one production centre in Lagos to three, the additional two centres in Kaduna and Enugu, to ensure effective service delivery and promotion of efficiency.

The three centres sent weekly data backup in floppy disks to the central databank in Lagos.

HERALDING THE ENDL

In 1997, the Corps migrated to the use of Polyvinyl chloride (PVC) card in the production of NDL thereby heralding the era of the **Enhanced National Driver's Licence** (ENDL).

Production of ENDL was further decentralized; each state had at least an ENDL production outlet known then as **Information Processing Centre** (IPC).

ENHANCED NATIONAL DRIVER'S LICENCE (1997 - 2005)
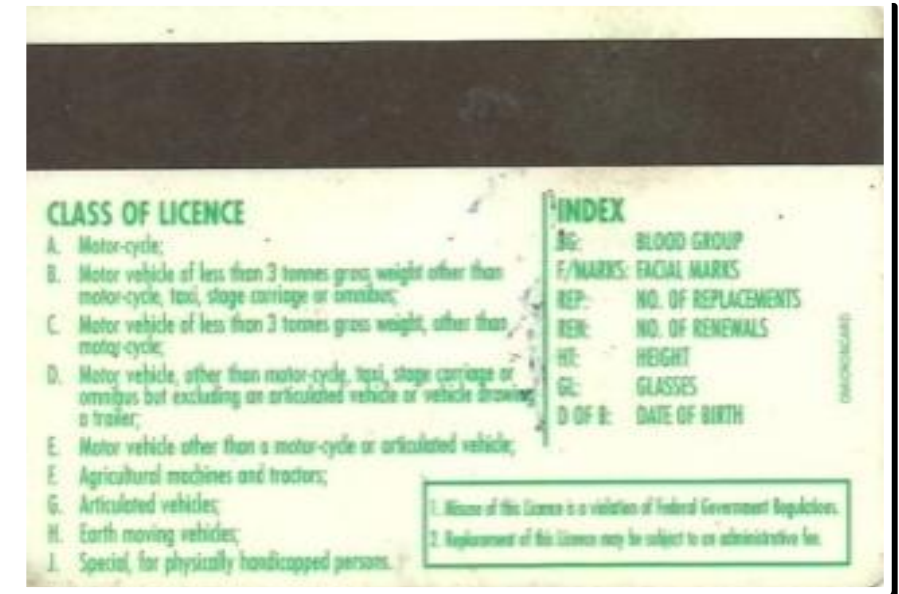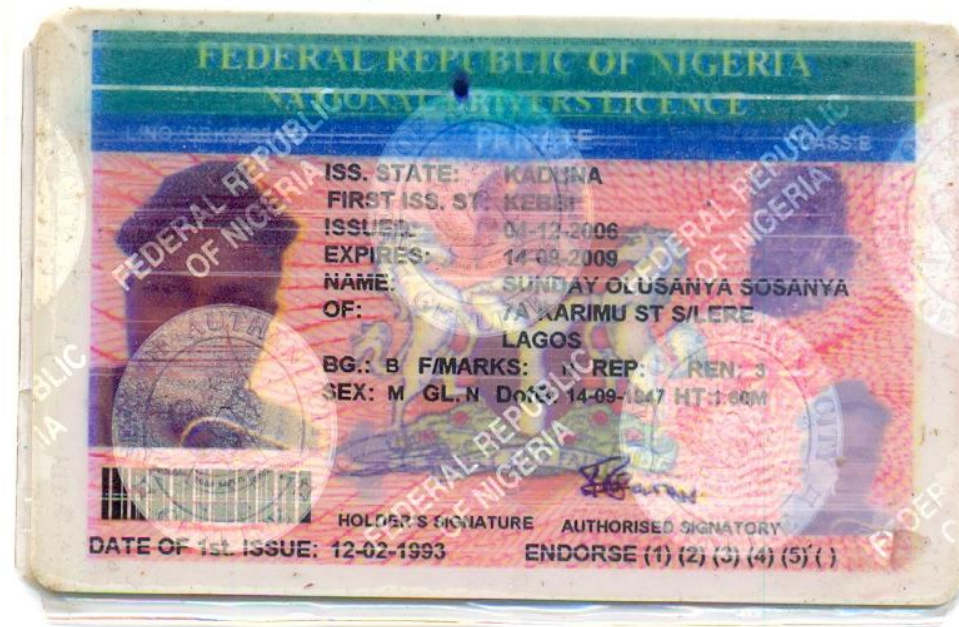
Unlike the previous stage, each IPC was equipped with desktop computer, camera, thumbprint pad, signature pad and printer to produce the ENDL.

