



FEDERAL ROAD SAFETY CORPS

NATIONAL HEADQUARTERS,

ABUJA

FRSC STATISTICAL DIGEST

4th Quarter 2024



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Road Safety Insights For Future Generations

Leaving a safer road legacy for communities now and into the future; at a glance: More than 1.3 million people die each year on the world's roads, and another 20 to 50 million are seriously injured. Despite continued and increasing efforts in the past decade, road trauma rates have increased globally. In response to this, we undertook a series of primary and secondary research to develop our understanding of current challenges and limitations faced by road agencies across the globe to improve road safety.

Our research, which included policy reviews, transport professional surveys, case studies and in-depth interviews with senior transport agencies stakeholders and municipal governments, highlights three areas that can deliver the greatest improvement to road safety.

Report key findings

Across the world, the Vision Zero philosophy (that we should not just accept that people will die on our roads), and the Safe System approach to delivering road safety, have been adopted by almost all road agencies and local governments. This approach focuses on roads, vehicles, crash response and speed; not just driver behaviour.

In many places around the world, there are targets to halve the number of people killed on our roads by 2030, but we're not on the right trajectory to achieve this. With safety for all road users at the heart of our thinking, transportation policies, planning and design can help create equitable, accessible and sustainable mobility solutions for all. As stewards of the communities in which we live, work and play, we all have a responsibility to leave a safer road legacy for future generations.

Based on our research findings our report identified three areas that can deliver significant improvement to road safety:

- Speed management.
- Funding access and allocation.
- Political leadership and community support.

To make well-informed and timely decisions, data and technology are critical for enhancing road safety efforts across these three areas.

This report is relevant to policymakers, budget planners, and other stakeholders within transport authorities and local government. Understanding these insights will help inform broader decision-making processes and ensure that road safety objectives align with overall transportation and community aspirations.

It is our hope that the insights and case studies shared in this report can help support and empower agencies in making critical decisions about improving road safety and ultimately saving lives.

Behind every road safety statistic, there is a life altered, a family shattered, a community grieving. While the most severe outcomes are devastating, it's equally important to acknowledge the widespread impact of traffic-related injuries. Vigilant focus and commitment to improving road safety is not a lofty aspiration but an imperative, for everyone.

DCM Clement O Oladele. fdc
Deputy Corps Marshal
DCM Policy, Research and Statistics



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Table 1: Distribution Of FRSC Commands

S/N	ZONE	ZONAL CMDS	SECTOR CMDS	AREA CMDS	UNIT CMDS	OUTPOSTS	TOTAL FORMATIONS
1	RSHQ	0	0	1	1	0	2
2	RS1, Kaduna	1	4	36	16	10	67
2	RS2, Lagos	1	2	27	12	2	44
3	RS3, Yola	1	3	17	2	7	30
4	RS4, Jos	1	3	27	5	6	42
5	RS5, Benin	1	3	28	6	1	39
6	RS6, P/Harcourt	1	4	16	3	2	26
7	RS7, Gwarinpha	1	2	29	7	14	53
8	RS8, Ilorin	1	3	29	9	5	47
9	RS9, Enugu	1	4	20	1	2	28
10	RS10, Sokoto	1	3	19	3	1	27
11	RS11, Osogbo	1	3	35	6	7	52
12	RS12, Bauchi	1	3	19	0	4	27
TOTAL		12	37	303	71	61	484

Table 2: Total War on Critical offences

S/N	ZONE	TOTAL ARREST 3RD Q 2024	TOTAL ARREST 4TH Q 2024
1	RS1 Kaduna	1,919	1906
2	RS2 Lagos	2,417	1556
3	RS3 Yola	627	444
4	RS4 Jos	1,082	921
5	RS5 Benin	1,331	879
6	RS6 Port Harcourt	1,687	926
7	RS7 Abuja	2,920	1839
8	RS8	3,065	1758
9	RS9 Enugu	721	595
10	RS10 Sokoto	902	579
11	RS11 Osogbo	2,325	1537
12	RS12 Bauchi	998	707
TOTAL		19,994	13,647

Chart 1:Chart Illustrating War on Critical Offences

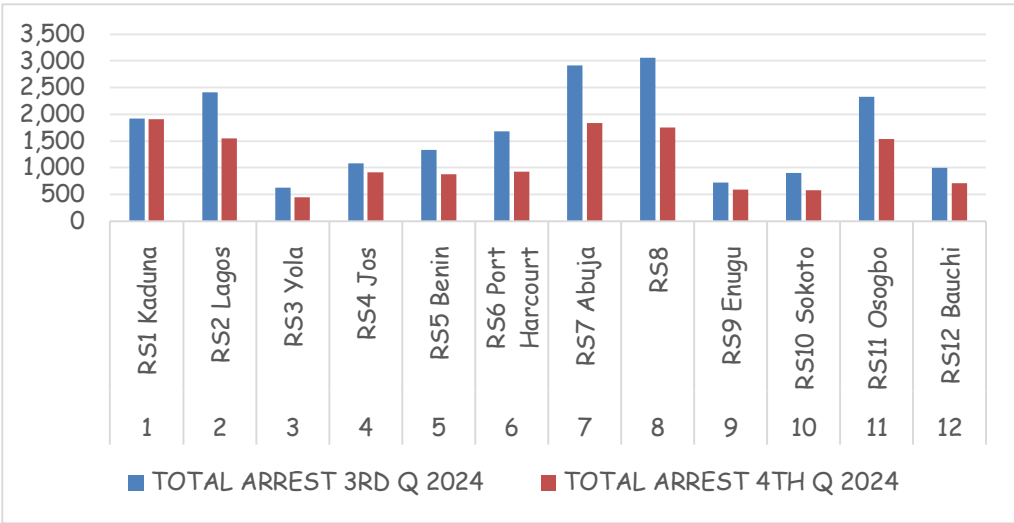
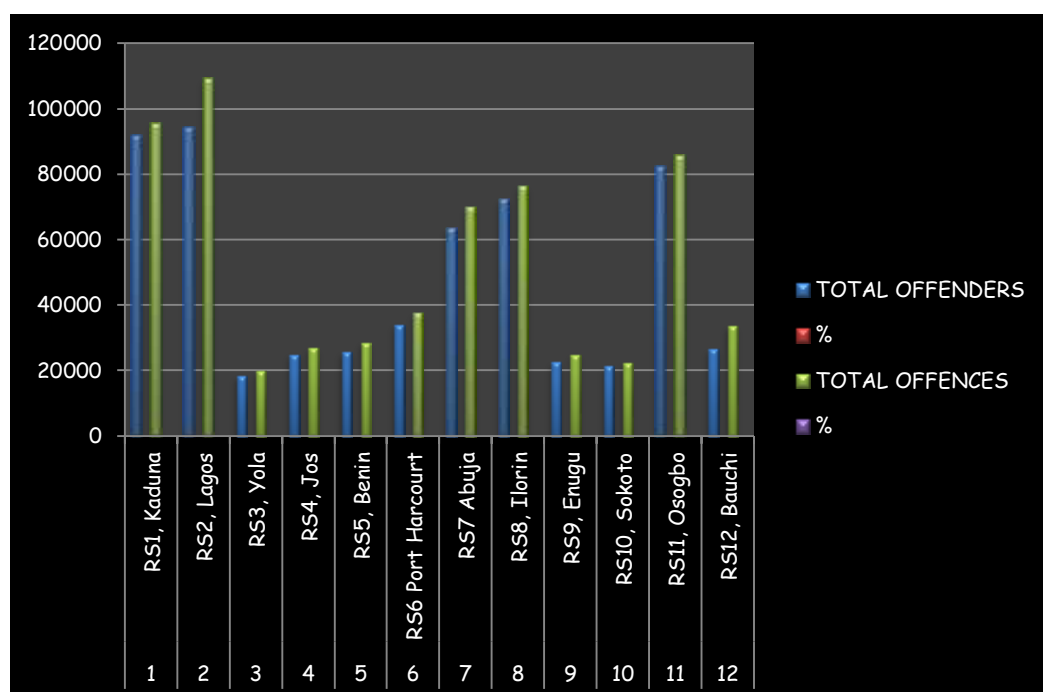


Table 3: SUMMARY OF OFFENDERS/OFFENCES

S/N	ZONE	TOTAL OFFENDERS	%	TOTAL OFFENCES	%
1	RS1, Kaduna	91596	16%	95393	15%
2	RS2, Lagos	94029	16%	109031	17%
3	RS3, Yola	18336	3%	19886	3%
4	RS4, Jos	24848	4%	26756	4%
5	RS5, Benin	25607	4%	28576	5%
6	RS6 Port Harcourt	33985	6%	37591	6%
7	RS7 Abuja	63502	11%	69941	11%
8	RS8, Ilorin	72391	13%	76404	12%
9	RS9, Enugu	22482	4%	24865	4%
10	RS10, Sokoto	21423	4%	22302	4%
11	RS11, Osogbo	82157	14%	85607	14%
12	RS12, Bauchi	26537	5%	33681	5%
	TOTAL	576,893	100%	630,033	100%

Chart 2: Chart Illustrating Offenders/Offences and Towco





Admin and Human Resources

Table 4: General Admin Activities

S/N	Activity/Programme	No Received	No Treated	No Outstanding
a	Application for Maternity leave.	50	50	0
b	Application for Permission to get Married	39	39	0
c	Application for Paternity leave.	4	4	0
d	Application for Change of Name	3	3	0
e	Application for Annual Leave	147	147	0
f	Application for Pilgrimage	3	3	0
g	Application for pass	18	18	0
h	Total incoming Mails	1324	1324	0
i	Total Outgoing Mails	1224	1224	0
j	NHF Passbook Update	115	115	0
k	NHF Deceased	6	6	0
l	Payment of NHF to Retirees	48	48	0
m	Total number of Corps Members	8	8	0
n	Total number of IT Students	1	1	0

Chart 3: Chart Illustrating General Admin Activities Treated

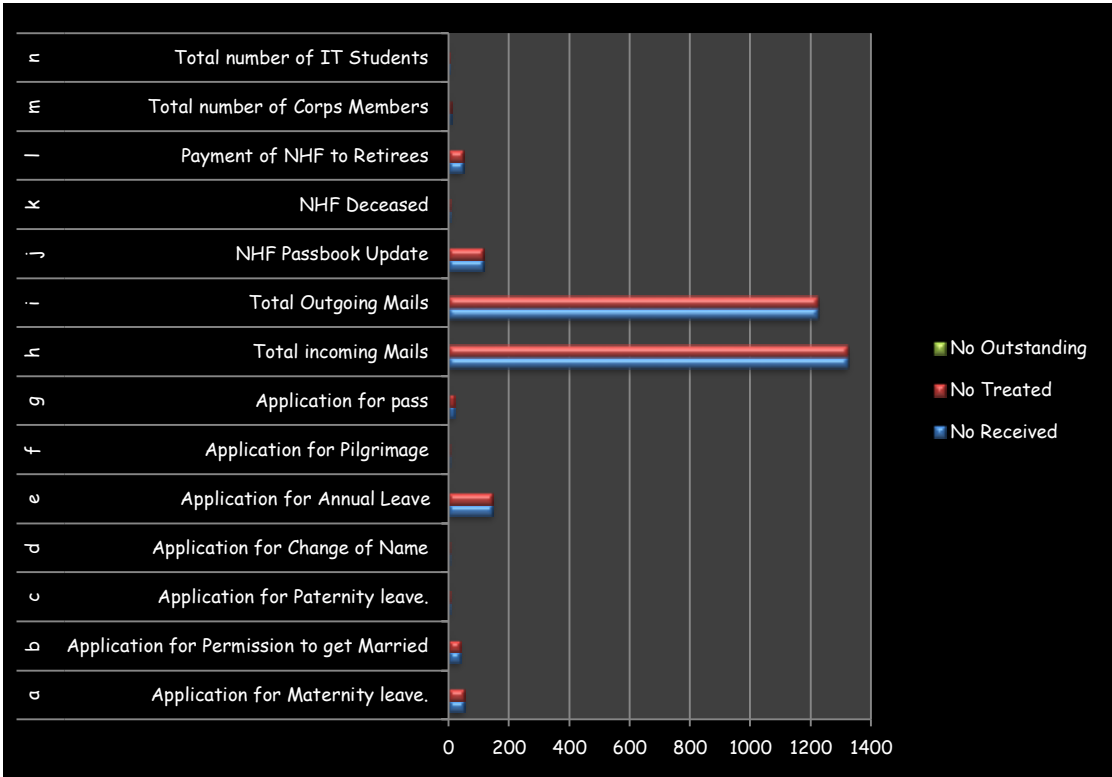
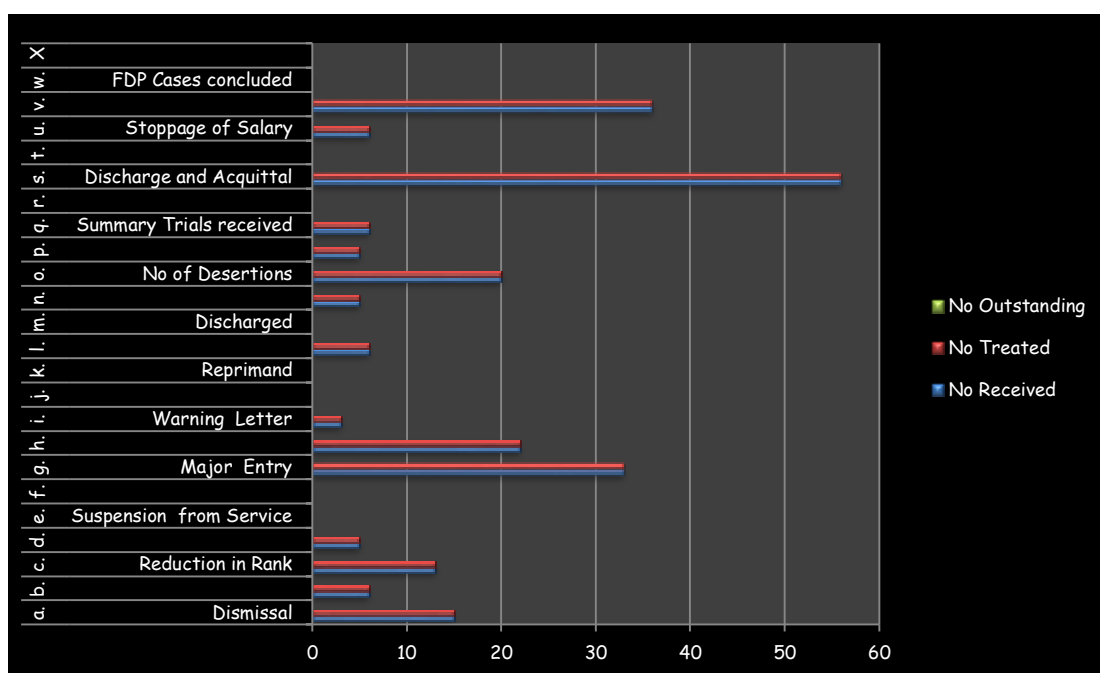


