


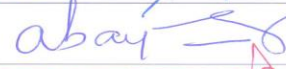



**STANDARD OPERATING PROCEDURE FOR TOWING,
PAYMENT AND RELEASE OF ROAD
OBSTRUCTION/ABANDONED VEHICLES BY FIELD
COMMANDS**



OCTOBER 2019

AUTHORIZATION

	<i>OFFICES</i>	<i>SIGNATURE</i>
Prepared by	Operations Department	
Reviewed by	Management Representative (MR)	
Approved by	Corps Marshal 	
Edition		1
Date		22 October 2019

STANDARD OPERATING PROCEDURE (SOP) FOR TOWING, PAYMENT AND RELEASE OF ROAD OBSTRUCTION/ABANDONED VEHICLES BY FIELD COMMANDS

INTRODUCTION:

One of the cardinal mandates of Federal Road Safety Corps(FRSC) is to clear obstructions from the nation's highways for free flow of traffic. Timeliness in carrying out this task is of utmost importance, which brings to the fore the need to engage external tow operators in the absence of the Corps' tow trucks. In the course of performing this task, several bottlenecks are encountered necessitating the need to formulate a policy document on towing operations.

SCOPE:

2. The SOP covers FRSC enabling powers, the procedures to be adopted while towing vehicles apprehended by FRSC patrol teams, vehicles obstructing the highway or safe zone for whatever reason(s) and the mode of payment for such operations. It also covers safety of the tow truck and vehicle being towed, categories of the vehicles to be towed and the tow charges.

PURPOSE:

3. This document provides a guide to FRSC Field Commands in order to ensure uniformity and proper handling of towing operations.

LIMITATIONS:

4. The following limitations apply:
- a. Any vehicle parked at private property can only be towed if the Corps is contacted by the owner to render such services with proof of ownership or contacted by any of the security agencies.
 - b. Vehicles at garages or under the custody of security agencies such as Police, VIO, State Traffic Agencies etc can only be towed only when directed by the appropriate authorities.
 - c. Vehicles at motor/trailer parks can only be towed only when directed or contacted by the appropriate authorities.

It should be noted that all the vehicles listed in paragraph 4 (a-c) above must fulfil all the conditions for towing of vehicle that is not involved in a crash as presented in paragraph 9 of this document.

In addition, a verifiable letter should accompany a request for towing by another agency such as Police, VIO, EFCC, ICPC etc.

LEGAL FRAMEWORK:

5. Federal Road Safety Corps derives its legal backing through the following:

- a. Section 10(3) (b) of the Federal Road Safety Commission (Establishment) Act, 2007 empowers the Federal Road Safety Corps to remove any vehicle causing obstructions on our highways. The Section provides as follows:

10(3) In particular, but without prejudice to the generality of the provision of subsection (2) of this section, members of the

Corps shall subject to the provision of this Act, be charged with responsibilities for -**(b) Clearing obstruction on any part of the highways;**

b. In pursuance to the above, Regulation 177 of the National Road Traffic Regulations (NRTR), 2012 provides thus;

(1) "The appropriate authority or any person authorised by the Commission shall where a vehicle is parked in contravention of these Regulations paste on the vehicle a parking ticket indicating -

(a) that the vehicle would be removed by it within 24 hours if not removed by the owner; and

(b) the fine to be paid in the parking ticket.

(2) The failure to issue a ticket shall not affect the right of the appropriate authority or any person authorised by the Commission to remove such vehicle.

(3) The appropriate authority or any person authorised by the Commission may notwithstanding the provisions of sub-regulation (1) of this regulation, cause the vehicle to be removed immediately where the vehicle is parked in a position or condition as to cause obstruction or constitute danger to other road users.

(4) The appropriate authority or any person authorised by the Commission may use such force as may be reasonably necessary, for the purpose of removing the vehicle from the public road or gaining access to any part of the vehicle, in order to facilitate the removal of the vehicle."