A weekly backup of both the Bio-data and Bio-metrics was sent to the Central Data Bank (CDB) with the aid of diskettes due to non-availability of internet connectivity to the centres .

THE INTRODUCTION OF THE CNDL

In 2005, the Corps in an effort to enhance the security of the NDL and improve on the digital technology, made changes to the data structure. The NDL name was changed to the ***Customized National Driver's Licence (CNDL***)

CUSTOMISED NATIONAL DRIVER'S LICENCE (2005-2011)

Review of the Nigeria Driver's Licence

BERTHED ENDL

FRSC undertook a review of the CNDL in **2008** in order to address some gaps in the processes.

The review covered several key areas of the licensing scheme, to take cognizance of **Technology**, **Processes** and **People**.

Key findings from the review included:

- Significant number of drivers' licences existed outside the system

- Obtaining multiple licenses under different identities

- Lack of standards in training and testing

- Inability to track the driver's licence applicant from training to issuance stage.

- Cumbersome license acquisition process

- Inability to effectively monitor drivers performance after licence issuance

Resolutions on Identified Issues

To resolve the identified issues with the previous scheme, the following recommendations were put forward:

- ✓ Implementation of a **robust bio-metric verification system** for driver's license holders
- ✓ Adoption of a **one-stop-shop** where all participating agencies will be co-located
- ✓ Accreditation of **driving schools**
- ✓ Accreditation of **drivers instructors**
- ✓ Implementation of **uniformed testing standard**

FRSC proceeded to implement the recommendations from the review of the previous CNDL scheme. A new and improved scheme was introduced in **2011** known as the **Enhanced National Driver's Licence Scheme** (ENDLS).

ENHANCED NATIONAL DRIVER'S LICENCE (2011 TO DATE
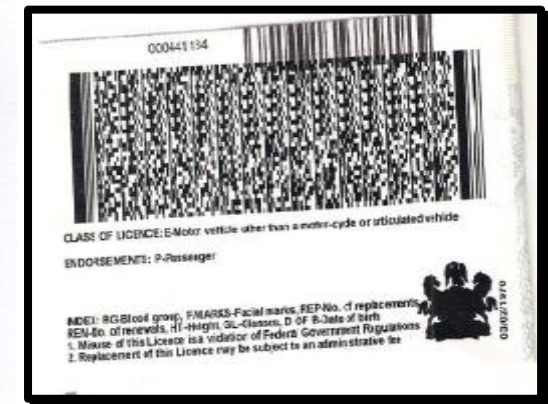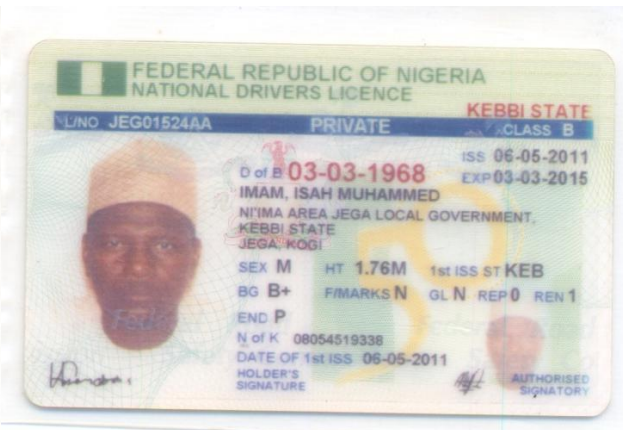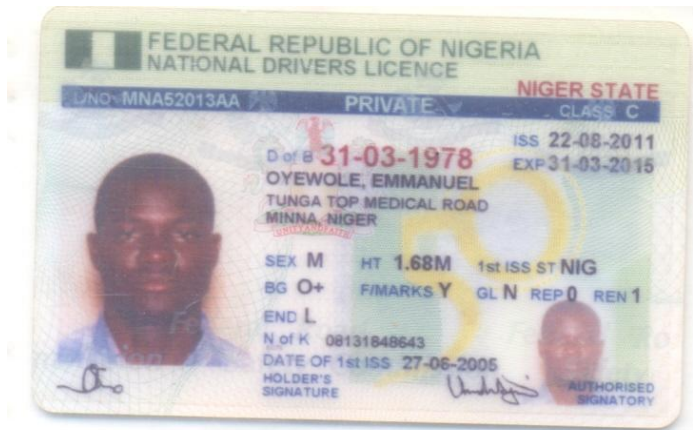
The ENDLS improved on the following functional areas of the previous scheme:

- **TECHNOLOGY (IT Systems):** There was an introduction of new IT Systems to support the Drivers Licence process. Some of the systems implemented were;
  - ✓ Identity Management System (Demographics and Biometric Systems)
  - ✓ Card Production System (Print Farm)
  - ✓ Drivers Training and Testing System (DSSP)
  - ✓ Biometric Investigation System
  - ✓ Inventory Management System

- **Processes:** New and improved processes for application of drivers licence was introduced. The processes covered:
  - ✓ Drivers Training
  - ✓ License Application
  - ✓ Data Capture
  - ✓ Identity Management
  - ✓ License Printing and Dispatch

- **People:** Continuous training for FRSC personnel on various aspects of the scheme and systems

The ENDL scheme is built on four key attributes;

The ENDLS is a cost effective and self sustaining endeavor. The licence fee is the same across the country

Measures have been put in place to ensure the driver's licence is a reliable means of identification

Cost Effective

Integrity

ENDLS

Quality

Accessibility
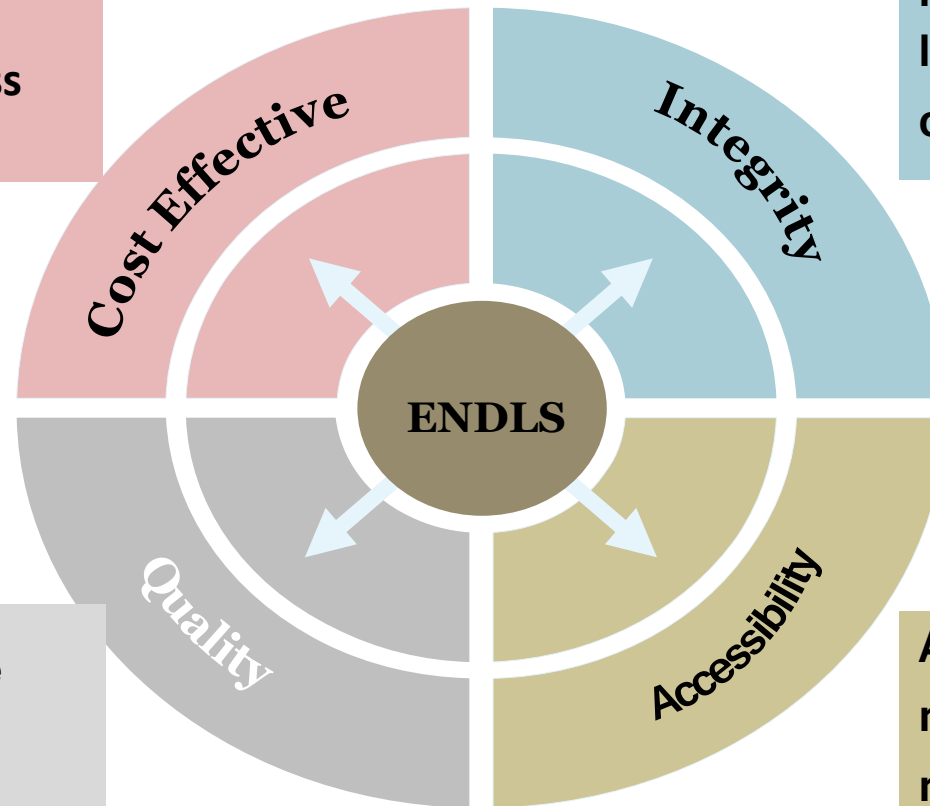
The Nigeria driver's licence has a distinct look and is acceptable internationally.