Table 5: Disciplinary Cases Treated

S/N	Activities/ Punishments	No Received	No Treated	No Outstanding
a.	Dismissal	15	15	0
b.	Termination of Appointment	6	6	0
c.	Reduction in Rank	13	13	0
d.	Loss of Seniority	5	5	0
e.	Suspension from Service	0	0	0
f.	Place on Interdiction	0	0	0
g.	Major Entry	33	33	0
h.	Severe Reprimand	22	22	0
i.	Warning Letter	3	3	0
j.	Minor Entry	0	0	0
k.	Reprimand	0	0	0
l.	Query	6	6	0
m.	Discharged	0	0	0
n.	Appeal	5	5	0
o.	No of Desertions	20	20	0
p.	FDP Cases received from CMDs	5	5	0
q.	Summary Trials received	6	6	0
r.	Review to CM	0	0	0
s.	Discharge and Acquittal	56	56	0
t.	Lifting of Interdiction	0	0	0
u.	Stoppage of Salary	6	6	0
v.	Reinstatement	36	36	0
w.	FDP Cases concluded	0	0	0
X	Number of FDP Sitting	0	0	0
	TOTAL	237	237	0

Chart 4: Chart Illustrating Disciplinary Cases Treated



Finance and Accounts Department

Table 6: Incoming Requests For Variation Of Staff Salaries (Officers)

INCOMING REQUESTS FOR VARIATION OF STAFF SALARIES (Officers)	NO. RECEIVED	NO. TREATED	ON-GOING
3rd Quarter 2024	73	73	0
4th Quarter 2024	311	311	0
Total	384	384	0

Chart 5: Chart Illustrating Requests For Variation Of Staff Salaries (Officers)

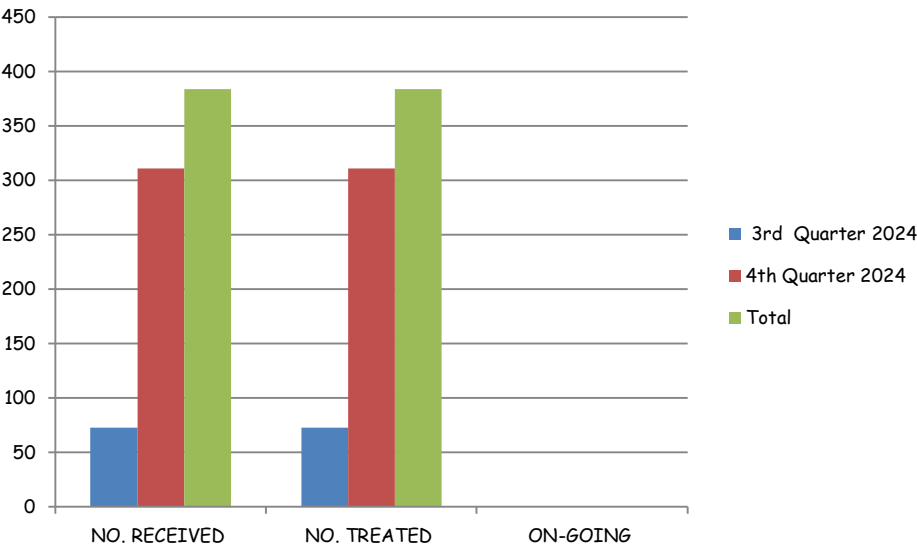


Table 7: Incoming Requests For Variation Of Staff Salaries (Marshals)

INCOMING REQUESTS FOR VARIATION OF STAFF SALARIES (Marshals)	NO. RECEIVED	NO. TREATED	ON-GOING
3rd Quarter 2024	323	323	0
4th Quarter 2024	225	225	0
Total	548	548	0

Chart 6: Incoming Requests For Variation Of Staff Salaries (Marshals)

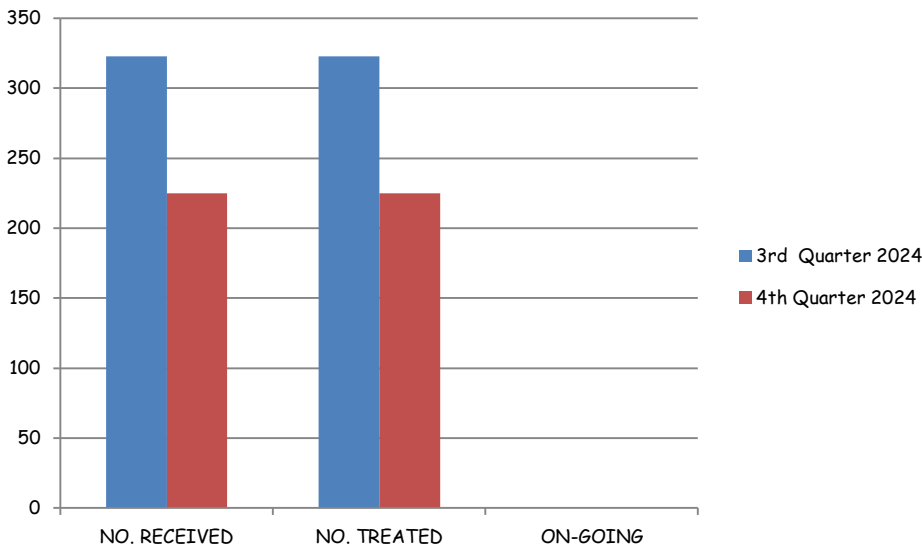
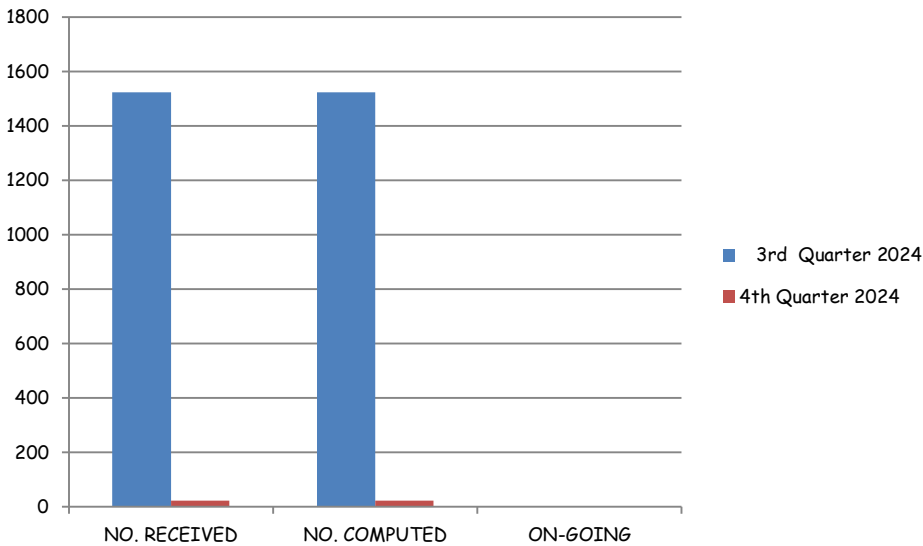




Table 8: Summary of Transfer Allowances Activities

TRANSFER ALLOWANCE COMPUTATION	NO. RECEIVED	NO. COMPUTED	ON-GOING
3rd Quarter 2024	1525	1525	0
4th Quarter 2024	24	24	0
Total	1549	1549	0

Chart 7: Summary of Transfer Allowances Activities





Motor Vehicle Administration

Table 9: Showing the comparative analysis of Number Plates Produced between 3rd Quarter, 2024 and 4th Quarter, 2024

Table 9: Showing the comparative analysis of Number Plates Produced between 3rd Quarter, 2024 and 4th Quarter, 2024				
S/N	Category	3rd Quarter, 2024	4th Quarter, 2024	DIFFERENCE
1	Government Motor Vehicle	3,195	1177	2018
2	Government Articulated	0	0	0
3	Private Motor Vehicle	73,029	76375	3346
4	Commercial Motor Vehicle	24,315	44139	19824
5	Articulated	0	0	0
6	Fancy	281	239	42
7	Out of Series	50	25	25
8	Military/Paramilitary	2	0	2
9	FG	298	497	199
10	Diplomatic	0	0	0
	Rep	0	25	25
	Comp	138	14	124
11	Dealer	639	1060	421
	Sub Total	101,947	123,551	21604
Motorcycle				
1	Government Motor Cycle	349	146	203
2	Private Motor Cycle	10,384	4846	5538
3	Commercial Motor Cycle	12,187	4369	7818
4	Military/Paramilitary Motor Cycle	0	0	0
5	Fancy	18	11	7
6	FG	6	0	6
7	Dealer	0	0	0
	Sub Total	22,944	9372	13572
Reprint (NULS, Lagos)				
1	Motor Vehicle	13	8	5
2	Motor Cycle	0	3	3
	Sub Total	13	11	2
Total Production				
a	Motor Vehicle	101,947	123551	21604
b	Motorcycle	22,944	9372	13572
c	Reprint	13	11	2
	Grand Total	124,904	132934	8030

Table 10: Table Showing National Drivers License (NDL) 2nd Quarter 2024 & 3rd Quarter 2024 Comparative Analysis

TABLE 10 :3RD QUARTER 2024 & 4TH QUARTER 2024 COMPARATIVE ANALYSIS OF NDL PRODUCTION.					
S/N	STATE	3RD QUARTER 2024	4TH QUARTER 2024	DIFFERENCE	%
1	ABIA	5,123	15703	-10,580	6%
2	ADAMAWA	1,053	5020	-3,967	2%
3	AKWA-IBOM	5,304	7939	-2,635	1%
4	ANAMBRA	8,606	10437	-1,831	1%
5	BAUCHI	2,049	4308	-2,259	1%
6	BAYELSA	1,565	2701	-1,136	1%
7	BENUE	2,067	4292	-2,225	1%
8	BORNO	2,543	2252	291	0%
9	CROSS RIVER	3,713	6277	-2,564	1%
10	DELTA	15,036	23150	-8,114	5%
11	EBONYI	197	4232	-4,035	2%
12	EDO	8,685	14414	-5,729	3%
13	EKITI	1,991	2118	-127	0%
14	ENUGU	2,754	7766	-5,012	3%
15	FCT	16,423	29233	-12,810	7%
16	GOMBE	3,753	7736	-3,983	2%
17	IMO	2,219	2025	194	0%
18	JIGAWA	685	3435	-2,750	2%
19	KADUNA	5,726	12087	-6,361	4%
20	KANO	9,753	16682	-6,929	4%
21	KATSINA	1,537	4814	-3,277	2%
22	KEBBI	838	2192	-1,354	1%
23	KOGI	1,825	4486	-2,661	2%
24	KWARA	6,331	8334	-2,003	1%
25	LAGOS	58,885	89448	-30,563	17%
26	NASARAWA	2,506	5031	-2,525	1%
27	NIGER	1,935	5072	-3,137	2%
28	OGUN	9,603	23683	-14,080	8%
29	ONDO	7,354	10699	-3,345	2%
30	OSUN	2,413	6826	-4,413	3%
31	OYO	8,678	19077	-10,399	6%
32	PLATEAU	7,630	10392	-2,762	2%
33	RIVERS	13,375	17278	-3,903	2%
34	SOKOTO	940	4474	-3,534	2%
35	TARABA	596	3013	-2,417	1%
36	YOBE	295	1358	-1,063	1%
37	ZAMFARA	331	2268	-1,937	1%
TOTAL		224,317	400,292	-175,975	100%

