



# FEDERAL ROAD SAFETY CORPS SERVICE CHARTER



**SERVICOM**  
SERVICE COMPACT WITH ALL NIGERIANS





# FEDERAL ROAD SAFETY CORPS SERVICE CHARTER



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**FOREWORD**



Service Delivery to the people is a key function of government. It was the desire to promote excellence and improve citizen satisfaction that led to the launch of the Nigeria Service delivery initiative in 2004.

In order to monitor service delivery in the country, SERVICOM Headquarters has designed performance measurement tools to assess various dimensions of public service delivery by MDAs. These indicators focus on actionable points. It is gratifying to note that if the Federal Road Safety Corps (FRSC) performance is compared to the performance of the other MDAs in Nigeria, the most striking fact is that despite all odds, FRSC feat can be considered to be very impressive on many dimensions. Various commendation letters, ranking and awards received by the Corps from SERVICOM over

the years attest to this. SERVICOM ranking certainly do have an impact in how the Corps is viewed both domestically and internationally.

Service promotion, courteous treatment of customers, staff attitude and timeliness which enhance efficiency in public service have been greatly adhered to in attending to the motoring public over the years.

Therefore, the establishment of service compact initiative has impacted positively on the running of the Corps. This could be seen in the improved service delivery, high efficiency and effectiveness being experienced in the Corps' services.

Since the establishment of SERVICOM Unit in the Corps in 2004, the Corps' quality service has been designed around customer requirements. The Corps has been committed to provision of service within realistic time frames, specifies officials to whom complaints may be addressed, prohibits illegal demands, publishes details about services, products and fees payable in a way the public will readily understand. Therefore, it can be rightly concluded that pragmatic efforts are always being made by the Corps to improve service delivery. We are still hoping that as we deepen and consolidate the on-going reforms in the Corps, the public will enjoy more and


better quality in our service delivery as all the Corps' activities are essentially customer-focused.

Other policy intervention being implemented by the Corps to eradicate inefficiency, remedy poor service delivery and inculcate customer orientation is the adoption of ISO 9001:2008 Standard in 2008 with certification in 2013, recertification in 2016 and transition to ISO 9001:2015 Standard in 2019.

Actions are also being taken to achieve the desired improvements through improvement in physical infrastructure, capacity building, good governance, reward system, staff welfare etc. All these have had positive effect on the work behavior of FRSC personnel and brought about high level of improvement in service delivery. In order to improve on all aspects of our service delivery, the Corps always takes stock of the past, evaluate the present with a view to charting a more purposeful future for the Corps in terms of customer satisfaction.

This third edition of SERVICOM Charter has identified virtually all the key issues that are critical to rendering quality services to the Nigeria people. The Corps also believes that Nigerians deserve better and will ensure that they get what they deserve.

Consequently, I hereby present to all Nigerians and the international community the FRSC SERVICOM Charter. It is my fervent hope that the Nigeria citizens will find it a useful compendium to track the performance of the Corps in terms of the social obligation to provide services to the Nigeria people.



**Dr. Boboye Oyeyemi, MFR, mni, NPoM Corps Marshal  
November, 2020**

## **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 her operations, recognized and keyed into this concept with the goal of championing the cause of

qualitative service delivery to the Nigeria Public. The recent upgrade of the Corps from ISO 9001:2008 to ISO 9001:2015 testifies to this fact.

Owing to various milestone transformations and reorganization in administrative and operational concerns of the Corps, it became imperative that the SERVICOM 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.

Part one states the SERVICOM principles, three (3) cardinal aspirations of FRSC and the statutory functions of the Corps. Part two identifies the clients and stakeholders, services and products rendered by the Corps. Part three documents customer's expectations and satisfactions as well as stakeholders' participation. Part four enumerates the grievance redress procedure, implementation of feedback from the stakeholders, Monitoring and Evaluation, constraints to service delivery and implementation of the charter in all FRSC formations. Others are appendices reflecting traffic offences and charges, FRSC organogram, procedures for obtaining new

Driver's License, obtaining Nigeria Drivers' License by holders of foreign Driver's License, issuance of commercial or professional Driver's License, renewal of driver's license, replacement of cost, damaged or defaced Driver's License, Bypass Capture, features of the Nigeria Driver's License, obtaining new vehicle number plates, Prices of vehicle number plates, obtaining road signs, definition of terms and FRSC SERVICOM work ethics. 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.



**DCC Livinus C Okonkwo**  
**Deputy Corps Commander Nodal Officer, SERVICOM**  
**Unit**

## **VISION**

To eradicate Road Traffic Crashes and create a 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

## **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 standard with a view to continually improving its mode of operations.

## **PART ONE**

### **1.1 SERVICOM PRINCIPLES**

SERVICOM is hinged on four(4) main principles of service delivery committed to by the Federal Road Safety Corps. These principles are as follows:-

- a. Affirmation of commitment to the service of Nigerian nation.
- b. Conviction that Nigeria will realize its full potential if citizens receive prompt and efficient services.
- c. Consideration for the needs and rights of all Nigerians to enjoy social and economic advancement.
- d. Dedication to delivering quality services timely, fairly, honestly, effectively and transparently.

### **SERVICOM GOLDEN RULE**

"Serve Others as You Would Like to Be Served"

### **1.2 THREE (3) CARDINAL**

## **ASPIRATIONS OF FEDERAL ROAD SAFETY CORPS (FRSC)**

### **a. Transforming FRSC into a world class organisation through:**

- Sustenance of ISO 9001:2015 Quality Management System(QMS) certification.
- Sustenance of the implementation of Performance Management System(PMS).
- Sustenance of the implementation of the objectives of Nigeria Road Safety Strategy( NRSS: 2019-2023), Achieving a nation where road traffic crash results in no death.
- Promotion of Ease of Doing Business.
- Sustenance of ICT for real time and on-time service delivery

### **b. Implementing the Six(6) acceded UN Conventions on Road Traffic and African Road Safety Charter UN Conventions on Road Traffic**

- 1957 Agreement concerning the International Carriage of Dangerous Goods by Road (ADR)
- 1958 Agreement concerning the adoption of Harmonized Technical United Nations Regulations for wheeled Vehicles, Equipment and Parts and the

conditions for Reciprocal Recognition of Approvals Granted.

