



ABIA STATE GOVERNMENT OF NIGERIA

MINISTRY OF TRANSPORTATION

Office Address: New Government Secretariat, Ogurube Layout, Umuahia
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TRANSPORT OPERATOR & VEHICLE REGULATION

Core Objective: Regulate transport operators, vehicles and transport services to ensure safety, orderliness and revenue generation within Abia State.

CORE BUSINESS PROCESS TABLE (WITH PROCEDURE & COST)

1: Transport Operator Licence Renewal & Revalidation

Step	Activity	Procedure	Responsible Unit	Timeline (Working Days)	Cost (₦)	Output
1	Receive renewal application	Operator submits renewal application with expired licence and updated documents	Registry / Front Desk	Day 0	₦0	Application acknowledged
2	Log renewal application	Record renewal request and assign reference number	Registry	Day 0	₦0	Renewal reference number

3	Verify documents	Check insurance, roadworthiness, tax clearance, ID	Transport Services Unit	Day 1	₦0	Verification checklist
4	Vehicle inspection	Conduct physical inspection of vehicle	Vehicle Inspection Unit	Day 1–2	₦5,000	Inspection report
5	Assess renewal fees	Apply approved renewal fee schedule	Accounts / Revenue Unit	Day 2	₦0	Demand notice
6	Receive payment	Operator pays via approved channels	Accounts	Day 2–3	₦30,000	Receipt / e-receipt
7	Approve renewal	Management approval for compliant operator	Director / Authorized Officer	Day 3–4	₦0	Approval note
8	Issue renewed licence	Issue renewed licence/permit	Transport Services Unit	Day 4–5	₦0	Renewed licence
9	Update registry	Update transport registry records	Registry / ICT	Day 5	₦0	Updated registry

2: Route Allocation & Management

Step	Activity	Procedure	Responsible Unit	Timeline (Working Days)	Cost (₦)	Output
1	Receive route application	Operator submits request for new or modified route	Registry	Day 0	₦0	Application acknowledged
2	Log route request	Enter route request into route	Registry	Day 0	₦0	Route reference number

		management register				
3	Conduct route assessment	Assess traffic demand, congestion, safety	Transport Regulation Unit	Day 1–2	₦0	Assessment report
4	Stakeholder consultation	Consult unions, traffic agencies, local authorities	Transport Regulation Unit	Day 2–3	₦0	Consultation minutes
5	Approve/reject route	Management decision on route allocation	Director / Route Committee	Day 3–4	₦0	Approval decision
6	Notify operator	Communicate decision to applicant	Registry	Day 4	₦0	Notification letter
7	Update route register	Update official route database	Registry / ICT	Day 5	₦0	Updated route list

3: Motor Park & Terminal Regulation

Step	Activity	Procedure	Responsible Unit	Timeline (Working Days)	Cost (₦)	Output
1	Identify/accredit motor park	Inspect and document park facilities	Transport Regulation Unit	Day 1	₦0	Inspection report
2	Register Park operator	Register park manager/operator	Registry	Day 1	₦0	Park registration record
3	Set operational rules	Define loading rules, tariffs, and conduct	Transport Regulation Unit	Day 2	₦0	Operational guidelines

4	Issue park permit	Issue accreditation/operating permit	Transport Services Unit	Day 3	₦0	Park permit
5	Monitor operations	Routine supervision and compliance checks	Enforcement Unit	Ongoing	₦0	Monitoring reports
6	Enforce sanctions	Apply penalties for violations	Enforcement Unit	As required	₦0	Sanction notices

4: Enforcement & Compliance Monitoring

Step	Activity	Procedure	Responsible Unit	Timeline (Working Days)	Cost (₦)	Output
1	Plan enforcement	Prepare routine or special enforcement schedule	Enforcement Unit	Day 0	₦0	Enforcement plan
2	Conduct field checks	Check licences, permits, routes, fares	Enforcement Unit	Daily	₦0	Compliance records
3	Identify violations	Document offences	Enforcement Unit	Same day	₦0	Violation report
4	Apply sanctions	Issue warnings, fines, or seizure	Enforcement Unit	Same day	₦0	Sanction notice

5	Prosecute offenders	Refer serious cases for prosecution	Legal Unit	As required	₦0	Court records
6	Report outcomes	Compile enforcement summary	Enforcement Unit	Weekly	₦0	Enforcement report

5: Okada & Tricycle (Keke) Regulation

Step	Activity	Procedure	Responsible Unit	Timeline (Working Days)	Cost (₦)	Output
1	Register rider/operator	Capture rider biodata and vehicle details	Registry	Day 0	₦0	Registration record
2	Verify eligibility	Check age, ID, and compliance	Transport Services Unit	Day 1	₦0	Verification checklist
3	Issue ID materials	Provide jacket, sticker, and ID card	Transport Services Unit	Day 1–2	₦3,000	Identification materials
4	Allocate operating area	Assign approved routes/zones	Transport Regulation Unit	Day 2	₦0	Area allocation
5	Monitor compliance	Routine field monitoring	Enforcement Unit	Ongoing	₦0	Compliance reports

6: Public Transport Fare Regulation

Step	Activity	Procedure	Responsible Unit	Timeline (Working Days)	Cost (₦)	Output
1	Conduct fare study	Analyze fuel costs, maintenance, inflation	Planning & Research Unit	Day 1–3	₦0	Fare analysis report
2	Stakeholder engagement	Meet operators and unions	Transport Regulation Unit	Day 3–4	₦0	Consultation minutes
3	Approve fare	Management approval of fare schedule	Commissioner / Management	Day 5	₦0	Approved fare
4	Publish fare	Publicize approved fares	Public Affairs Unit	Day 6	₦0	Fare notice
5	Monitor compliance	Enforce adherence to fares	Enforcement Unit	Ongoing	₦0	Monitoring reports

7: Complaints Handling & Public Feedback

Step	Activity	Procedure	Responsible Unit	Timeline (Working Days)	Cost (₦)	Output
1	Receive complaint	Accept complaint via desk, hotline, or online	Registry / Public Affairs	Day 0	₦0	Complaint log
2	Register complaint	Assign reference number	Registry	Day 0	₦0	Complaint reference

3	Investigate issue	Conduct fact-finding	Relevant Department	Day 1–3	NO	Investigation report
4	Resolve complaint	Apply corrective action	Management / Unit Head	Day 3–4	NO	Resolution record
5	Provide feedback	Inform complainant	Public Affairs Unit	Day 4–5	NO	Feedback notice
6	Archive record	File complaint outcome	Registry	Day 5	NO	Archived record

**FOR ENQUIRIES CALL CUSTOMER CARE UNIT ON: OR VISIT MINISTRY OF
TRANSPORT NEW GOVERNMENT SECRETARIAT, OGURUBE LAYOUT,
UMUAHIA.**

Signed

Commissioner for Transport