Chart 8: National Driver License production

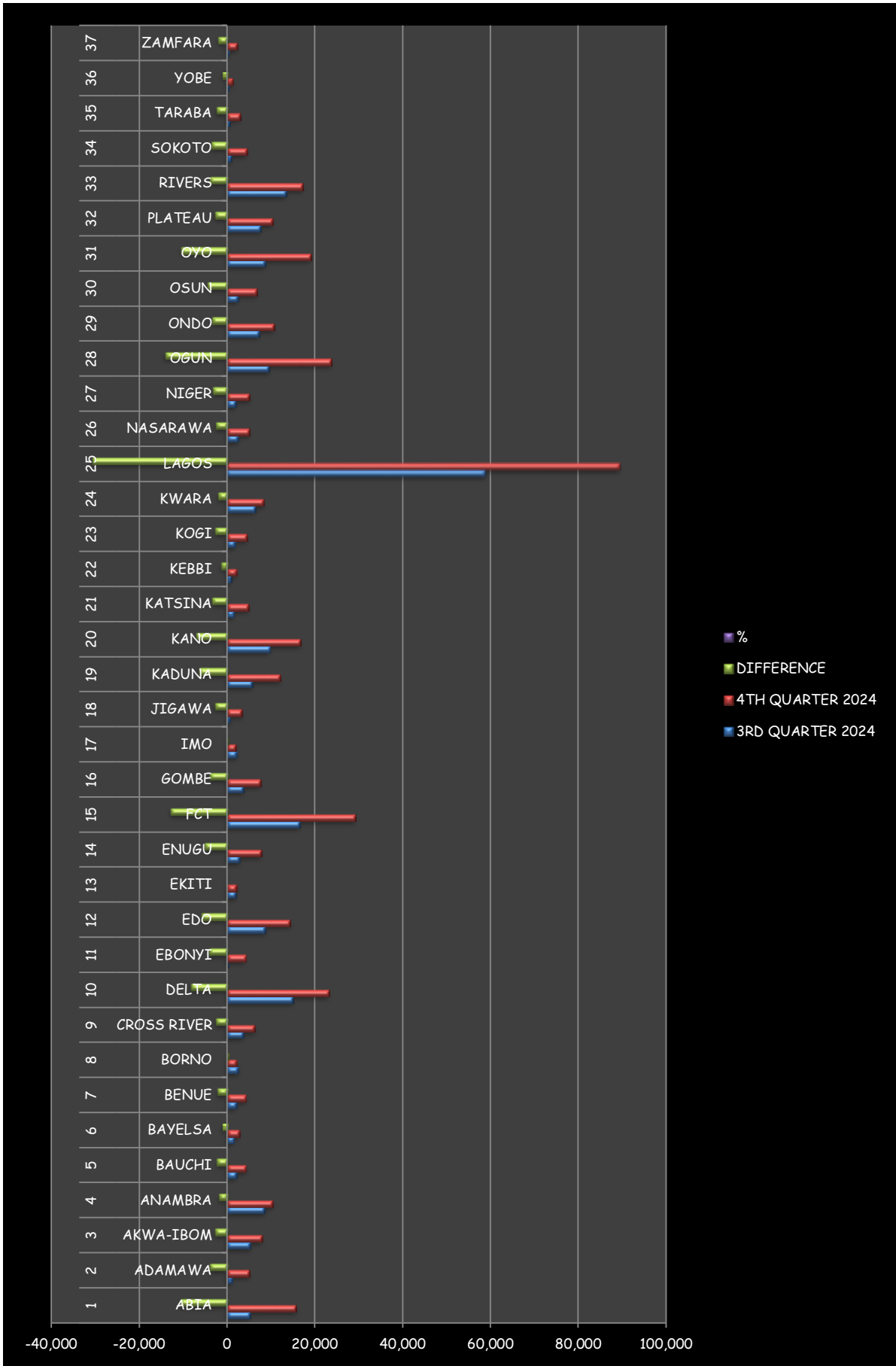
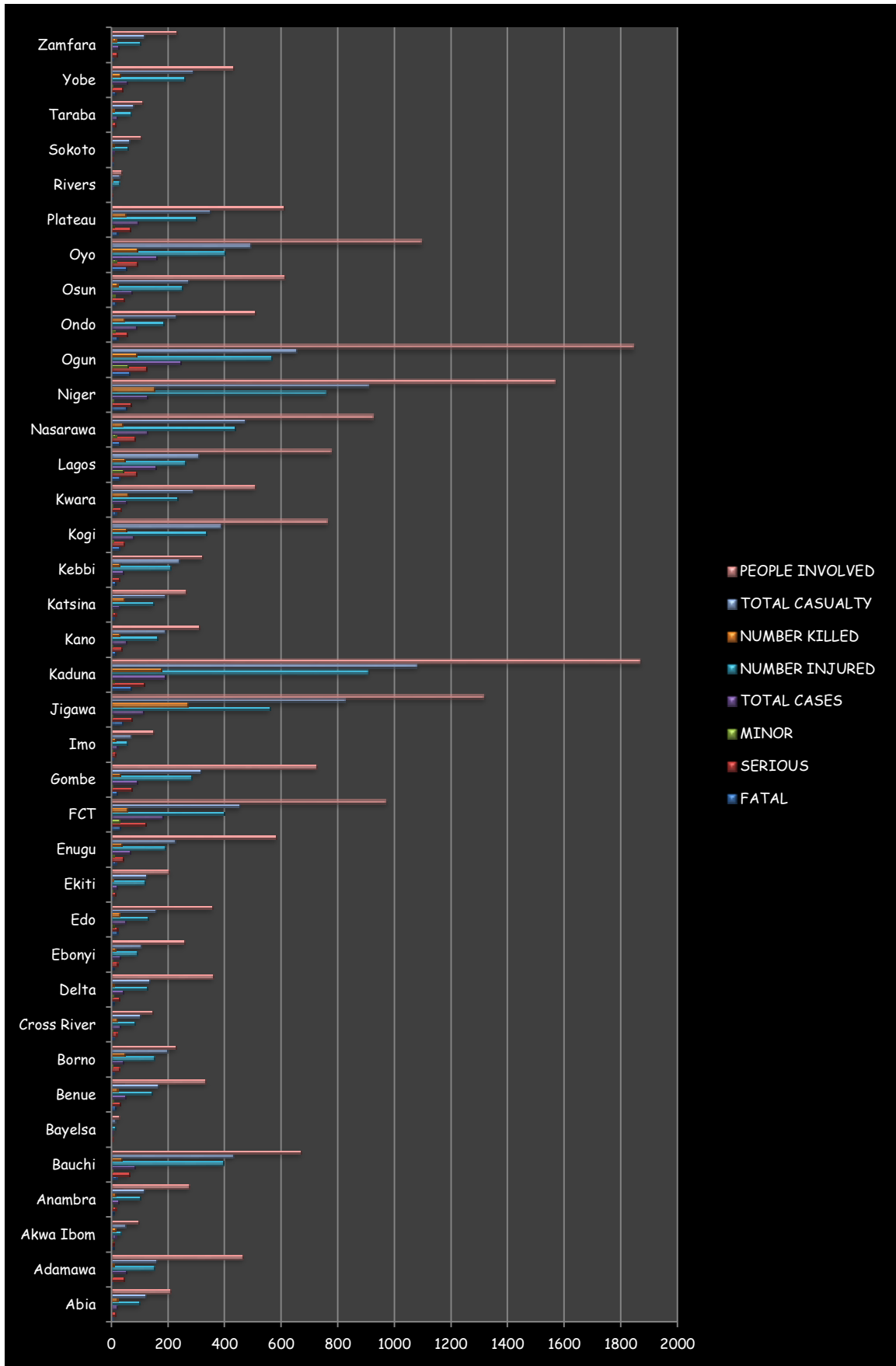


Table 11: RTC Cases on State Basis

STATE	FATAL	SERIOUS	MINOR	TOTAL CASES	NUMBER INJURED	NUMBER KILLED	TOTAL CASUALTY	PEOPLE INVOLVED
Abia	5	15	0	20	99	22	121	208
Adamawa	4	45	4	53	150	8	158	465
Akwa Ibom	7	8	2	17	34	15	49	95
Anambra	7	17	1	25	103	12	115	274
Bauchi	18	62	3	83	395	36	431	670
Bayelsa	0	5	0	5	13	0	13	26
Benue	13	31	5	49	143	22	165	333
Borno	9	28	3	40	150	47	197	227
Cross River	10	18	2	30	81	19	100	145
Delta	7	27	6	40	126	8	134	359
Ebonyi	8	21	2	31	90	15	105	258
Edo	21	21	7	49	129	28	157	357
Ekiti	4	14	2	20	118	6	124	205
Enugu	16	40	9	65	190	36	226	582
FCT	31	121	29	181	397	55	452	973
Gombe	19	72	1	92	284	31	315	725
Imo	6	14	1	21	55	12	67	148
Jigawa	38	73	2	113	559	269	828	1319
Kaduna	68	116	7	191	909	174	1083	1871
Kano	14	36	2	52	162	26	188	312
Katsina	10	17	1	28	148	42	190	264
Kebbi	13	27	0	40	210	26	239	322
Kogi	28	44	6	78	336	51	387	765
Kwara	17	33	4	54	233	56	289	507
Lagos	29	86	41	156	260	46	306	780
Nasarawa	27	83	17	127	436	37	473	928
Niger	52	69	6	127	760	152	912	1570
Ogun	62	124	57	243	566	87	653	1849
Ondo	21	55	11	87	185	44	229	506
Osun	15	45	11	71	250	22	272	612
Oyo	53	92	16	161	401	90	491	1097
Plateau	21	66	7	94	300	49	349	610
Rivers	2	4	0	6	26	3	29	35
Sokoto	5	5	0	10	57	7	64	104
Taraba	4	15	1	20	67	10	77	109
Yobe	14	38	3	55	259	30	289	431
Zamfara	5	20	0	25	100	17	117	231
TOTAL	683	1607	269	2559	8781	1610	10394	20272



Chart 9: Road Traffic Crashes (RTC) Cases on State Basis



Special Duties and External Relations

Table 12: Partnership Analysis of Government Agencies and NGO

ZONES	COMMAND	GOVT AGENCIES	NGOs	CORPORATE ORGs	TOTAL
RS HQ ABUJA	RS HQ ABUJA	42	103	16	161
RS 1 KADUNA	RS1.1 KADUNA	16	10	12	38
	RS1.2 KANO	15	1	6	22
	RS1.3 KATSINA	4	1	15	20
	RS1.4 JIGAWA	22	6	3	31
RS 2 LAGOS	RS2.1 LAGOS	10	7	22	39
	RS2.2 OGUN	24	0	40	64
RS 3 YOLA	RS3.1 ADAMAWA	64	3	6	73
	RS3.2 GOMBE	21	0	7	28
	RS3.3 TARABA	9	0	5	14
RS 4 JOS	RS4.1 PLATEAU	12	0	14	26
	RS4.2 BENUE	17	1	5	23
	RS4.3 NASSARAWA	10	0	4	14
RS 5 BENIN	RS5.1 EDO	10	0	11	21
	RS5.2 DELTA	11	0	6	17
	RS5.3 ANAMBRA	7	0	68	75
RS 6 P/H	RS6.1 RIVER	21	3	14	38
	RS6.2 C/RIVER	3	0	7	10
	RS6.3 A/IBOM	11	1	7	19
	RS6.4 BAYELSA	22	4	0	26
RS 7 ABUJA	RS7.1 FCT	18	8	14	40
	RS7.2 NIGER	11	10	10	31
RS 8 ILORIN	RS8.1 KWARA	3	11	8	22
	RS8.2 EKITI	25	4	7	36
	RS8.3 KOGI	13	18	5	36
RS 9 ENUGU	RS9.1 ENUGU	0	0	0	0
	RS9.2 EBONYI	5	0	3	8
	RS9.3 ABIA	7	0	6	13
	RS9.4 IMO	11	0	11	22
RS 10 SOKOTO	RS10.1 SOKOTO	2	2	2	6
	RS10.2 KEBBI	11	3	3	17
	RS10.3 ZAMFARA	65	8	14	87
RS 11 OSOGBO	RS11.1 OSUN	6	1	4	11
	RS11.2 ONDO	8	1	8	17
	RS11.3 OYO	6	0	47	53
RS 12 BAUCHI	RS12.1 BAUCHI	5	0	3	8
	RS12.2 BORNO	11	0	8	19
	RS12.3 YOBE	0	0	0	0
TOTAL		558	206	421	1185