- 1968 Convention on Road Traffic.  
1968 Convention on Road Signs and Signals
- 1997 Agreement concerning the adoption of Uniform Conditions for Periodical Technical Inspections of Wheeled vehicles.
- 1998 Agreement concerning the Establishment of Global Technical Regulations for wheeled Vehicles, Equipment and parts.

### **2016 African Road Safety Charter**

- Strengthen pre-hospital and post-crash care services.
- Maintain sustainable and accurate national database on Road Traffic Crashes.

**c. Achieving the Sustainable Development Goals (SDGs)-2030 through the implementation of the following Goals:**

#### **SDGs Goal 2: Zero Hunger**

- By ensuring ease of movement of farm produces across the nation's road network to the markets.

### **SDGs Goal 3: Good Health and Well-Being**

- By improving response time to Road Traffic crash scenes and all other traffic distresses.

### **SDGs Goal 4: Quality Education**

- By upgrading FRSC Training Institutions
  - FRSC Academy to a Centre of Excellence in Road Safety Management in Africa.
  - Training School to a Diploma Awarding Institution.

### **SDGs Goal 8: Decent Work and Economic Growth**

- By creating employment opportunities for Nigerians and sustaining the implementation of:
  - Road Transport Safety Standardization Scheme (RTSSS)
  - Driving School Standardization Programme (DSSP)

### **SDGs Goal 11: Sustainable Cities and Communities**

- By improving road traffic administration and safety management through elimination of human activities conflicting with the road or traffic.

### **SDGs Goal 13: Climate Action**

- By encouraging efficient technical inspections of vehicles
- By ensuring improved enforcement on carbon monoxide emission.

### **SDGs Goal 16: Peace, Justice and Strong Institutions**

- By upholding the principles of Rule of Law in all operations.

### **SDGs Goal 17: Partnership for the Goals**

- By implementing UN Convention accented to by Nigeria.
- By strengthening Nigeria Road Safety Partnership (NRSP), GPA-PRI, including UN safety facilities/platforms.

## **1.3 STATUTORY FUNCTIONS OF FRSC**

The statutory responsibilities of FRSC include:

- a. Preventing or minimizing crashes on the highways.
- b. Clearing obstructions on any part of the highways.
- c. Educating drivers, motorists and other members of the public generally on the proper use of the highways.
- d. Designing and producing the Driver's licence to be used by various categories of vehicle operators.
- e. Determining from time to time, the requirements to be satisfied by an applicant for Driver's licence.
- f. Designing and producing Vehicle number plates.
- g. Standardization of the highway traffic codes.
- h. Giving prompt attention and care to victims of crashes.

- i. Conducting researches into causes of motor crashes and methods of preventing them and putting into use the results of such researches.
- j. Determining and enforcing speed limits for all categories of roads and vehicles and controlling the use of speed limiting devices.
- k. Co- operating with bodies or agencies or groups engaged in road safety activities for the prevention of crashes on the highways.
- l. Making regulations in pursuance of any of the functions assigned to the Corps by or under this Act.
- m. 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.
- n. Providing roadside and mobile clinics for the treatment of crash victims.
- o. Regulating the use of mobile phones by motorists.
- p. Regulating the use of seat-belt and other safety devices.
- q. Regulating the use of motorcycles on the highways.
- r. Maintaining the validity period for Driver's licences which shall be three or five years subject to renewal at the expiration of the validity period.

- s. Performing such other functions as may be assigned to the Corps from time to time by the Commission.

## **PART TWO**

### **2.1 FRSC CLIENTS AND STAKEHOLDERS:**

The Federal Road Safety Corps deliver its service in collaboration with following critical stakeholders:a.

- a. Nigerian Citizens
- b. Federal Ministry of Budget and National Planning
- c. Federal Ministry of Power
- d. Federal Ministry of Works & Housing
- c. Federal Ministry of Health
- d. Federal Ministry of Interior
- e. National Security Adviser (NSA)
- f. National Bureau of Statistics (NBS)
- g. National Environmental Standard Regulatory & Enforcement Agency (NESREA)
- h. Nigeria Police Force (NPF)
- i. National Road Safety Advisory Council (NaRSAC)
- j. Federal Ministry of Justice
- k. Federal Ministry of Education
- l. Federal Ministry of Foreign Affairs
- m. Standards Organization of Nigeria
- n. Federal Ministry of Transport
- o. Federal Ministry of Information
- p. Federal Ministry of Finance

- q. National Orientation Agency (NOA)
- r. State Governments /Ministry of FCT
- s. National Emergency Management Agency (NEMA)
- t. National Insurance Commission (NAICOM)
- u. Federal Roads Maintenance Agency (FERMA)
- v. Nigeria Medical Association (NMA)
- w. Nigeria Society of Engineers (NSE)
- x. Nigeria Bar Association (NBA)
- y. National Council of Women Societies (NCWS)
- z. Global Road Safety Experts aa. Chartered  
Institute of Logistics Transport  
(CILT) bb. National Union of Road  
Transport Workers cc. Media
- dd. Fleet Operators
- ee. Driving School Proprietorsff.  
Contractors/ Consultants gg. Donor  
Agencies

## 2.2 SERVICES AND PRODUCTS OF FRSC

The Corps services and products are as listed below: a.

### Services

- i. Enforcement of traffic rules and regulation ii.  
Traffic Control iii. Pilot duties iv.  
Emergency Management and Rescue activities
- v. Clearing of Obstructions vi. Health Care

services to host communities vii. Public  
Education and Enlightenment (Including  
National Traffic Radio 107.1 FM, Abuja) viii.

#### Towing Services

- ix. Standardization of Road Transport Operations
- x. Standardization of Driving School Operations
- xi. Inter-agency Operations

#### **b. Products:**

- i. National Drivers Licence
- ii. Vehicle Number Plate iii.  
Road Signs

### **2.3 PERFORMANCE TARGETS**

Federal Road Safety Corps (FRSC) resolves to achieve the targets indicated below by the year 2030 using Road Traffic Crashes data of the year 2019 as the baseline.