All customer groups have ready access to services relating to the driver's licence.

31

ENDL Application Process:

In line with the provisions of National Road Traffic Regulation (NRTR) 2012, FRSC has put in place processes to support the application of driver's license in the country. These processes have been designed to be simple and seamless while also ensuring the highest level of integrity is maintained in the issuance of drivers license.
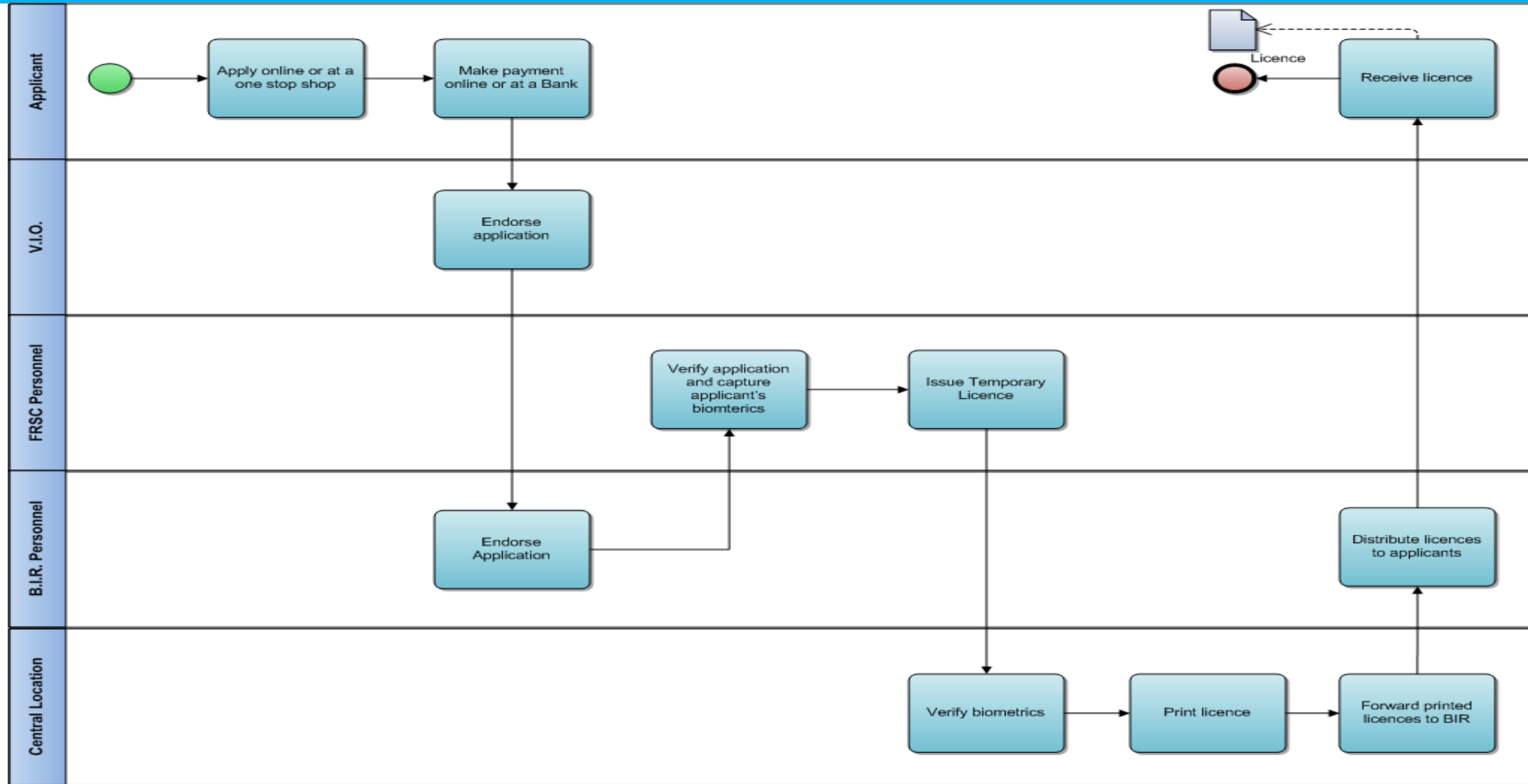
These processes provide support for the following:
- Application for driver's licence for the first time
- Renewal of expired driver's licence
- Reissuance of lost or damaged driver's licence
- Obtaining Commercial driver's licence