Chart 10: Partnership Analysis of Government Agencies and NGO

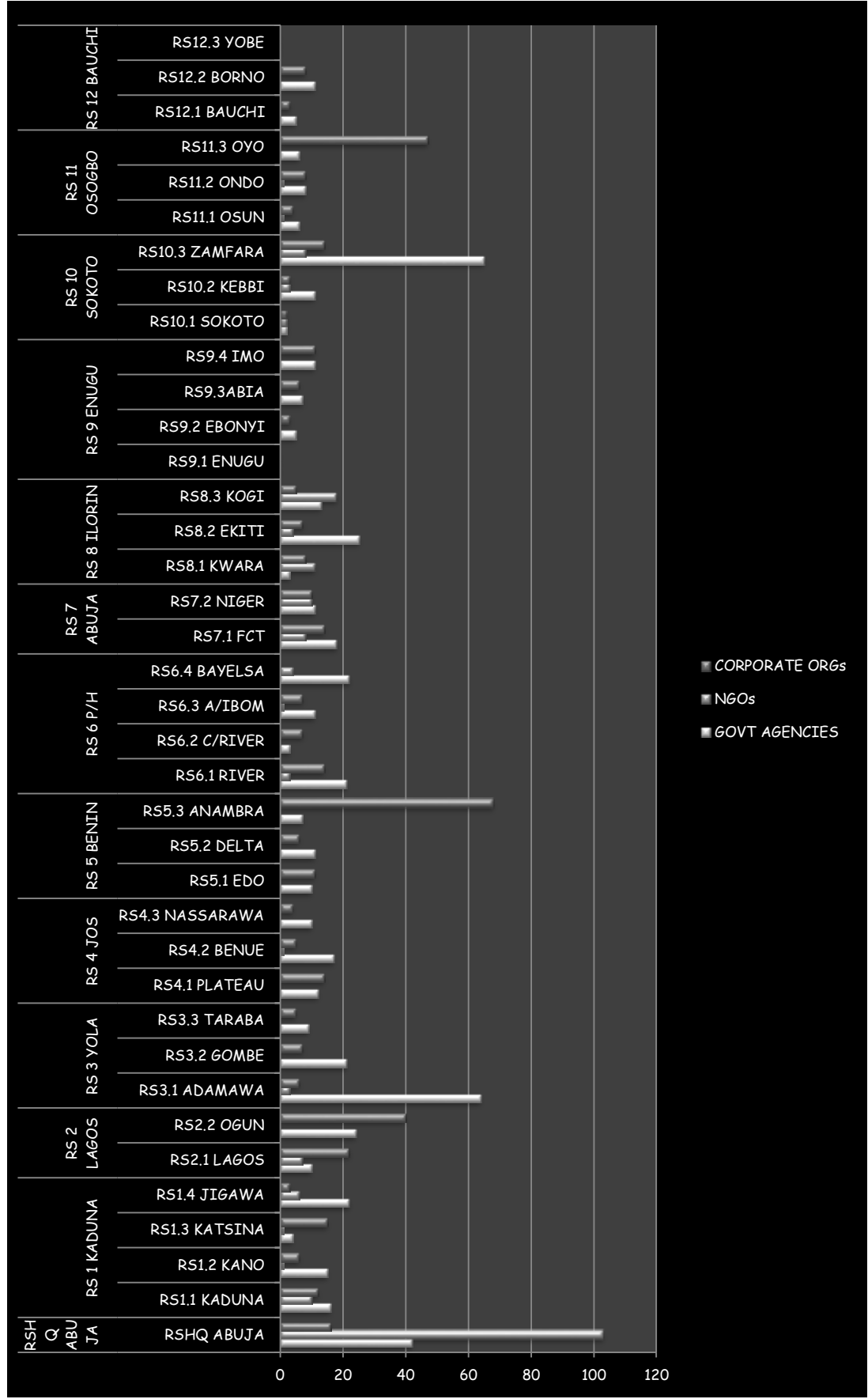


Table 13: Summary Of Activities Of National Community Post Crash Care Initiative (NCPCCI) by Volunteers For 4th Quarter 2024

2024	NO.OF RESCUE CARRIED OUT	MEETINGS (MAX 27)	ATTENDANCE (MAX 540)	TRAINING (MAX 27)
OCTOBER	30	9	68	9
NOVEMBER	11	7	49	9
DECEMBER	10	5	9	7
TOTAL	51	21	126	25

Chart 11 : NCPCCI Activities for 4th Quarter 2024

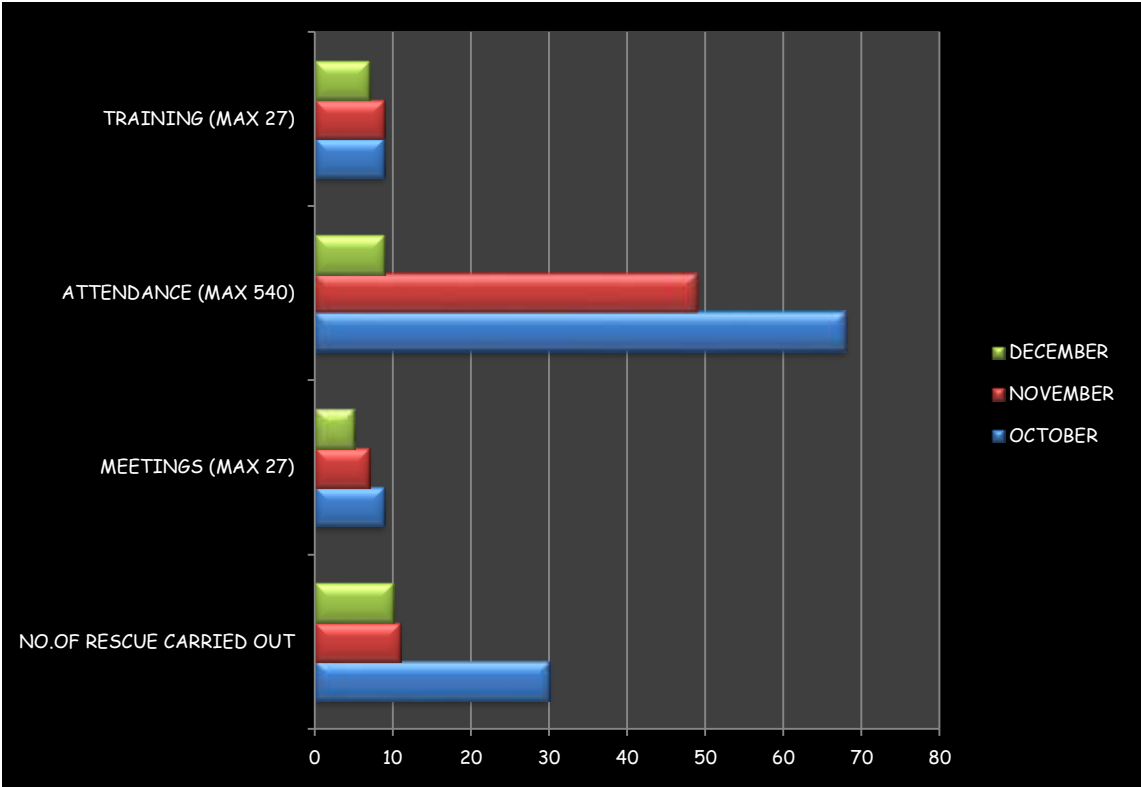


Table 14: NUMBER OF STAFF ON SPONSORSHIP

S/N		NO OF STAFF ON SPONSORSHIP
1.	No of staff on sponsorship (Foreign)	04
2.	No of staff on self-sponsorship (Foreign)	03
3.	No of staff on sponsorship (Local)	0
4	No of staff given permission for further studies	500
5	No of staff given final approval for further studies 2024	320
	TOTAL	827

Table 15: NUMBER OF DRIVING SCHOOLS ACCREDITED

S/N	MONTH	NUMBER OF SCHOOLS
1.	OCTOBER	0
2.	NOVEMBER	1
3.	DECEMBER	1
TOTAL = 2		

Table 16: NUMBER OF ENROLLED TRAINEES

S/N	MONTHS	NUMBER OF ENROLLED TRAINEES
1	OCTOBER	61,376
2	NOVEMBER	54,621
3	DECEMBER	49,011
TOTAL =		165,008

Table 17: NUMBER OF GRADUATED TRAINEES

S/N	MONTHS	NUMBER OF GRADUATED TRAINEE
1	OCTOBER	65,769
2.	NOVEMBER	44,257
3.	DECEMBER	42,249
TOTAL = 164,771		



SUMMARY OF 4TH QUARTER 2024 ANALYSIS

No of Staff on Sponsorship (local/Foreign).....	7
No of Staff Trained on Virtual and Physical (Local).....	528
No of Staff given final approval for Further Studies	320
No of Driving School Registered.....	4
No of Driving School Accredited	2
No of Trainee drivers enrolled	165,008
No of Trainee drivers Graduated.....	152,275
No of Riders/Drivers Trained By FRSC	1181
No of Drivers Trained By Field Command.....	1181

TECHNICAL SERVICES DEPARTMENT

Table 18: Number of FRSC Vehicles

Purpose	Field	RSHQ	Total
Patrol	696	49	745
Admin	66	97	163
Ambulances	127	15	142
Tow Trucks	47	1	48
Total	936	162	1098

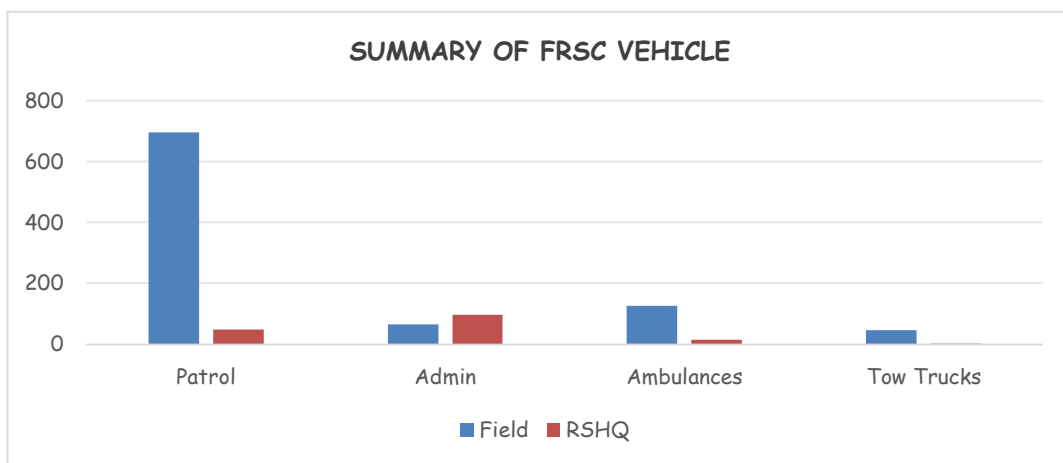


Table 19: Summary of FRSC Bikes

Field Commands	RSHQ	Total
93	32	125

FRSC ESTATES

Residential and office accommodation rented	-	92
Residential accommodation purchased	-	19
Government allocation offices	-	230
Built Offices	-	24



Corps Legal Office

Table 20: Summary of Activities

S/N	SUBJECT MATTER	3rd Quarter 2024	4TH Quarter 2024
a.	Number of Mobile Court sessions conducted within the quarter	24	54
b	Number of Offenders Prosecuted Number of Offenders convicted Number of Offenders Acquitted	758 568 43	2436 2049 117
c.	Number of Civil cases pending in regular Courts	130	58
d.	Number of cases won/ lost in regular courts	1 Civil case was lost	4 Civil Cases Lost 4 Civil Cases Won
e.	Number of Criminal cases prosecuted by the Corps	62	52
f.	Number of Civil cases on Appeal	68	13
g	Number of cases settled via ADR	4	0
h	Number of Commands that conducted auction in the quarter under review.	1	2
i	Number of MOUs, Tenancy Agreements and other Consultancy agreements prepared and executed.	44 Prepared 38 Executed (Including Old & New)	43 Prepared 38 Executed (including old & new)