- a. Pursue 50% reduction in total number of RTC, 50% reduction in fatality and injury as well as severity by year 2030 in line with international projection.
- b. Enforce traffic laws and regulations with the aim to achieve 80% compliance level.
- c. Patrol at least 80% of all public roads.
- d. Introduce the use of electronic surveillance devices and cameras to assist in enforcement of traffic laws and regulations.

- e. Deploy one patrol vehicle for every 50km of Nigerian roads.
- f. Deploy one patrol vehicle per team of 1 officer (team leader) and three patrol men.
- g. Deploy drivers/Marshals motorbikes and patrol vehicles equipped with walkie talkies.
- h. Establish at least one Unit Command or station Offices in each of the 774 LGAs in Nigeria, also prepared to address and establish additional Unit Commands wherever necessary.
- i. Optimize workforce by engaging additional 50,000 regular Marshals and 50,000 Special Marshals.
- j. Acquire ambulance helicopter for each of the six geo- political zones in the Country.
- k. Expand the number of Communities and Volunteers co-opted for first responders.
- l. Implement NRSS documents (2020-2030).
- m. Establish National Traffic Television to complement the existing National Traffic Radio.
- n. Domicile the United Nations Convention and agreements on Road Safety.
- o. Implement the National Road Safety development plan as encapsulated in NIIMP,ERGP and other medium-term strategies.
- p. Improve institutional mechanism to enhance anti-corruption campaigns.

- q. Implement Process and Performance Management (IPPM)/Change Management Renewal (CMR).
- r. Provide Mobile Clinic for each Sector Command and a road side Clinic for each Unit Command.
- s. Provide 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.
- t. Provide at least 2,900 numbers of patrol vehicles.
- u. Provide at least 58 numbers of heavy duty tow trucks.
- v. Provide at least 2,900 numbers of motor bikes to compliment patrol vehicles.
- w. Provide at least 360 numbers of ambulance.
- x. Complete migration to E-ticketing in the enforcement of traffic rules.
- y. Establish Model driving schools.
- z. Introduce Road Safety education in schools at all levels in collaboration with the Federal Ministry of Education.
- aa. Annually organize and conduct road safety exhibitions, conferences, workshops and seminars.
  - bb. Evolve a sustainable strategy for alternative funding of Special Marshals activities in Nigeria.
- cc. Establish more EASS/Zebra along critical Corridors of RTC.

- dd. Conduct Emergency Medical Service (EMS) training for all patrol men and RTC clinics nation wide.
- ee. Achieve Computerization of reported Road Traffic Crashes data through Real time on-line data entry.
- ff. Regularly identify necessary researches to improve the performance target of the Corps.
- gg. Conduct bi-annual studies into Road Traffic Laws and Regulations that have direct bearing on vehicle safety.
- hh. Organize annual lecture series.
- ii. Increase Mobile court sittings for prosecution of traffic offenders.
- jj. Pursue at least 50% reduction in total number of Road Traffic Crashes in accordance with international projection for global crash reduction.
- kk. Register up to 5000 approved Driving schools nationwide.
- ll. Pursue at least 98% regulation of Fleet Operators.
- mm. Carry out certification of at least 85% of all registered Fleet Operators.
- nn. Pursue the training of at least 89% of drivers and safety officers in the transportation industry.
- oo. Promote Road Transport Safety Standardization Scheme (RTSSS) ideals through sustainable and increased public enlightenment(PE) and publications.

- pp. Pursue collaboration, partnership and synergies with relevant national and international organizations, stakeholders and clients to promote culture of standardized Fleet Operators in the Country.
- qq. Process application for NDL verification within 48 hours of receipt.

- rr. Physically capture NDL applicants within 10 minutes of completing online application.
- ss. Print and deliver temporary NDL to applicants within 5 minutes of completing NDL processing.
- tt. Print and deliver permanent NDL cards to Boards of Internal Revenue and FCT DRTS within 60 days of issuing temporary NDL.
- uu. Produce Number plates within 2 weeks of valid order made by States and MDAs.

## PART THREE

### **3.1 CUSTOMER EXPECTATION (Customer Rights under SERVICOM)**

Providing friendly and efficient services to all FRSC customers is part of the various initiatives which the Corps is committed to, as we believe that Nigerians deserve the right to quality service. It is on the above premise that our service delivery initiatives are built on customer requirement. In order to sustain and improve on the esteemed relationship, our customers should expect the following while interfacing with us at any of our service windows:

- a. Every customer that requests FRSC services should expect to be treated with courtesy, respect, honesty and professionalism.
- b. Staff attending to them will listen to their request or question, ask for clarification if necessary and provide complete, accurate and precise information.
- c. FRSC will also ensure that they receive services related to the functions of the establishment, fairly, efficiently and promptly.
- d. Every customer reserves the right to be told in advance, how much the service will cost,

- what standard of service to expect and how long it will take to be served.
- e. Every customer reserves the right to accurate financial transactions with a receipt or verification of the transaction.
  - f. Every customer reserves the right to be told how to obtain redress for poor service, especially where the standards of service are not met.
  - g. Right to receive appropriate directions, via signs, notices or other means, on how to obtain service or information.
  - h. Right to a timely and courteous acknowledgment of their presence when they arrive at our service points.

### **3.2 THE SERVICOM INDEX: CUSTOMER SATISFACTION**

Customer satisfaction indicators under SERVICOM include:

- a. Service Delivery - FRSC will always be guided by the concept of quality service delivery while attending to customers.
- b. Timeliness - Response to requests from FRSC customers must be processed promptly and reasons for delay will be communicated.