TOW TRUCK OWNERSHIP

6. For the avoidance of doubt, it is pertinent to note that the following distinctions of Tow Trucks ownership exist:

- a. Tow Trucks fully owned and operated by FRSC.
- b. Tow Trucks operated through Public Private Partnership (PPP) and coordinated by FRSC.
- c. Private Sector refurbished FRSC Tow Trucks and operated by FRSC

This SOP is hereby developed for the above categories of Tow Trucks for easy and standard administration of tow trucks services in Field Commands.

PROCEDURE FOR TOWING

7. The towing procedure goes thus:

- a. Team leader captures obstructing vehicle pictorially, showing how it constitutes obstruction before removal.
- b. Team leader removes obstructing vehicle after getting approval from the Commanding Officer/Head of Operations via phone call or SMS for this purpose.
- c. Notice of Offence is issued to the driver at the time of towing a vehicle to an approved Vehicle Park.

- d. In the absence of the driver, the Notice of Offence is kept in the Duty Room awaiting the arrival of the driver or claimant.

TOWING OF CRASHED VEHICLES

8. It is the responsibility of FRSC to remove obstructions from the highways. In the light of this, Commands must make all efforts to do this without waiting to be paid by the owners before towing.

9. TOWING OF VEHICLES ON REQUEST

On request for towing of a vehicle that is not involved in crash, the following procedure applies:

- a. The owner of the tow truck (individual or Corporate) making such request shall produce a Police report and vehicle papers certifying ownership of the vehicle.
- b. The documents mentioned in paragraph 9a above shall be accompanied with handwritten application, photocopy of identity card of the person making the request (Drivers licence, National Identity Card or International Passport suffices for a private individual).
- c. The police report and vehicle papers shall be verified from appropriate authorities and through necessary platforms by the Command.
- d. After due consideration of the Tow Charges as contained in this document, payment shall be made through generation of Remita Retrieval Reference (RRR), the code which shall boldly be indicated on the FRSC Revenue Receipt should be issued to the owner before the towing operation is embarked upon.
- e. A form shall be given to the person requesting for the service indicating Name, Occupation, Organization, Vehicle Type, Vehicle Make and Model, Registration Number, Reason(s) for Towing, Payment Made and signature.
- f. A file containing copies of Police report, vehicle licence, Proof of Ownership, FRSC revenue receipts, pictures of owner with the vehicle to be towed and other necessary documents confirming ownership of the vehicle shall be opened in the Command.

TOWING A BROKEN-DOWN VEHICLE UNDERGOING REPAIRS WITH THE OWNERS IN SIGHT

10. In a situation where a vehicle obstructing the highway is undergoing repairs with the owner in sight, the patrol team leader should:

- a. Find out the nature of faults
- b. Assess the duration the repairs are likely to take and take decision on whether or not the vehicle should be towed.
- c. Tow the vehicle off the road to a safe place at no cost if the repairs will take a long time.
- d. Allow repairs to continue if it is a minor, such as tyre burst.

MODE OF PAYMENTS OF TOWING SERVICES

11. The following applies when payment is to be made:

- a. The claimant pays the prescribed fee into the "FRSC Drivers Training, Towing Truck Donation and Others" account with CBN. The account number is 0020104861033.
- b. The claimant pays the fines and Custody fee into "FRSC Consolidated Revenue Funds" account with CBN. The account number is 0020054141107.
- c. The claimant presents original copy of the receipt of payment of the fines and tow charges to the Duty Room Officer.

RELEASE OF TOWED ABANDONED VEHICLE TO CLAIMANT

12. Before a towed abandoned vehicle is release, the following procedure must be followed:

- a. Claimant presents the following evidences to Duty Room Operatives:
 - i. Original proof of ownership (not hand written) or sworn affidavit from a court of law certifying his/her true ownership of the vehicle.
 - ii. Driver's Licence/Utility Bill/Any other valid means of Identification.
 - iii. Vehicle Licence
 - iv. Two passport size photographs
- b. Staff Officer Operations takes photograph of claimant standing by the vehicle.
- c. Head of Operations verifies the vehicle registration details from MVA Central Databank and issues Vehicle Certificate to claimant for endorsement.
- d. Claimant endorses the Vehicle Release Certificate and takes possession of the vehicle.
- e. Duty Room file copies and other verified documents in Release of Towing/Recovered Vehicle file as appropriate.