Corps Medical and Rescue Office

Table 21: Patients Attended to by FRSC Hospitals and Roadside Clinics Nationwide

S/N	COMMAND	SUMMARY OF RTC PATIENTS	SUMMARY OF NON RTC PATIENTS
1	RS1.16 KAKAU	21	43
2	RS1.17/BYERO	57	111
3	RS1.25 CHIROMAWA	15	111
4	RS1.33 KOZA	3	95
5	RS1.34 Malfashi	6	114
6	RS2.2 ITORI	2	73
7	RS2.25 SGM	13	59
8	RS3.13 GIREI	6	117
9	RS4.13 H/KIBO	1	57
10	RS4.23 K/ALA	7	80
11	RS4.24 ALIADE	2	148
12	RS4.3 SHABU	8	76
13	RS5.12OLUKU	3	196
14	RS5.23 I/UKU	1	34
15	RS5.33 NTEJE	4	194
16	RS6.14 BORI	150	121
17	RS7.12 ABAJI	5	127
18	RS7.21 MOKWA	2	135
19	RS8.11 B/SAADU	2	78
20	RS8.12 OMU ARAN	7	418
21	RS8.15 OLOORU	16	106
22	RS8.34 ZARIAGI	6	78
23	RS9.32 KM 78 ABA	10	160
24	RS9.12 9TH MILE	2	227
25	RS10.31 T. MAFARA	44	197
26	RS11.12 ILESHA	18	238
27	RS11.13 I/IJESHA	18	138
28	RS12.25 MAINOK	16	122
29	RS12.13 ALKALERI	10	86
	Total	453	3739



Chart 12: RTC Cases and Medical Cases Chart illustrating Summary of Patients Attended to

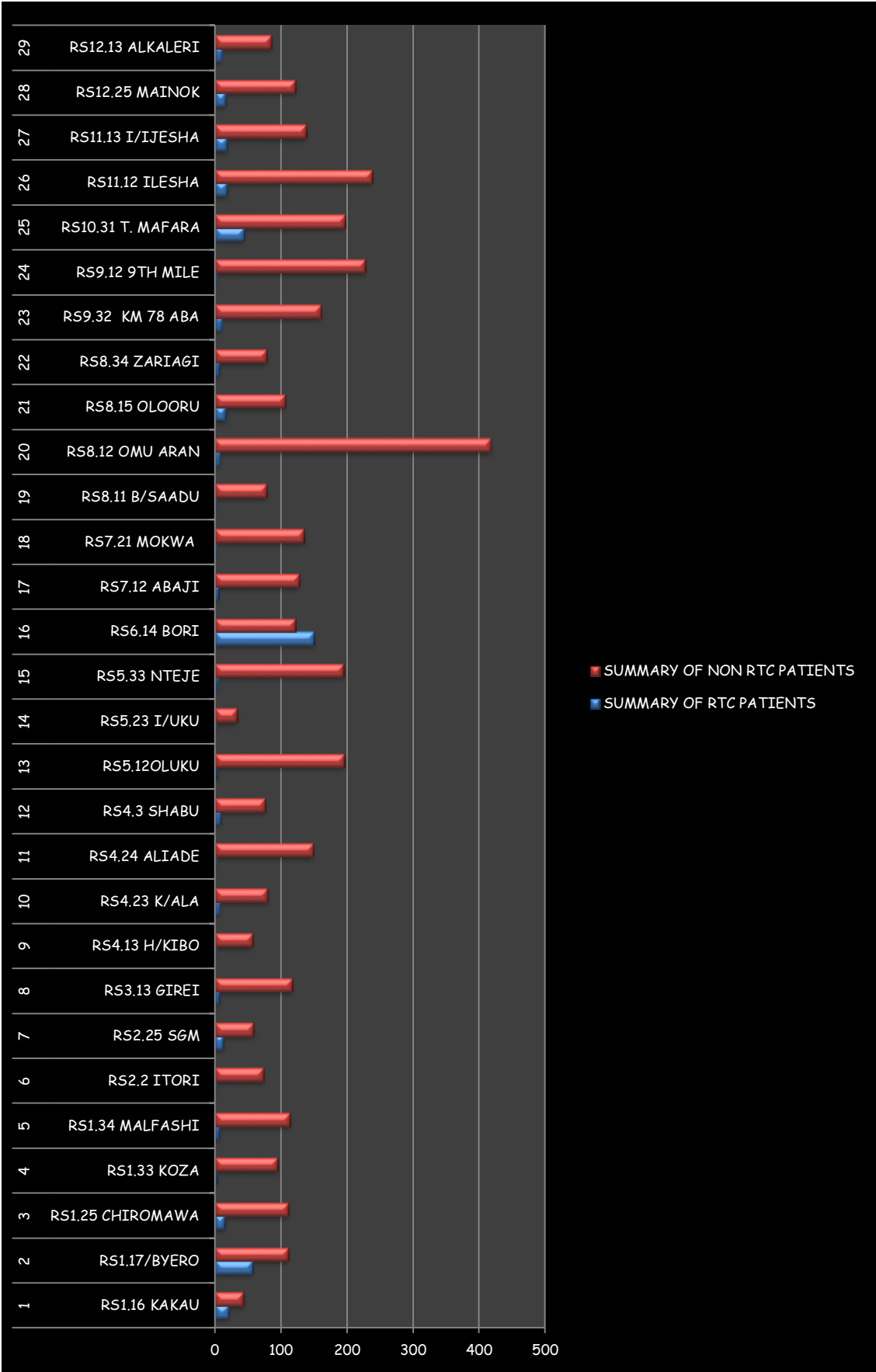


Table 22:STATUS OF AMBULANCES IN FIELD COMMANDS AS AT 10TH OCTOBER 2024

S/N	CODE	COMMANDS	REG. NO	VEH. TYPE
1	RS1.1 KADUNA SECTOR	A01 57 RS	PGT 504 S/W	FUNCTIONAL
2	RS 1.1 KADUNA SECTOR	C01 204 RS	NISSAN URVAN	FUNCTIONAL
3	RS1.16 KAKAU UNIT	A01 73 RS	PGT EXPERT	NOT - FUNCTIONAL
4	RS1.17 BIRNIN YERO	A01 75 RS	PGT EXPERT	FUNCTIONAL
5	RS1.111 TASHAN-YARI UNIT	A01 890 RS	PGT EXPERT	NOT - FUNCTIONAL
6	RS 1.2 KANO SECTOR	C01 209 RS	NISSAN URVAN	FUNCTIONAL
7	RS1.2 KANO SECTOR	A01 90 RS	PGT EXPERT	NOT - FUNCTIONAL
8	RS 1.3 KATSINA SECTOR	C01 205 RS	NISSAN URVAN	FUNCTIONAL
9	RS1.3 KATSINA SECTOR	A01 705 RS	PGT EXPERT TEPEE	FUNCTIONAL
10	RS 1.32 DAURA UNIT	C01 364 RS	FOTON VIEW	FUNCTIONAL
11	RS1.32 DAURA UNIT	A01 891 RS	PGT EXPERT TEPEE	FUNCTIONAL
12	RS 1.4 JIGAWA SECTOR	C01 206 RS	NISSAN URVAN	FUNCTIONAL
13	BIRNIN KUDU OUTPOST JIGAWA	A01 892 RS	PGT EXPERT	FUNCTIONAL
14	RS2.1 LAGOS SECTOR	A01 513 RS	NISSAN URVAN	FUNCTIONAL
15	RS 2.1 LAGOS SECTOR	C01 203 RS	NISSAN URVAN	FUNCTIONAL
16	RS2.17 OJOTA UNIT	A01 133 RS	PGT EXPERT TEPEE	FUNCTIONAL
17	RS 2.2 OGUN SECTOR	C01 202 RS	NISSAN URVAN	FUNCTIONAL
18	RS2.22 OTTA UNIT	A01 893 RS	PGT EXPERT TEPEE	FUNCTIONAL
19	RS2.23 MOWE UNIT	A01 83 RS	FORD E-350	FUNCTIONAL
20	RS2.24 OGERE UNIT	A01 98 RS	FORD TRANSIT	NOT - FUNCTIONAL
21	RS2.25 SAGAMU	A01 854 RS	NISSAN URVAN	FUNCTIONAL
22	RS 3.1 ADAMAWA SECTOR	C01 208 RS	NISSAN URVAN	FUNCTIONAL
23	RS3.13 GIREI UNIT	A01 894 RS	PGT EXPERT TEPEE	FUNCTIONAL
24	RS3.2 GOMBE SECTOR	A01 34 RS	TYT HIACE	FUNCTIONAL
25	RS 3.3 TARABA SECTOR	C01 207 RS	NISSAN URVAN	FUNCTIONAL
26	RS3.32 MUTUMBIYU	A01 895 RS	PGT EXPERT TEPEE	FUNCTIONAL
27	RS 4.1 PLATEAU SECTOR	C01 210 RS	NISSAN URVAN	NON - FUNCTIONAL
28	RS4.13 HAWANKIBO UNIT	A01 243 RS	PGT EXPERT	NOT - FUNCTIONAL
29	RS4.14 BUKURU UNIT	A01 634 RS	FORD	NOT-FUNCTIONAL
30	RS 4.2 BENUE SECTOR	C01 211 RS	NISSAN URVAN	FUNCTIONAL
31	RS4.22 OTUKPO UNIT	A01 896 RS	PGT EXPERT TEPEE	FUNCTIONAL
32	RS 4.3 NASARWA SECTOR	A01 975 RS	MAZDA	NOT-FUNCTIONAL
33	RS 4.31 AKWANGA UNIT	C01 371 RS	FOTON VIEW	FUNCTIONAL
34	RS4.34 GARAKU	A01 898 RS	PGT EXPERT TEPEE	FUNCTIONAL
35	RS5.1 EDO SECTOR	A01 909 RS	PGT EXPERT TEPEE	NOT-FUNCTIONAL
36	RS 5.1 EDO SECTOR	C01 372 RS	FOTON VIEW	FUNCTIONAL
37	RS5.12 BENIN TOLL GATE UNIT	A01 275 RS	PGT EXPERT TEPEE	NOT-FUNCTIONAL
37	RS5.2 DELTA SECTOR	A01 283 RS	TYT HIACE	FUNCTIONAL
39	" "	A01 284 RS	TYT HIACE	FUNCTIONAL
40	RS 5.2 DELTA SECTOR	C01 373 RS	FOTON VIEW	FUNCTIONAL
41	RS5.23 ISELE-UKU UNIT	A01 291 RS	TYT HIACE	FUNCTIONAL
42	RS5.3 ANAMBRA SECTOR	A01 709 RS	CHEVROLET	FUNCTIONAL
43	RS 5.3 ANAMBRA SECTOR	C01 374 RS	FOTON VIEW	FUNCTIONAL
44	RS5.33 NTEJE UNIT	A01 300 RS	FORD E-350	NOT-FUNCTIONAL
45	RS6.1 RIVERS SECTOR	A01 911 RS	PGT EXPERT TEPEE	NOT-FUNCTIONAL
46	RS 6.13 ISIOKPO	A01 318 RS	PGT EXPERT TEPEE	FUNCTIONAL
47	RS6.2 CROSS RIVER SECTOR	C01 375 RS	FOTON VIEW	FUNCTIONAL
48	RS6.3 A/IBOM SECTOR	A01 333 RS	TYT HIACE	FUNCTIONAL
49	RS6.32 IKOT EKPENE UNIT	A01 338 RS	TYT HIACE	FUNCTIONAL
50	RS6.4 BAYELSA SECTOR	A01 351 RS	TYT HIACE	FUNCTIONAL
51	RS 6.4 BAYELSA SECTOR	C01 221 RS	FOTON VIEW	FUNCTIONAL
52	RS 7.1 FCT SECTOR	C01 222 RS	FOTON VIEW	FUNCTIONAL
53	RS7.2 NIGER SECTOR	A01 467 RS	NISSAN URVAN	FUNCTIONAL
54	RS 8.1 AJASE-IPO KWARA	C01 230 RS	FOTON VIEW	FUNCTIONAL
55	RS8.11 BODE SAADU UNIT	A01 914 RS	PGT EXPERT TEPEE	FUNCTIONAL