- c. Professionalism - FRSC will attend to Customers/Clients politely and specify time for action to be taken while maintaining social distance.
- d. Information - FRSC will provide information timely that will guide the customers in all its operations/activities.
- e. Staff Attitude - FRSC staff will always be punctual, diligent, dress properly and be courteous while attending to customers

### **3.3 EXPECTATIONS FROM THE PUBLIC**

The Corps also expects the following from the public:

- a. Report of all crash cases as their civic responsibility to the nearest FRSC Formation or use FRSC toll free number 122.
- b. Sponsorship of road safety awareness programmes in the electronic and print media by transporters, Financial institutions, NGOs, patriotic individuals etc.
- c. Donation of operational equipment for quick response to crash victims and clearing of obstructions at the crash sites.
- d. Conduct of road use campaigns among organized Unions.
- e. Encouragement of Road Safety clubs and

- Associations in Primary schools, Secondary schools and NYSC to inculcate road safety consciousness in the growing and youthful generation.
- f. Engagement of volunteer services in road safety e.g. Special Marshals, Road Safety clubs and NGOs.
  - g. Establishment of State Traffic Management Agencies by various state governments to offer complimentary services in road safety e.g. LASTMA, KWARTMA, ASTA, etc.
  - h. Sponsorship of international road safety conferences, seminars, workshops, research and investigations into road safety.
  - i. Desist from the sale of fake motor parts, alcoholic drinks at motor parks and damage to road furniture.
  - j. Report of unsafe driving habits of drivers.
  - k. Support National Community Post Crash Care Initiative.
  - l. Acquisition basic knowledge of First Aid so as to offer assistance at crash scenes.
  - m. Have access to the service Charter as a guide to access FRSC Services and products.
  - n. Lodge complaints through e- mail, phone or verbal communication.
  - o. Show understanding for some of the constraints within which the office operates.

- p. Provide all necessary information that the office may require to facilitate timely processing of their requests/ evaluation of the service delivery system.

### **3.4 INDICATION OF STAKEHOLDERS' PARTICIPATION**

The following stakeholders are expected to participate actively in Road Safety activities as follows:

**a Nigerian Citizens**

Safety on our roads, free flow of traffic and prompt rescue to victims of road traffic crash. Traffic information, road safety audit.

**b. Federal Ministry of Budget and National planning.** Coordinate planning of TWG Meeting, Minutes of TWG

Meeting, Sponsorship of TWG meetings by FRSC, National Road Safety Strategy (NRSS) implementation performance report

**c. Federal Ministry of Works & Housing**

Road safety audit report, Safe corridor project performance reports, traffic control at road construction site, Data on number of vehicles registered construction

sites participation in National Council of Works conferences, and production of standard road signs.

**d. Federal Ministry of Health**

Report of RTC, participation in the national ambulance scheme, additional road side clinics and rescue equipment, tow-trucks, trained emergency handlers, RTC report template specially designed for hospitals only.

**e. Federal Ministry of Interior**

Information on licensed drivers and vehicle data base.

**f. National Security Adviser (NSA)**

Information on data base of vehicle owners and drivers in Nigeria.

**g. National Bureau of Statistics (NBS)**

(Data base) of drivers, vehicles and RTC for national planning, road traffic data, offenders information.

**h. National Environmental Standard Regulatory & Enforcement Agency (NESREA)**

Information on illegal parks and refuse dumps block the road ways, report on frequency of vehicles with excessive smoke emission on Nigerian roads.

**i. Nigeria Police Force (NPF)**

RTC reporting template, timely information on RTC, and crash scene information.

**j. National Service Advisory Council (NaRSAC)**

Quarterly review of per-formance in the implementation of NRSS, 5 yearly review of strategy.

**k. Federal Ministry of Justice**

Collaboration with FRSC to establish additional mobile courts.

**l. Federal Ministry of Education**

Road safety education in primary and secondary schools curricula.

**m. Federal Ministry of Foreign Affairs**

Bilateral agreements with relevant international stakeholders on road safety especially emergency response services.

**n. Standards Organisation of Nigeria**

- Development of ISO 39001 Road Traffic Safety Management System and other road transport related standards.

- Adoption of process approach, plan-do-check act cycle in its activities, Standard for Road Traffic Information (ISO 14814) and Intelligent Transport System (ISO 17263).
  
- o. Federal Ministry of Transport**  
Road audit data, result of monitoring and evaluation of NRSS, presentation at Council of transport meetings.
  
- p. Federal Ministry of Information**  
Road user education, publicise toll free -lines, national road traffic radio.
  
- q. Media**  
Involvement in public aware-ness programmes on road safety.
  
- r. National Orientation Agency (NOA)**  
Collaboration in public awareness
  
- s. State Governments /Ministry of FCT  
(Incollabration with FRSC)**
  - i. Establishment of more Unit Commands, road side clinics, Zebras and station offices in Local Governments Areas.

- ii. Establishment of State Traffic Management Agencies and training of its officials.
- iii Conduct road safety audit on all roads within the State.
- iv. Free flow of traffic and prompt rescue of road traffic crash victims.
- v. Implementation of national standards on road signs and markings.
- vi. Introduce and or strengthen road safety education in primary and secondary schools.
- vii. Approve the establishment of more driving schools.
  - viii Development of a uniform traffic law violation booking system.
- ix. Training and testing programme for all vehicle operators including motorcycle riders.
- x. Establish a state traffic radio.
- xi. Enforce compliance with road traffic laws and regulations (emphasis on overload, speed limits, seat belt, safety helmets, use of phone while driving).
  - xii. Provide data for national monitoring and evaluation
- t. **National Emergency Management Agency (NEMA)**  
Collaboration towards emergency response to RTC and national disaster management under the National Network for Emergency Response (NNERS)

**u. National Insurance Commission (NAICOM)**

Road user insurance for financing rehabilitation of road traffic crash victim.

**v. Federal Roads Maintenance Agency**

Road audit report on bad roads that require maintenance.

**3.5 INTERNATIONAL PARTNERS, PROFESSIONAL BODIES AND NON-GOVERNMENTAL ORGANIZATIONS**

**a. Nigeria Medical Association (NMA)** Post-crash care initiatives.

**b. Nigeria Society of Engineers (NSE)**  
Technical collaboration on road and vehicle standard.

**c. Nigeria Bar Association (NBA)**  
Update on traffic laws.

**d. National Council of Women Societies (NCWS)** Awareness for female road users on road safety. Actualization of Sustainable

Development Goal 5: To achieve gender equality and empowerment of all women and girls.