❑ In completing the processes for acquisition of the driver's licence, an online web portal (demographic application) is used to capture the demographic information as well as testing information on applicants. This application also has an integrated payment gateway for payment of required licence fees.

❑ In addition to the demographic application, a biometric application is used to capture and verify biometric information of applicants.

Fresh Driver's Licence Application Process

One-Stop Shop

The Corps conceived the idea of a one-stop shop at the commencement of the ENDL scheme. The shop comprised all the relevant agencies involved in the processing of driver's licence.

The agencies are co-located within a premises known as the Driver's Licence Centre (DLCs).

The designed is to ease the process of driver's licence application and processes thereby also saving applicants the time to visit each of the respective agencies (BIR, VIO and FRSC) for individual endorsement.

- **Vehicle Inspection Officers (VIO):** Upon completion of training at the driving schools, applicants are required to be tested by VIO. Only those applicants who passed the VIO test proceed to process the driver's licence.

- **Board of Internal Revenue (BIR):** The BIR or Motor Vehicle Administration Authority (MVAA) is responsible for endorsing applications for processing and distribution of printed permanent drivers licence to applicants.

- **Federal Road Safety Commission (FRSC):** is responsible for capturing applicant's biometrics upon endorsement by BIR and printing of the permanent driver's licence.

Driving Schools:

These are privately owned institutions/entities approved by the FRSC to train would-be drivers for the purpose of obtaining fresh ENDL

Driver's Licence Centres (DLC)

FRSC commenced the current NDL scheme with 72 centres which were existing DLCs from the previous scheme. Currently, there are **214** workstations across the country.

#	State	DLCs
1	Abia	Aba
2	Ebonyi	Abakaliki
3	Ogun	Abeokuta
4	FCT	Abuja
5	Ekiti	Ado Ekiti
6	Ondo	Akure
7	Edo	Auchi
8	Anambra	Awka
9	Lagos	Bariga
10	Bauchi	Bauchi
11	Edo	Benin
12	Kebbi	Birnin Kebbi
13	Cross River	Calabar
14	Yobe	Damaturu
15	Jigawa	Dutse
16	Akwa Ibom	Eket
17	Enugu	Enugu
18	Lagos	Eti-Osa
19	Lagos	Eti-Osa_I
20	Lagos	Eti-Osa_II
21	Gombe	Gombe
22	Zamfara	Gusau
23	FCT	Gwagwalada
24	FCT	Headquarters1
25	Ogun	Ijebu Ode

#	State	DLCs
26	Lagos	Ikeja
27	Lagos	Ikeja_I
28	Lagos	Ikorodu
29	Kwara	Ilorin
30	Taraba	Jalingo
31	Adamawa	Jimeta
32	Plateau	Jos
33	Kaduna	Kaduna
34	Kano	Kano Main
35	Nasarawa	Karu-I
36	Nasarawa	Karu-II
37	Katsina	Katsina
38	Nasarawa	Lafia
39	Kogi	Lokoja
40	FCT	Mabushi
41	Benue	Makurdi
42	Niger	Minna
43	Borno	MMC
44	Anambra	Nnewi
45	Oyo	Ogbomoso
46	Lagos	Ojo
47	Lagos	Ojo_I
48	Lagos	Ojodu
49	Ogun	Ojodu Abiodun
50	Lagos	Ojodu_1

#	State	DLCs
51	Lagos	Ojodu_II
52	Oyo	Onireke
53	Anambra	Onitsha
54	Osun	Osogbo
55	Ogun	Otta
56	Ogun	Otta_I
57	Imo	Owerri
58	Oyo	Oyo_Atiba
59	Rivers	Port Harcourt
60	Rivers	Port Harcourt II
61	Kano	Rano
62	Kano	Sabongari
63	Oyo	Saki
64	Delta	Sapele
65	Ogun	Shagamu
66	Sokoto	Sokoto
67	Oyo	State Secretariat Agodi
68	Niger	Suleja
69	Abia	Umuahia
70	Akwa Ibom	Uyo
71	Delta	Warri
72	Bayelsa	Yenagoa

Yearly Progression of Driver's Licence Centres (DLC)

In 2014, the Corps increased the number of DLCs with the addition of 57 new workstations to the existing 72 centres.