56	RS8.12 OMU-ARAN UNIT	A01 907 RS	P6T EXPERT TEPEE	FUNCTIONAL
57	RS8.22 OMUO-OKE-EKITI UNIT	A01 379 RS	P6T EXPERT TEPEE	FUNCTIONAL
58	RS8.34 ZARIAGI UNIT	A01 381 RS	FORD TRANSIT	NOT-FUNCTIONAL
59	RS 9.2 EBONYI SECTOR	A01 163 RS	NISSAN URVAN	FUNCTIONAL
60	RS9.3 ABIA SECTOR	A01 905 RS	P6T EXPERT TEPEE	FUNCTIONAL
61	RS9.31 ABA UNIT	A01 433 RS	P6T EXPERT TEPEE	NOT-FUNCTIONAL
62	RS9.4 OWERRI	AOI 441 RS	P6T EXPERT TEPEE	NOT- FUNCTIONAL
63	FRSC ACADEMY	A01 999 RS	NISSAN	FUNCTIONAL
64	FRSC ACADEMY	A01 40 RS	FORD	NOT-FUNCTIONAL
65	RS10.1 SOKOTO SECTOR	A01 912 RS	P6T EXPERT TEPEE	NOT-FUNCTIONAL
66	ZONE RS10.11 ISA UNIT	A01 455 RS	P6T EXPERT	NOT-FUNCTIONAL
67	RS10.2 KEBBI SECTOR	A01 464 RS	TYT HIACE	NOT-FUNCTIONAL
68	RS 10.2 KEBBI SECTOR	C01 223 RS	FOTON VIEW	FUNCTIONAL
69	RS10.3 ZAMFARA SECTOR	A01 908 RS	P6T EXPERT	FUNCTIONAL
70	RS10.31 TALATAMAFARA UNIT	A01 478 RS	TOYOTA HIACE	FUNCTIONAL
71	RS11.1 OSUN SECTOR	A01 486 RS	TYT HIACE	FUNCTIONAL
72	RS11.16 GBONGAN	A01 499 RS	TYT HIACE	FUNCTIONAL
73	RS 11.2 AKURE	A01 593 RS	P6T EXPERT	FUNCTIONAL
74	RS11.21 ORE UNIT	A01 506 RS	TYT HIACE	FUNCTIONAL
75	RS 11.3 OYO SECTOR	C01 224 RS	FOTON VIEW	FUNCTIONAL
76	RS11.32 OLUYOLE	A01 526 RS	FORD	NOT-FUNCTIONAL
77	RS11.32 OLUYOLE	A01 894 RS	TYT HIACE	FUNCTIONAL
78	RS11.35 EGBEDA	A01 533 RS	P6T EXPERT TEPEE	NOT-FUNCTIONAL
79	RS12.1 BAUCHI SECTOR	A01 906 RS	P6T EXPERT	FUNCTIONAL
80	RS12.2 BORNO SECTOR	A01 557 RS	TYT HIACE	NOT - FUNCTIONAL
81	RS 12.2 BORNO SECTOR	C01 225 RS	FOTON VIEW	FUNCTIONAL
82	RS 12.21 BIU UNIT	C01 228 RS	FOTON VIEW	FUNCTIONAL
83	RS 12. 3 YOBE	C01 226 RS	FOTON VIEW	FUNCTIONAL
84	RS12.31 POTISKUM	A01 910 RS	P6T EXPERT	FUNCTIONAL
85	RS 12.33 GASHUA UNIT	C01 370 RS	FOTON VIEW	FUNCTIONAL
86	RSHQ MEDICAL CENTRE	A01 721 RS	TYT HIACE	FUNCTIONAL
87	FRSC TRAINING SCHOOL, JOS	AOI 857 RS	NISSAN	FUNCTIONAL
88	RSHQ TSD (SGF)	HQ 214 RS	FOTON VIEW	FUNCTIONAL

FUNCTIONAL	66
NON-FUNCTIONAL	22
NO. OF AMBULANCES	88
BREAKDOWN OF AMBULANCES	
FUNCTIONAL AMBULANCES (FIELD COMMAND)	66
NON- FUNCTIONAL AMBULANCES (FIELD COMMAND)	22
NO OF AMBULANCES (FIELD COMMAND)	88
FUNCTIONAL AMBULANCE (ZEBRA)	47
NON- FUNCTIONAL AMBULANCES (ZEBRA)	7
GROUNDED IN ZEBRAS	4
NO. OF AMBULANCES (ZEBRA)	58
FUNCTIONAL AMBULANCES (FIELD & ZEBRA)	113
NON-FUNCTIONAL (FIELD & ZEBRA)	27
GROUNDED	4
NO OF AMBULANCES (FIELD & ZEBRA)	146
GROUNDTOTAL	<u>146</u>



S/N	ZEBRA	ZEBRA LOCATION	CUG NUMBER
1	ZEBRA 1	OLD PARADE GROUND AREA 10 GARKI, ABUJA.	08077690898
2	ZEBRA 2	CBD OPPOSITE FEDERAL SECRETARIAT, ABUJA.	08077690897
3	ZEBRA 3	CITY GATE, ABUJA.	08077690896
4	ZEBRA 4	KUBWA ROAD, ABUJA.	08077690899
5	ZEBRA 5	KEFFI BY FLY OVER, NASSARAWA STATE.	08077690126
6	ZEBRA 6	YANGOJE, ALONG LOKOJA ROAD, FCT.	08073374912
7	ZEBRA 7	SABON WUSE, ALONG KADUNA ROAD NIGER STATE.	08056294319
8	ZEBRA 8	GIRI JUNCTION ALONG GWAGWALADA ZUBA ROAD ABUJA.	08151790087
9	ZEBRA 9	KOTON KARFE, KOGI STATE.	08151790088
10	ZEBRA 10	BARDE JUNCTION ALONG JOS ROAD, KADUNA STATE.	08151790089
11	ZEBRA 11	MARARABAN JAMA'A ROUND ABOUT, JOS, PLATEAU STATE.	08151790090
12	ZEBRA 12	KUGBO, NYANYA ROAD BY KARU FLY OVER, ABUJA FCT.	08151790091
13	ZEBRA 13	GEGU, KOGI STATE.	08150654679
14	ZEBRA 14	AIRPORT JUNCTION ALONG BAUCHI GOMBE ROAD, GOMBE STATE.	08150654680
15	ZEBRA 15	KATARI, KADUNA STATE.	08150654681
16	ZEBRA 16	ABAJI, FCT.	08150654682
17	ZEBRA 17	KUDU, NIGER STATE.	08150654683
18	ZEBRA 18	OWAN ESEGIE, EDO STATE.	08150654684
19	ZEBRA 19	IPETU IJESA, OSUN STATE.	08150654685
20	ZEBRA 20	OWO JUNCTION, ONDO STATE.	08150564686
21	ZEBRA 21	ILARA MOKIN, ONDO STATE.	08150564687
22	ZEBRA 22	SHUWARIN, JIGAWA STATE.	08058298541
23	ZEBRA 23	AIR PORT ROAD, ILORIN, KWARA STATE.	08058298542
24	ZEBRA 24	MUTUM BIYU, TARABA STATE.	08058298543
25	ZEBRA 25	BY WOLE SOYINKA FRSC HOUSING ESTATE SIGN POST GOSHEN, NASARAWA STATE.	09053976950
26	ZEBRA 26	CHAM, GOMBE SATATE.	09053976951
27	ZEBRA 27	DOKA, KADUNA STATE	09053976952
28	ZEBRA 28	JOS BY-PASS, PLATEAU STATE	09053976953
29	ZEBRA 29	ALKALERI, BAUCHI STATE	09053976954
30	ZEBRA 30	TORO/MAGAMA, BAUCHI STATE	09053976955
31	ZEBRA 31	ABAKALI, EBONYI STATE	09053976956
33	ZEBRA 32	ABAKALI ROAD, ENUGU STATE	09053976957
33	ZEBRA 33	YAHE, CROSS RIVER STATE	09053976958
34	ZEBRA34	ZUBA, FCT	09053976959
35	ZEBRA 35	ZARIA TOLL GATE, KADUNA STATE	09053976960
36	ZEBRA 36	CHIROMAWA, KANO STATE	09053976961
37	ZEBRA 37	OGUNMAKIN, OGUN STATE	09053976962
38	ZEBRA 38	IDU RAILWAY STATION, ABUJA	09058611870
39	ZEBRA 39	ALHERI CAMP	09058611871
40	ZEBRA 40	MANDO, KADUNA STATE	09058611880
41	ZEBRA 41	POLY GATE, TARABA STATE	08052898420
42	ZEBRA 42	KWADON, GOMBE STATE	08052898422
43	ZEBRA 43	NATACO JUNCTION, LOKOJA, KOGI STATE	08111398098
44	ZEBRA 44	SIUN, ABEOKUTA, OGUN STATE	08111398107
45	ZEBRA 45	DARAZO, BAUCHI STATE	08111398160
46	ZEBRA 46	IBEJU-LÉKKI, LAGOS STATE	08111398172
47	ZEBRA 47	DUTSE ALHAJI, FCT	08111398173
48	ZEBRA 48	IKARE, ONDO STATE	09154291452
49	ZEBRA 49	IKOM, CROSS RIVER STATE	09154291453
50	ZEBRA 50	IJEBU-ODE, OSUN STATE	09154291454
51	ZEBRA 51	HAWAN KIBO, PLATEAU STATE	09154291513
52	ZEBRA 52	HONG, ADAMAWA STATE	-
53	ZEBRA 53	ORE, ONDO STATE	-
54	ZEBRA 54	KARIYA	-
55	ZEBRA 55	CHIKA,	-
56	ZEBRA 56	JAMARE,	-
57	ZEBRA 57	SHANGA,	-
58	ZEBRA 58	ABUJA AIRPORT, ABUJA	-
59	ZEBRA 59	LAMBATA, NIGER STATE	-
60	RRS RSHQ	RSHQ FCT	-
61	ZEBRA 61	AGBADO, ONDO STATE	-
62	ZEBRA 62	AJASE-IPO, KWARA STATE	-
63	ZEBRA 63	GWARGWAJE KADUNA STATE	-

Corps Public Education Office

Table 23: Details Of Public Education Activities

SN	CMD	Radio Programmes	TV Programmes	Newspaper Publications	Motor park Rallies	Church Advocacy	Mosque Advocacy	School Advocacy	Market Advocacy	Road Shows	Town Hall Meetings	Visit to TRD/STK	Seminars/workshops	Total
1	RS1HQ	145	150	155	300	200	120	122	128	77	66	107	30	1600
2	RS2HQ	160	166	135	389	224	146	155	140	100	77	132	54	1878
3	RS3HQ	135	130	97	340	114	178	111	87	86	20	100	22	1420
4	RS4HQ	122	126	100	322	110	121	125	80	74	27	111	28	1346
5	RS5HQ	130	145	105	326	106	122	100	101	69	22	100	21	1347
6	RS6HQ	139	141	109	344	147	109	117	79	60	20	77	28	1370
7	RS7HQ	150	143	121	337	130	110	109	86	69	18	100	29	1402
8	RS8HQ	125	140	118	330	120	114	200	98	76	15	76	27	1439
9	RS9HQ	124	135	107	310	131	100	105	90	79	16	98	24	1319
10	RS10HQ	131	130	110	298	110	119	114	87	88	18	90	28	1323
11	RS11HQ	147	131	115	315	121	121	110	88	69	19	101	27	1364
12	RS12HQ	139	140	109	300	111	118	119	90	70	20	111	26	1353
TOTAL		1647	1677	1381	3911	1624	1478	1487	1154	917	338	1203	344	

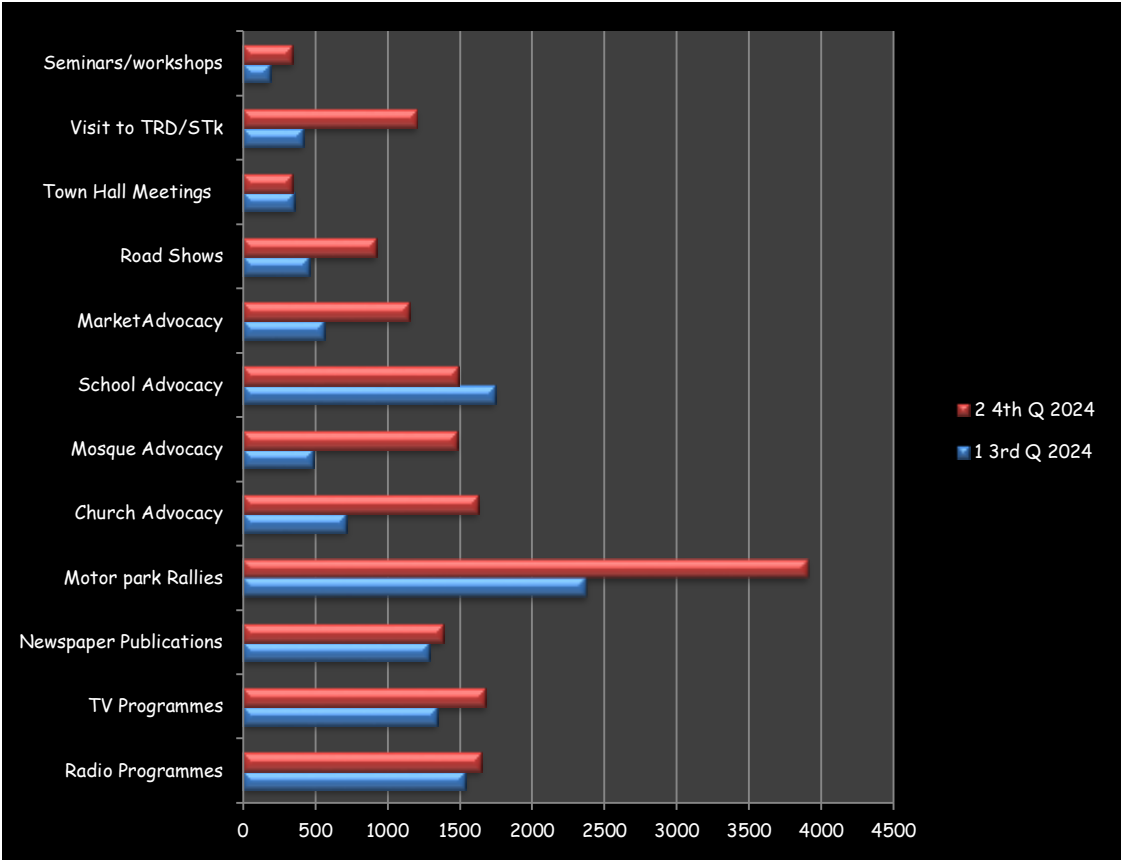
LEGEND:

RP:	Radio Programme
TVP:	TV Programme
NPP:	News Paper Publication
MPR:	Motor Park Rallies
NDL:	Lecture on NDL
ADV:	Advocacy Visit
DPE:	Domesticated Public Education

Table 24: CPEO Activities comparison

SN	COMD	Radio Programmes	TV Programmes	Newspaper Publications	Motor park Rallies	Church Advocacy	Mosque Advocacy	School Advocacy	Market Advocacy	Road Shows	Town Hall Meetings	Visit to TRD/STk	Seminars/workshops	Total
1	TOTAL 3rd Q 2024	1538	1342	1286	2376	715	484	1744	562	457	357	411	186	11458
2	4th Q 2024	1647	1677	1381	3911	1624	1478	1487	1154	917	338	1203	344	17161

Chart 13: Illustration of Comparative analysis of Public Education Activities





Corps Transport and Standardization Office

Table 25: Comparative Summary of Fleet Operators' Travel

Quarterly	FLEET OPERATORS REGISTERED	PASSENGER TRAVELLED	VEHICLE TRAVELLED	LUXURY BUS TRAVELLED	ADVOCACY VISIT	KILOMETER COVERAGE
3rd Quarter 2024	27	9,897,028	752,844	5,364	5,262	2,013,438,902
4th Quarter 2024	14	19,370,677	1,496,349	2,456	8,322	796,517,088

Table 26: Summary Of RTC Involving Fleet Operators

Quarterly	Number Of Cases	Number Killed	Number Injured	Total Casualties	Number Of Persons Involved
3rd Quarter 2024	83	50	299	349	857
4th Quarter 2024	75	61	465	527	949

Chart 14: Summary Of Road Traffic Crashes Involving Fleet Operators

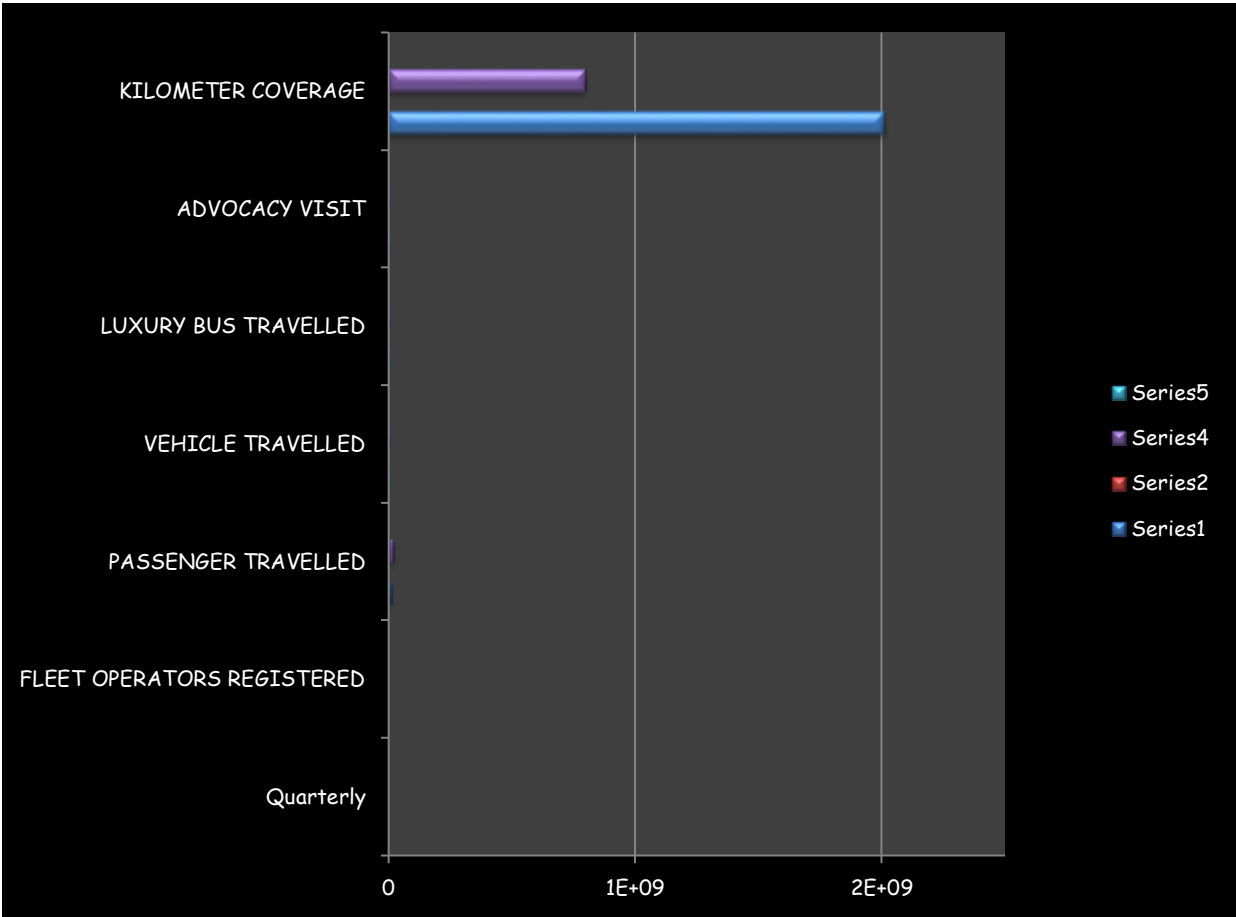


Table 27: Summary Of Road Traffic Crashes (RTC) Involving Fleet Operators

S/ NO	FLEET OPERATOR	NO. OF CASES	NO. KILLED	NO. INJUR ED	TOTAL CASUAL TY	NO. OF PERSONS INVOLVE D	NO. OF VEH INVOLVE D
1	DANGOTE	9	10	45	56	83	15
2	NURTW	13	16	114	130	145	21
3	KDSG	6	2	9	11	62	9
4	YANKARI EXPRESS	3	6	60	64	76	3
5	KANO LINE	2	1	14	15	38	4
6	CCCC2 COMPANY DUTSE	1	1	2	2	2	2
7	COMMUNITY PROTECTION GUARD	1	2	5	7	7	1
8	UNIVERSAL BASIC EDUCATION	1	1	10	11	12	1
9	GOD IS GOOD	1	1	4	5	17	2
10	FLIGHT TRANS COY	1	2	2	4	15	2
11	KASPER TRANSPORT /NIL/MARSHAL	1	1	7	8	22	3
12	PRICE SMART AND TRANSPORT	1	2	8	10	14	1
13	NSCDC	1	1	2	6	8	1
14	FAITH MOTORS	1	1	4	5	11	1
15	JUMIA	1	1	1	2	2	1
16	BENUE LINK	1	1	8	9	16	1
17	N/A ADABA PURE WATER N/A	1	1	1	2	2	3
18	SABA A TRANSPORT	1	0	5	5	22	2
19	EBONYI STATE TRANSPORT	1	0	7	7	8	1
20	INDOMIE	1	0	2	2	3	2
21	ROYAL MASS	1	0	2	2	5	1
22	OBI LOCAL GOVERNMENT TRANSIT	1	0	7	7	12	2
23	SOKOTO TRANSPORT	1	0	3	3	20	1
24	NA/ARMY	1	0	0	0	8	
25	KANJIRIGI KURJALI	1	0	3	3	3	1
26	SHEHU BABALE	1	0	5	5	13	1
27	NNPC	1	0	2	2	3	1
28	N/A FARYOS/NA/NA	1	0	12	12	29	4
29	NA/TEX ALBO NIG LTD/NA/NA	1	0	1	1	8	4
30	ADAMAWA SUNSHINE	1	0	8	8	10	1
31	FLIGHT	1	3	11	14	14	1
32	FLAKIDANAS1	1	0	1	1	8	1
33	OLAMABORO LOCAL GOVT CO	1	0	2	2	10	1
34	RIVERS JOY TRANSPORT	1	0	4	4	16	1
35	SEGILLA MINNING COMPANY	1	0	6	6	15	1
36	MAKARFI	1	0	2	2	2	1
37	BORNO EXPRESS	1	2	23	25	25	2
38	KSTA	1	1	26	27	27	2
39	FLIRT TRANSPORT	1	0	1	1	11	1
40	OMLO OFFA	1	0	0	0	18	1
41	ANKPA LOCAL GOVT COUNCIL	1	0	4	4	36	2
42	ALKAMAWA CITY TRANSPORT	1	4	11	15	15	1
43	AQUA RAPHA	1	0	1	1	4	2
44	ROMCHI	1	0	5	5	41	41
45	AICO PETROLEUM LTD	1	0	1	1	2	1
46	EKEYSON	1	0	4	4	12	2
47	ZAMFARA STATE MASS TRANSIT	1	1	10	11	17	1
	TOTAL	75	61	465	527	949	154