**e. Global Road Safety Experts**

Data on number of vehicles registered, licensed drivers, Road Traffic Crash data analysis and vulnerable road users in Nigeria. Performance assessment of Nigeria Road Safety Strategy (NRSS).

**f. Chartered Institute of Logistics Transport (CILT)**

Advocacy to government towards infrastructural development and use of non-motorized transport among city residents. To recommend expansion of side-walks, research on restricted timing for motorized transport operation.

**g. Road Transport Unions**

**i. National Union of Road Transport Workers**

- Provision of Drivers licence and vehicle number plates (NURTW) timely.
- Road Safety Management and Post-crash Care (Enforcement and Rescue Service).

**ii. Road Transport Employers Association of Nigeria (RTEAN)**

- Provision of Drivers licence and vehicle number plates timely.

- Road Safety Management and Post-crash Care (Enforcement and Rescue Service).

iii. Luxury Bus Owners Association of Nigeria (LUBAN)

- Provision of Drivers licence and vehicle number plates timely.
- Road Safety Management and Post-crash Care (Enforcement and Rescue Service).

iv. National Association of Road Transport Owners (NARTO)

- Provision of Drivers licence and vehicle number plates timely.
- Road Safety Management and Post-crash Care (Enforcement and Rescue Service).

v. Tricycle Association of Nigeria (TAON)

- Provision of Drivers licence and vehicle number plates timely.
- Road Safety Management and Post-crash Care (Enforcement and Rescue Service).

**h. Fleet Operators**

Regular update on guidelines for fleet operation in Nigeria. Participate in Fleet operators' training programmes.

**i. Driving School Proprietors**

Efficiency of ICT Portal on Driving Schools Standardization Programme, regular training of managers and instructors of driving schools.

**j. Contractors/ Consultants**

Contractual Agreements, Timely Payment of Completed Jobs, relationship management, documents and information to facilitate job execution.

**k. Donor Agencies**

Regular update on performance of projects being sponsored or funded and accountability for funds disbursed.

**l. Federal Ministry of Finance**

Oversight function of report, revenue generated through fines, number plates and drivers licences. Release of fund for logistics proposed.

## **PART FOUR**

### **4.1 COMPLAINTS/GRIEVANCE REDRESS**

#### **PROCEDURE**

**a. Internal Complaints:**

- i. 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.
- ii. Members of staff shall not communicate with any outsider or agency on any matter being processed through the laid down machinery.
  - iii. Grievance relating to salaries, conditions of service or any other matters shall be referred by an aggrieved staff to his immediate supervisor as first step.
  - iv. 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 CM.
  - v. If not satisfied with the outcome of CM's 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 CM.
  - vi. 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 CM. 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.

- vii. 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.
  
- viii. If however, at the end of the case, the petitioner is found wanting, he shall be subject to the provision of regulation 26 (a) and (b) of the new FRSC Regulations on Discipline 2018, in 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. ix. 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.

- x. Should staff also choose to utilize the complaints/suggestion boxes provided in the RSHQ or 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

**b. External Complaints:**

All staff of the Corps shall adhere to the following service standards in handling complaints from our customers:

- i. 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.

- ii. Responsibility Staff will aim to resolve all concerns raised by the customer immediately and informally.
- iii. 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.
- iv. Responsibility staff shall acknowledge receipt of verbal enquiries/complaints within 48 hours and respond within 15 working days.
- v. Incoming written correspondence (mail and e-mail) will be acknowledged within 48 hours (at maximum) and responded to in 15 working days (at maximum).
- vi. Customers should have an acknowledgement of their complaints within 48 hours and a full written reply within 15 working days.
- vii. Suggestions and complaints would be addressed within 15 working days after acknowledgement.
- viii. Where complaints could not be addressed, customers would be given valid reasons
- ix. 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.
- x. 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.

- xi. All issues raised by the customer will be acknowledged and responded to appropriately. xii.

When the Complaint is criminal in nature, the matter shall be forwarded immediately to the AntiCorruption, Transparency and Monitoring Unit (ACTU).

- xiii. ACTU will send acknowledgement to the complainant within 48hours and the report of the investigation shall get to Corps Marshal within 7days.

- xiv ACTU shall resolve all concerns and send a full written reply/ resolution to the complainant within 15days.

- xv. Report of the resolution should be forwarded to SERVICOM Unit, for record purposes.

#### **4.2 Implementation of feedback from Stakeholders:**

Stakeholders are encouraged to make suggestions through suggestion boxes located at the reception areas and other designated points in all FRSC formations. In addition, the Corps informs customers of any changes made to services as a result of their suggestions. Suggestions and complaints should be acknowledged within 48 hours of receipt. Suggestions and complaints

would be addressed within 15 working days after acknowledgment. Where Complaints could not be addressed, customers would be given valid reasons.

#### **4.3 Monitoring and Evaluation:**

Monitoring and Evaluation (M&E) are important management tools and require resources, skill and time to be institutionalized in an organization.

Monitoring and Evaluation is a key Section under the Operations Department with Representation in Departments Corps Offices, Special Units and Field Commands. It is aimed at improving the Efficiency and Effectiveness of the Organization. It encapsulates the systematic and objective assessment of an on-going or completed project, programme or policy and its design, implementation and results in order to determine the relevance and fulfilment of objectives, development efficiency, effectiveness, impact and sustainability

To ensure continuous effectiveness of the Corps service delivery processes as enshrined in the charter, FRSC SERVICOM Unit has been monitoring the performance of our work processes and procedures against SERVICOM standards/Reports of its findings are rendered to the Management on quarterly basis to aid policy making. This

has assisted the Corps in maintaining its exalted position as a world class organization.

#### **4.4 Constraints to Service Delivery**

- a. Non-compliance to traffic rules and regulations by road users.
- b. Assault to road safety enforcers by the public.
- c. Apathy of some collaborators in the National Uniform Licensing Scheme (NULS).
- d. Inadequate budgetary allocation.
- e. Illiteracy and ignorance of road safety laws, policies and programmes.
- f. Unstable political will towards critical road safety policies.