#	State	DLCs
1	Katsina	Daura
2	Kaduna	Kafanchan
3	Delta	Koko
4	Delta	Oleh
5	Edo	Abudu
6	Ebonyi	Afikpo
7	Delta	Agbor
8	Lagos	Agege
9	Anambra	Aguata
10	Zamfara	Anka
11	Lagos	Anthony
12	Lagos	Apapa
13	Delta	Asaba
14	Lagos	Badagry
15	Gombe	Bajoga
16	Kano	Bichi
17	Rivers	Diobu
18	Osun	Ede
19	Enugu	Edinburg
20	FCT	Fed Secretariat

#	State	DLCs
21	Edo	Forestry
22	Katsina	Funtua
23	Kano	Gwarzo
24	Osun	Ife
25	Ondo	Ikare_Akoko
26	Osun	Ikirun
27	Lagos	Ikotun
28	Ogun	Ilaro
29	Ebonyi	Ishielu
30	Osun	Iwo
31	Kano	Kano_Municipal
32	Oyo	Kishi
33	Niger	Mokwa
34	Nassarawa	Nassarawa_Toto
35	Enugu	Nsukka
36	Adamawa	Numan
37	Kwara	Offa
38	Cross River	Ogoja
39	Delta	OGWASHI-UKU
40	Imo	Okigwe

#	State	DLCs
41	Edo	Oluku
42	Kwara	Omu_Aran
43	Ondo	Ore
44	Lagos	Oshodi
45	Osun	Osu
46	Benue	Otukpo
47	Plateau	Pankshin
48	Delta	Patani
49	Plateau	Shendam
50	Lagos	Surulere
51	Sokoto	Tambuwal
52	Rivers	Tax_Office
53	Delta	Ughelli
54	Kaduna	workstation ll, Kaduna
55	Taraba	Wukari
56	Kaduna	Zaria
57	Kebbi	Zuru

In 2015, the number of existing DLCs was increased to 172 with the addition of 43 new workstations.

#	State	DLCs
1	Kebbi	Argungu
2	Delta	Asaba_Child
3	Bauchi	Azare
4	Plateau	Bukuru
5	Nassarawa	Doma
6	Katsina	Dutsin-ma
7	Rivers	Eleme
8	Enugu	Enugu_Child
9	Oyo	Eruwa
10	Benue	Gboko
11	Taraba	Gembu
12	Zamfara	Gumi
13	Sokoto	Gwadabawa
14	Ekiti	Ido-Osi
15	Akwa Ibom	Ikot-ekpene
16	Sokoto	Isa
17	Ogun	Isheri
18	Gombe	Kaltungo
19	Imo	Owerri_Child
20	Abia	Aba_Child
21	Benue	Kasina-ala
22	Niger	Kontagoro

#	State	DLCs
23	Bauchi	Misau
24	Taraba	Mutun Biyu
25	Delta	Obiaruku
26	Delta	Oghara
27	Delta	Orerokpe
28	Benue	Oturkpo
29	Kano	Kano Main_Child
30	Delta	Warri_Child
31	Bayelsa	Yenagua_Child
32	Lagos	Egbeda
33	Lagos	Iru-Vi
34	Lagos	Ojokoro
35	Lagos	Aguda Coker
36	Lagos	Epe
37	Edo	Ekpoma
38	FCT	Lugbe
39	FCT	Bwari
40	FCT	Karshi
41	FCT	Kugbo
42	Oyo	Iwo Road
43	Oyo	Apata Area

42

Between 2016 and 2017, there was addition of 22 new workstations to the existing DLCs across the country.