Table 27 Cont.: Summary Of Road Traffic Crashes (RTC) Involving Fleet Operators

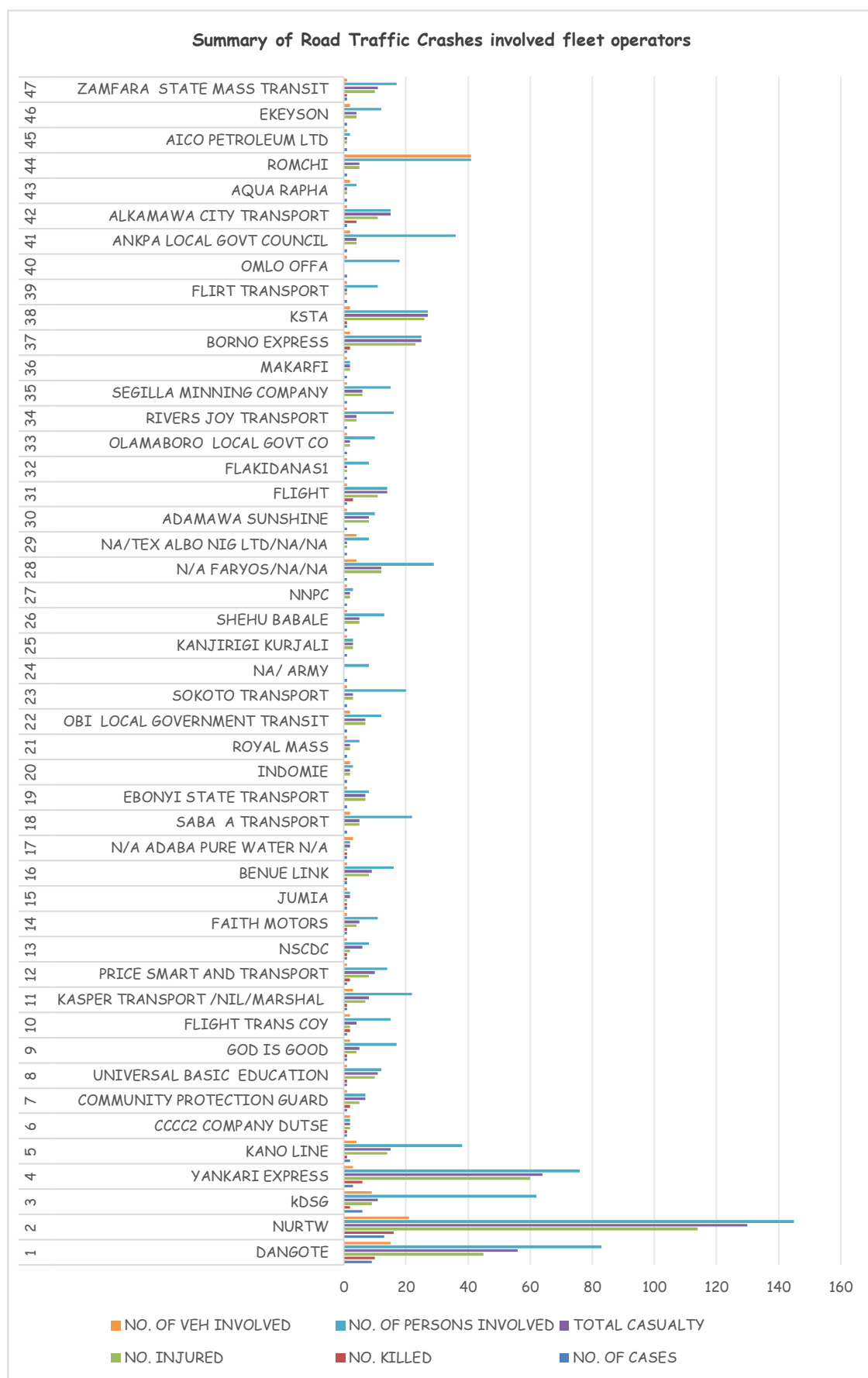
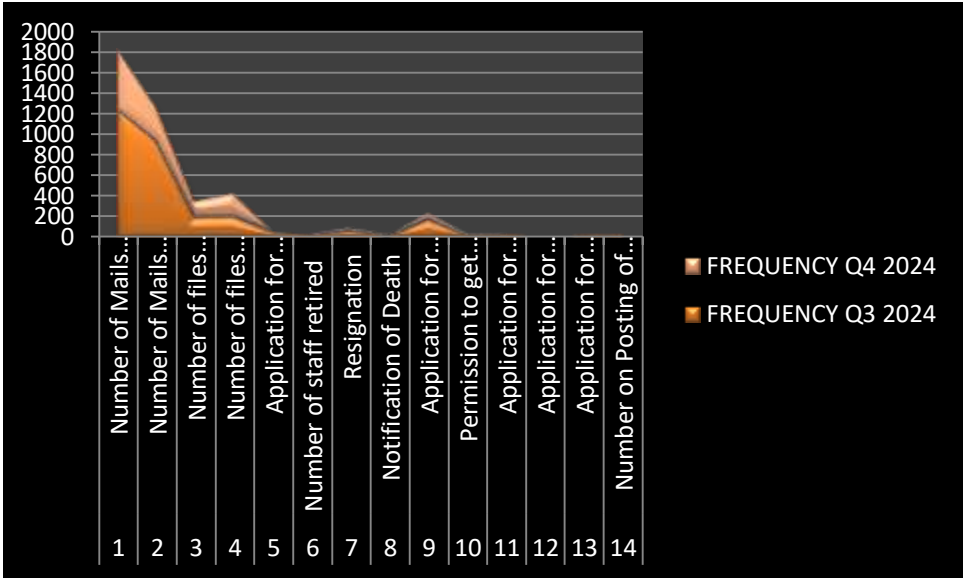




Table 28: Corps Secretary Activities

S/N	ACTIVITY	FREQUENCY	
		Q3 2024	Q4 2024
1	Number of Mails Received	1232	589
2	Number of Mails Dispatched	932	330
3	Number of files Received	189	150
4	Number of files Dispatched	193	219
5	Application for Compassionate Transfer	42	4
6	Number of staff retired	15	1
7	Resignation	56	22
8	Notification of Death	03	6
9	Application for Annual Leave	168	49
10	Permission to get Married	13	5
11	Application for Change of Name	20	8
12	Application for Permission to perform Holy Pilgrimage	02	0
13	Application for Maternity Leave	13	2
14	Number on Posting of Officers	19	2

Chart 16: Corps Secretary Activities

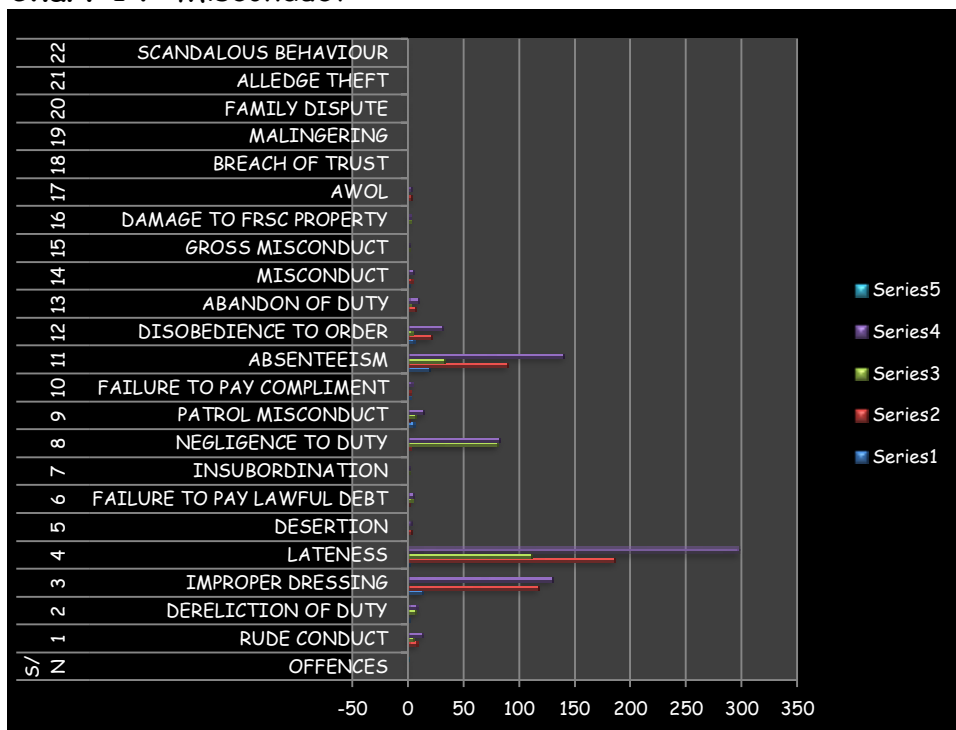


Corps Provost

Table 29: Misconduct in Details

S/N	OFFENCES	OCT	NOV	DEC	TOTAL	-100%
1	RUDE CONDUCT	0	8	5	13	2%
2	DERELICTION OF DUTY	1	0	7	8	1%
3	IMPROPER DRESSING	13	117	104	130	17%
4	LATENESS	1	186	111	298	40%
5	DESERTION	0	3	0	3	0%
6	FAILURE TO PAY LAWFUL DEBT	0	1	4	5	1%
7	INSUBORDINATION	0	0	1	1	0%
8	NEGLIGENCE TO DUTY	0	2	80	82	11%
9	PATROL MISCONDUCT	6	1	7	14	2%
10	FAILURE TO PAY COMPLIMENT	2	2	0	4	1%
11	ABSENTEEISM	19	89	32	140	19%
12	DISOBEDIENCE TO ORDER	6	21	4	31	4%
13	ABANDON OF DUTY	0	7	2	9	1%
14	MISCONDUCT	1	4	0	5	1%
15	GROSS MISCONDUCT	0	0	1	1	0%
16	DAMAGE TO FRSC PROPERTY	0	0	2	2	0%
17	AWOL	0	3	0	3	0%
18	BREACH OF TRUST	0	0	0	0	0%
19	MALINGERING	0	0	0	0	0%
20	FAMILY DISPUTE	0	0	0	0	0%
21	ALLEDGE THEFT	0	0	0	0	0%
22	SCANDALOUS BEHAVIOUR	0	0	0	0	0%
TOTAL		49	444	256	749	100%

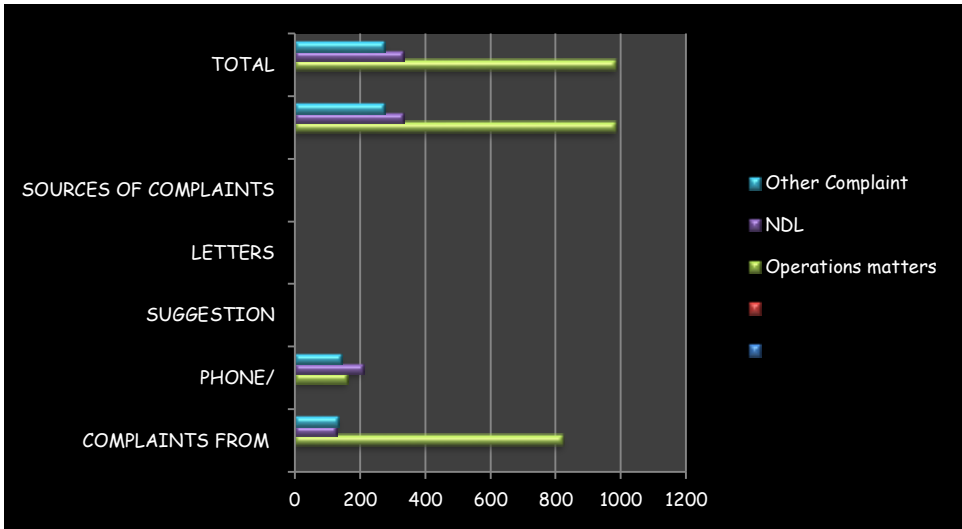
Chart 14: Misconduct



COMPLAINTS RECEIVED FROM CUSTOMERS

Table 30: Complaints Received from Customers

NATURE OF COMPLAINTS	COMPLAINTS FROM	PHONE/	SUGGESTIO N	LETTERS	SOURCES OF COMPLAINTS		TOTAL
	COMMANDS	SMS/	BOXES		INTERNAL	EXTERNAL	
		E-MAIL					
Operations matters	824	161	0	0	0	985	985
NDL	126	208	0	0	0	334	334
Other Complaint	133	143	0	0	0	276	276
Total	1083	512	0	0	0	1595	1595



Number of appreciation through: e-mail, calls and SMS = 1345

Legend:

SCRAR Servicom Customer Relations Activities Register

OPS Operations

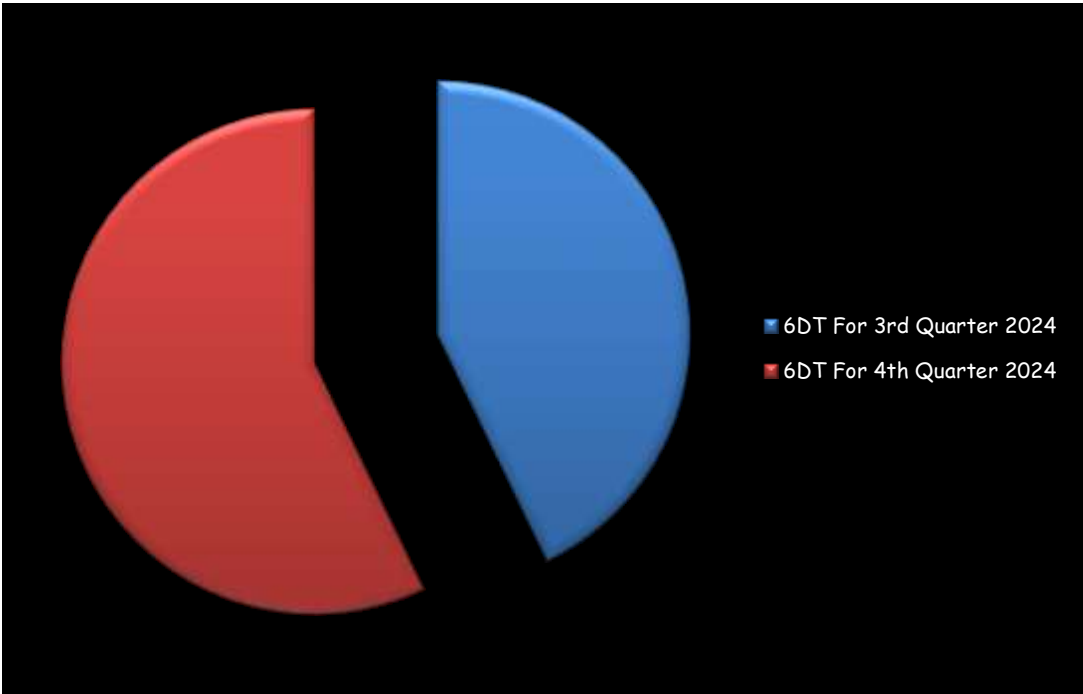
NDL National Drivers License

OFV Other Offences Violation

Table 31: Six Death (6DT) Accident Investigated

6DT For 3rd Quarter 2024	6DT For 4th Quarter 2024
24	32

Chart 17: 6DT Accident Investigated For
3rd Q 2024 and 4th Q 2024





Federal Road Safety Corps, Nigeria:
ISO 9001:2015 QMS Certified Law Enforcement Agency in
Africa.

08056294007 SERVICOM Nodal Officer

122 - TOLL FREE

08056799857 – Complaint Desk

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