#### **4.5 Implementation Strategies:**

The Charter is domesticated by all FRSC formations. The RSHQ SERVICOM Unite ensures the implementation of the contents of the Charter through regular monitoring and evaluation. Reports are forwarded to the Management for review and implementation.





## APPENDIX B

### FRSC Traffic Offences & Charges

S/NO	TICK INFRINGEMENT (S)	CODE	POINTS	PENALTY	CATEGORY
1	LIGHTOR 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 MAKING 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	TYV	3	3,000	1
22	DRIVING WITHOUT OR WITH SHATTERED WINDSCREEN	VWV	2	2,000	1
23	FAILURE TO FIX RED FRAG ON PROJECTED LOAD	FFF	3	3,000	1
24	FAILURE TO REPORT ROAD ACCIDENT	FRC	10	20,000	1
25	MEDICAL PERSONNEL OR HOPITALREJACTION OF CRASH VICTIMS	RAV	-	50,000	1
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	DRIVING WITHOUT SPECIFIED FIRE EXTINGUISHER	FEV	3	3,000	3
30	DRIVING COMMERCIAL VEHICLE WITHOUT PASSENGER MANIFEST	PMV	10	10,000	2
31	DRIVING WITHOUT SEAT BELT	SUV	2	2,000	1
32	USE OF PHONE WHILE DRIVING	UPD	4	4,000	1
33	DRIVING A VEHICLE WHILE UNDER 18 YEARS	UDR	-	2,000	1
34	RIDING MOTORCYCLE WITHOUT A CRASH HELMET	RMH	2	2,000	1
35	EXCESSIVE SMOKE EMISSION	ESE	5	5,000	1
36	MECHANICALLY DEFFICIENT VEHICLE	MDV	5	5,000	1
37	FAILURE TO INSTALL SPEED LIMITING DEVICE	SLD	3	3,000	2
NOTE : Custody fee on impounded Motor vehicle and Motorcycle/Tricycle is N200.00 and N100, respectively per day payable after initial 24 Hours of grace					

Do you wish to waive your Right to a court trial? YES  NO

If yes, pay the prescribed prescribed fine(s) into Federal Government Revenue Account in any of the Commercial Banks or

Online using the Remita Platform accessible through [www.remita.net](http://www.remita.net) (select "pay F.G Agency; select FRSC under MDAs, select "Offences" to pay for fines complete the other mandatory fields as applicable). Bring the teller/printout to the FRSC Office Where the booking was made.

## APPENDIX C

### PROCEDURE FOR OBTAINING NEW DRIVER'S LICENCE

- STEP 1:** Applicant is 18 years and above.
- STEP 2:** Applicant obtains Learner's Permit from BIR/MLA/MVAA
- STEP 3:** Applicant chooses Driving School from list of certified schools online [www.frsc-dssp.com](http://www.frsc-dssp.com).
- STEP 4:** Driving School trains applicant for 26 sessions (1 hour per day persession) and issues certificate thereto.

- STEP 5:** Applicant uses the certificate number to call up applicant's record (name & DOB) on pre-populate form ML18N form ([www.nigeriadriverslicence.org](http://www.nigeriadriverslicence.org)) and completes the remaining fields.
- STEP 6:** Applicant proceeds to the VIO for Driving Test. If successful, applicant is issued Driver's Test Certificate.  
NB. 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.
- STEP 7:** Successful applicant proceeds to make payment of prescribed fee of N6,350 in case of a driver's licence with 3 years validity or N10,450 for a driver's licence with 5yrs validity period at designated Bank (FCMB, FBN, Access, UBA, Union, Sky Bank using PAYARENA/E-PAYMENT platform) /Netpost Pay.
- STEP 8:** Applicant proceeds to BIR/MLA/MVAA for confirmation of the payment.

**STEP 9:** Applicant proceeds to FRSC DLC for Biometric enrolment(physical capture)

**STEP 10:** FRSC DLC processes & issues a Temporary Driver's Licence with 60 days validity period to the applicant on the spot.

**NOTE:** A five(5) year validity period has been designed to ease renewal/reissue process. This application is provided with an option to either select three(3) or five(5) year validity period.

**APPENDIX D**

**PROCEDURE FOR OBTAINING NIGERIA DRIVER'S  
LICENCE BY HOLDERS OF FOREIGN DRIVER'S  
LICENCE**

- STEP 1:** Holder of recognized Foreign Drivers Licence reports to the Sector /Unit Head DLC in his/her State of residence with his/her International passport, Foreign Driver's Licence and Verification letter from the country of origin.
- STEP 2:** DLC Officer refers applicant to the State VIO for retest and a Driver's Test Certificate is issuance if successful.
- STEP 3:** The Sector/Unit Head DLC collates the information and scans same to Foreign Driver's Licence Desk Officer in RSHQ, Abuja via email with the following documents;
- Data page of the applicant International passport
  - Foreign Driver's Licence
  - Verification letter from the Country of origin
  - Driver's Test Certificate issued by VIO

- STEP 4:** The Foreign Driver's Licence Desk Officer verifies the genuineness of the Foreign Driver's Licence, Verification letter and driver's Test Certificate.
- STEP 5:** Foreign Driver's Licence Desk Officer logs in with his username and enters details provided by the applicant into the DSSP portal and generates Unique Identity Number (UIN)
- STEP 6:** Foreign Driver's Licence Desk Officer sends the Unique Identity Number to the DLC Officer where the request was made via email.
- STEP 7:** Sector /Unit Head DLC invites applicant to make payment and confirm payment at State BIR thereafter.
- STEP 8:** Applicant reports back to the Sector /Unit Head DLC for Biometric capturing and Temporary Driver's Licence with 60days validity period is issued to the applicant on the spot.
- STEP 9:** Applicant collects the permanent Driver's Licence at State BIR/MVAA after 60days.

**NOTE:**

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.