#	State	2016 & 2017 DLCs
1	Kogi	Okene
2	Kogi	Kabba
3	Kwara	Adewole
4	Delta	Asaba_II
5	Oyo	Challenge_Area
6	Kaduna	Kawo
7	Lagos	Oshodi_Bolade
8	Lagos	Unilag
9	Abia	Osisioma
10	FCT	Karshi
11	Rivers	Eleme PTD
12	FCT	Apo
13	Cross Rivers	Ikom
14	Kwara	Share
15	Kaduna	Tundun Wada
16	Jigawa	Hadejia
17	Ondo	Ondo Town
18	Akwa Ibom	Oron
19	Imo	Owerri 2
20	Borno	Bolori Maiduguri
21	Yobe	Potiskum
22	Kogi	Ayingba

The challenges of the harmonized and digitalized ENDL includes:

Network Challenges:

Nigeria still grapple with the challenge of poor network bandwidth. The slow speed in network connectivity is one major challenge facing Driver's Licensing Scheme.

Cost of production of Permanent Licence:

The current economic challenges in the country is also impacting negatively on the Scheme as the cost of procuring materials for production of the driver's licence has increased without commensurate increase in the cost of product.

The challenges of the harmonized and digitalized ENDL includes:

Network Challenges:

Nigeria still grapple with the challenge of poor network bandwidth. The slow

Cost of production of Permanent Licence:

The current economic challenges in the country is also impacting negatively

Since inception of harmonized and digitalized NDL by FRSC ,there has been immense improvements in the Scheme. Some of these notable landmarks include:

Development of Harmonized and digitalized Driver's Licensing system.

Establishment of NDL databank: Establishment of a computerized national data bank of licensed drivers in the Country.

- **Expansion of the network of centres across the country:** The Corps in conjunction with the various State governments have deployed Driver's Licence Centres across the country thus ensuring easy access to services provided by the Centre.

- **Bypass Capture:** FRSC introduced the Bypass Capture functionality in 2015 to make the process of licence renewal and reissue seamless. This feature is aimed at decongesting the various DLCs and providing Nigerians with the ability to renew their expired licence from the comfort of their homes and offices without having to visit the processing offices.

- **Introduction of validity option**: FRSC has made the validity of driver's licence more flexible as applicants have the option of either selecting 3- years (at NGN 6,350) or 5-years (at NGN 10,450).

- **Introduction of One Driver, One Record**: The Corps introduced the One Driver One Record system to eradicate multiplicity in driver's licence issuance and enhance national security.

- **Regulation of Driving Schools**: The Corps deployed the Driving Schools Standardization Programme (DSSP) was introduced to ensure that only properly trained and certified drivers are issued with licences. The DSSP application portal is used to monitor the operations of all the certified driving schools.

Verification Portal: FRSC deployed a verification service where the public can verify the authenticity of the driver's licence.

Information Sharing : The Corps share intelligence and information with other security agencies, banks, embassies and Corporate organizations to combat crimes using the driver's licence database.

VERIFIABILITY OF THE NDL: SHORT CODES FOR NDL VERIFICATION

❑ **To verify the genuineness of a NDL, text "verifydlicence space licenceNumber" and send to 33324 . This will return whether the NDL is valid or not;**

❑ **while the status of NDL can be verified by texting** "**NDL Status** space **LicenseNo**" to 33811, this returns whether the NDL is printed or not.

Acceptability of the NDL in the international Community as reliable and dependable document.

CONCLUSION

The harmonization and digitalization of the drivers licensing scheme which now provided authentic database for drivers in Nigeria with other multiplier advantages such as verifiability, reliability and dependability has brought about sanitization of drivers record.

The records are accessible by relevant security agencies using the available platforms has contributed to improve the internal security architecture of the country.

Also, maximizing the use of the records will further improve planning and implementation of policies for the economic growth of the nation.

The driver's licence in Nigeria is known as Nigeria Driver's Licence (NDL)

Safety starts with **you**

Thank you

Phone Only

SMS Only

Call toll free on: 122
0700 – CALL - FRSC
0700 – 2255 – 3772

080 7769 0362

www.frsc.gov.ng