RE-IMBURSEMENT OF EXPENSES

13. For re-imbusement, the following applies:

- a. The Command to apply to RSHQ Finance and Account for withdrawal of proceeds for towing.
- b. The 100% of the towed proceeds from the privately-owned Tow Truck received from RSHQ shall be shared on the ratio of 80% to the owner of the Truck and 20% to the Command.
- c. No remittance of privately owned Tow Truck proceeds to RSHQ.

SPECIFICATION OF PRIVATELY-OWNED TOW TRUCKS

14. Any privately owned Tow Truck to be engaged by FRSC Command must fulfil the following conditions:

- a. It must be a registered vehicle
- b. The private Tow Truck must have at least Third party Insurance cover.
- c. The Tow Trucks must be roadworthy.
- d. The operator must have valid driver licence for that category of Tow Truck/Van.

- e. The Company must be registered with relevant Authorities.

RECOMMENDED TOW CHARGES

15. FRSC tow charges are to be average of the prevailing commercial charges but subject to distance, tonnage of Vehicle involved, terrain and PMS/AGO price regime.

The following guide is relevant:

S/N	DISTANCE	CARS/LIGHT VEH. (NORMAL TERRAIN)	HEAVY DUTY VEH. (NORMAL TERRAIN)	CAR/LIGHT VEH. (DIFFICULT TERRAIN/DITCH)	HEAVY DUTY VEH. (DIFFICULT TERRAIN/DITCH)
A.	Less than 3 KM	5,000	10,000	10,000	20,000
B.	3 -5 KM	10,000	20,000	20,000	40,000
C.	5 -10KM	15,000	30,000	30,000	60,000
D.	Above 10 KM	25,000	40,000	50,000	80,000
E.	25 - 50KM	35,000	60,000	70,000	85,000
F.	Night time towing	40,000	70,000	80,000	95,000

SHARING FORMULA

16. The following sharing formula applies:

- a. For tow trucks owned by FRSC, 40% is for FRSC National Headquarters and 60% is for the Command.
- b. For tow trucks operated through PPP and coordinated by FRSC, 80% is for the owner of the truck and 20% is for the Command.

AUTHORITY

17. Commanding Officers shall take full charge of tow trucks administrations to enhance Command and control in tow truck operations.

RECORDS MAINTAINED

18. The following records must be maintained by Field Commands:

- a. List of private Tow Truck Operators with addresses and phone numbers and their respective towing service price schedules.
- b. Register of Towed vehicles showing details of Vehicle towed, date towed, location towed from and to, towing company specified fee, payment receipt number, name and phone numbers of claimant, signature of claimant and Date of release (See the attached format)
- c. Photograph of claimant beside the vehicle and copy of Vehicle Release Certificate.

Dr. Boboye Oyeyemi, MFR, mni, NPoM
Corps Marshal.



FEDERAL ROAD SAFETY CORPS
NATIONAL HEADQUARTERS, NO.4 MAPUTO STREET WUSE ZONE 3 ABUJA

TOWING REQUISITION FORM

A. HIREE INFORMATION

Passport
Photograph

Name: _____

Address: _____

Telephone Number(s): _____ / _____

Email Address: _____

Occupation: _____

Organization/Place of Work: _____

B. INFORMATION OF VEHICLE TO BE TOWED

Vehicle Registration: _____ Vehicle Type: _____

Vehicle Make: _____ Vehicle Model: _____

Vehicle Year/Colour: _____

Does the Vehicle have Keys? (Yes/No) _____

Location of Vehicle: (Street Address, City, State) _____

C. GENERAL INFORMATION

Location of Vehicle to be Towed (Street, Address, City& State):

Destination of Vehicle to be Towed (Street Address, City & State):

Date of Towing: _____

Time: _____ Distance Covered: _____

D. Reason(s) For Towing:

E. TOW TRUCK DETAILS

Registration Number: _____ Driver's Tel. No: _____

Driver's Name & Rank: _____ Command: _____

F. AUTHORIZATION

Name & Rank of COs or his Designate _____

Signature of COs or his Designate&Date: _____

Vehicle Released to: _____