## APPENDIX E

### ISSUANCE OF COMMERCIAL OR PROFESSIONAL DRIVER'S LICENCE

A Person NOT below the age of 26 years who desires to obtain a Commercial Driver's Licence shall:

- STEP 1:** Possess a valid Private classified Driver's Licence.
- STEP 2:** Present evidence of membership of professional drivers' association such as National Union of Road Transport Workers(NURTW) and National Association of Road Transport Owners(NARTO) or a letter of employment by a registered transport company.
- STEP 3:** Obtain and submit medical certificate of fitness from any Government Hospital.
- STEP 4:** Attend and pass a driving proficiency test conducted by the VIO. If the applicant fails, he /she shall be entitled to apply for another test but not before the expiration of one calendar month from the date of the previous test.

- STEP 5:** If successful thereafter, applicant pays prescribed fee and presents the bank teller at BIR/MVA for confirmation.
- STEP 6:** Present himself/herself for bio-metric capture at FRSC DLC.
- STEP 7:** A temporary Driver's Licence with period of 60 days goes shall be issued to the applicant immediately.

## APPENDIX F

### PROCEDURE FOR RENEWAL OF DRIVER'S LICENCE

- STEP 1:** A holder of a valid Driver's Licence may renew his/her Driver's Licence at any time within a period of one calendar month before the expiration of the Licence.
- STEP 2:** Any applicants applying for renewal of Driver's Licence shall undergo a driving test if six (6) months have elapsed after the expiration of the Licence.
- STEP 3:** Applicant shall fill and submit application form online at ([www.nigeriadriverslicence.org](http://www.nigeriadriverslicence.org)).
- STEP 4:** The applicant shall make payment at designated bank or through e-payment.
- STEP 5:** Applicant shall confirm his /her payment at BIR/Motor Vehicle Administration Agency

- 
- STEP 6:** A Vision Acuity Test shall be conducted at FRSC DLC to confirm the health status of the driver's eyes.
- STEP 7:** Bio-metric investigation of the applicant shall be conducted at FRSC Data Centre.
- STEP 8:** A Temporary Licence with 60days validity period shall be printed and issued to the applicant on spot.
- STEP 9:** Applicant shall collect the permanent Driver's Licence at the State BIR/MVAA on or before 60days on completion of processes.

## **APPENDIX G**

### **REPLACEMENT OF LOST, DAMAGED OR DEFACED DRIVER'S LICENCE**

The applicant:

- STEP 1:** Reports to the nearest Police station and obtains Police extract stating the particulars of the lost, damaged or defaced driver's licence.
- STEP 2:** Swears an affidavit in respect of the prevailing condition of the driver's licence.
- STEP 3:** Fills and submits application form online for reissue through [www.nigeriadriverslicence.org](http://www.nigeriadriverslicence.org).
- STEP 4:** Pay the prescribed fee to the state BIR.

**STEP 5:** Confirms payment at BIR/MVAA/VIO (as the case may be).

**STEP 6:** Collects permanent Driver's Licence at BIR/MVAA/VIO within 60 days.

**NOTE:**

Re-issue/Replacement of Driver's Licence is through automatic bypass capture.

**APPENDIX H**

**PROCEDURE FOR THE BYPASS CAPTURE**

This is a function designed to ease renewal and reissue process for Driver's Licence applicants. The feature is available on the public portal and provides the applicant option of selecting '**YES**' or '**NO**' to a question "Recapture Biometric Information (Please click on **YES** if you want to recapture your biometric information)".

If the applicant selects 'NO', the process is called "BYPASS" and the following actions are executed:

**STEP 1:** The record skips operator approval, supervisor approval and biometric capture after payment has been affected.

**STEP 2:** If payment is successful, applicant goes to the Driver's Licence portal to print acknowledgment slip using the application ID and Date of Birth (DOB) or validation number.

**STEP 3:** The record equally skips investigation at the Print Farm.

**STEP 4:** The permanent Drivers' Licence is printed and issued to the applicant.

**NOTE:**

- a. Temporary Drivers' Licence will not be printed for the applicant who chooses "Bypass Capture" method of re-issuing, replacement or renewal.
- b. If the applicant selects 'YES' while selecting an option, all existing processes for Drivers' Licence application are executed.
- c. Bypass capture option is not made available to applicants for every renewal case. It is available only for the first renewal, fifth renewal, seventh renewal etc.
- d. Any applicant who wants to use the bypass capture for renewal is advised to apply for a renewal a month before the expiration of his/her Licence as on permanent Driver's Licence shall be provided.

## APPENDIX I

### FEATURES OF THE NIGERIA DRIVER'S LICENCE

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

## APPENDIX J

### PROCEDURE FOR OBTAINING NEW VEHICLE NUMBER PLATES

- STEP 1:** Log on to <http://www.nvisng.org>. Completes Applicant Form MVA01 online and crosscheck to ensure all information provided are correct. Then click on 'SUBMIT' for generation of item number.
- STEP 2:** Print the Form with the item number generated and proceed to Motor Licensing Authority (MLA) of the State Board of Internal Revenue Service (SBIRS) office for applicants from the 36 States of the Federal and to Vehicle Inspection Office (VIO) in the Directorate of Road Traffic Services (DRTS) for FCT applicants.
- STEP 3:** Authorized person in MLA verify information provided by the applicanta and approves form for payment.
- STEP 4:** Proceed to VIO for phsically inspection of the vehicle to be registered to ensure its roadworthiness.

- STEP 5:** Pay the prescribed fees to the designated bank of the MLA/SBIRS and take evidence of payment, completed Form MVA01, receipt of purchase, Customs paper, etc, back to MLA where receipt is issued in lieu of payment.
- STEP 6:** MLA assigns vehicle number, generates Vehicle Licence and Roadworthiness Certificate as approved by VIO and completes Vehicle registration book. Applicant also obtains a valid insurance policy.
- STEP 7:** FRSC National Vehicle Identification Scheme (NVIS) Desk Officer uploads the vehicle registration details while the MLA issues the Vehicle Number Plates, Vehicle Licence, Vehicle Registration Book, Roadworthiness Certificate, Electronically generated Proof of Ownership Certificate (POC) and Hackney Permit or Storage Carriage Certificate for commercial vehicle.

## APPENDIX K

### PRICES OF VEHICLE NUMBER PLATES AS AT MAY 2020

The prices of number plates as determined by the joint tax board are as stated below:

S/N	CATEGORY OF NUMBER PLATES	FRSC PRODUCTION RATE	DISPOSAL PRICE BY STATES
1	STANDARD PRIVATE MOTOR VEHICLE	5,000.00	12,500.00
2	STANDARD COMMERCIAL MOTOR VEHICLE	5,000.00	12,500.00
3	FANCY MOTOR VEHICLE	40,000.00	80,000.00
4	MOTORCYCLE	1,500.00	3,000.00
5	ARTICULATED (TANKERS AND TRAILERS)	10,000.00	20,000.00
6	OUT OF SERIES	20,000.00	40,000.00
7	GOVERNMENT FANCY MOTOR VEHICLE	20,000.00	20,000.00
8	GOVERNMENT ORDINARY MOTOR VEHICLE	15,000.00	15,000.00
9	GOVERNMENT FANCY MOTORCYCLE	10,000.00	10,000.00
10	GOVERNMENT ORDINARY MOTORCYCLE	3,000.00	3,000.00

#### NOTE:

The charges are subjected to review by the Joint Tax Board (JTB).

## APPENDIX L

### FEATURES OF THE NEW 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

- ❖ 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

## APPENDIX M

### PROCEDURE FOR OBTAINING ROAD SIGNS

- STEP 1:** The customer orders for signs of his choice, stating the specifications, sizes and grades to the Corps.
- STEP 2:** Copy of the application is forwarded to the Signage Plant for costing.
- STEP 3:** Plant conveys acknowledgment within 24hrs.
- STEP 4:** Cost of signs is forwarded to the customer within 7 days on receipt of order to enable payment for order.
- STEP 5:** On receipt of the evidence of payment , the

Deputy Corps Marshal (Motor Vehicle Administration) directs the CC (Signage) to commence production immediately.

**STEP 6:** Dispatch is done at the Signage Plant after completion of the waybill. This shall be within reasonable time from commencement of production, depending on the quantity ordered for.

## APPENDIX N

### DEFINITION OF TERMS

- ACOMORAN** - Amalgamated Commercial Motorcycle Owners and Riders Association of Nigeria
- ACTU** - Anti-Corruption, Transparency Monitoring Unit
- ASTA** - Anambra State Traffic Agency
- CC** - Corps Commander
- CILT** - Chartered Institute of Logistics Transport
- CM** - Corps Marshal
- CMR** - Change Management Renewal
- DCC** - Deputy Corps Commander
- DLC** - Drivers Licence Centre
- DRTS** - Directorate of Road Traffic Services
- DSSP** - Driving School Standardization Programme
- EASS** - Emergency Ambulance Service Scheme

- EMS** - Emergency Medical Service
- ERGP** - Economic Recovery and Growth Plan
- ISO** - International Organization for Standardization
- IPPM** - Implementation of Process and Performance Management
- JTB** - Joint Tax Board
- KWARTMA**- Kwara State Road Traffic Management Authority
- LASTMA** - Lagos State Traffic Management Authority
- LUBAN** - Luxury Bus Owners Association of Nigeria
- MDAs** - Ministries Departments and Agencies
- M&E** -Monitoring and Evaluation
- NARTO** - National Association of Road Transport Owners
- NAICOM** -National Insurance Commission
- NDL** - National Driver's Licence
- NURTW** - National Union of Road Transport Workers
- NIIMP** - National Integrated Infrastructure Master Plan
- NRSS** - Nigeria Road Safety Strategy
- NGOs** - Non Governmental Organisations
- NVIS** - National Vehicle Identification Scheme
- NSA** - National Security Adviser
- NBS** -National Bureau of Statistics
- NESREA** - National Environmental Standard

- Regulatory & Enforcement Agency
- NPC** - National Population Commission
- NDA** - Nigeria Defence Academy
- NEMA** - National Emergency Management Agency
- NNERS** - National Network For Emergency Response
- NMA** - Nigeria Medical Association
- NCWS** - National Council of Women Societies
- NULS** - National Uniform Licensing Scheme **NRSP**  
- Nigeria Road Safety Partnership
- PTD** - Petroleum Tanker Driver
- POC** - Proof of Ownership Certificate
- RSHQ** - Road Safety Headquarters
- RTEAN** - Road Transport Employers Association of  
Nigeria
- RTSSS** - Road Transport Safety Standardization  
Scheme
- RTC** - Road Traffic Crash **RSA**  
- Road Safety Audit
- SC** - Sector Commander
- SBIRS** - State Board of Internal Revenue Service
- SDGs** - Sustainable Development Goals
- SERVICOM** - Service Compact With All Nigerians
- TWG** - Technical Working Group **UC**  
- Unit Commander
- UN** - United Nations
- VIO** - Vehicle Inspection Officer

**ZCO** - Zonal Commanding Officer

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**APPENDIX O**

Federal Road Safety Corps, Nigeria

**SERVICOM**

Service Compact with All Nigerians



**FRSC SERVICOM WORK ETHICS**

Always be punctual, subject yourself to temperature check by the medics at the gate



Be guided by the concept of quality service delivery



Always wear your ID card while in the office premises



No malingering/loitering during office hours



Dress properly, correctly and responsibly including the use of facemask



Do not leave a file unattended for more than 48 hours



Attend to customers/clients politely and specify time for action to be taken while maintaining physical distancing



No Merchandise in the office/premises

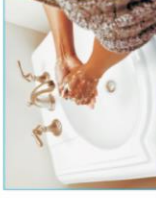




■ Process request from clients within the specified time while reasons for delay must be communicated



■ Maintain good personal hygiene



■ Maintain physical distancing while in the office



■ Clean your hands regularly and thoroughly with an alcohol-based hand rub or wash them with soap under running water



■ Handle all matters pertaining to ad-hoc and special assignments within the specified period



■ Keep convenience clean after use



■ Provide timely information that will guide the customers in all the Corps' operations/activities



■ Seek medical attention if you are sick with the following symptoms  
\* Fever  
\* Cough  
\* Difficulty in breathing etc.



■ Be courteous, professional and diligent



■ Do not leave the office before closing time



