

The Lagos State Traffic Management Authority, LASTMA has announced the establishment of a Physical Complaints Center at its Headquarters in Oshodi for the convenience of the members of the public.

The reveal was made by the General Manager of LASTMA, Mr. Olalekan Bakare-Oki in a statement issued by the Authority on the 30th of July, where he stated that the Physical Complaint Center is to serve the purpose of providing the public with a convenient platform for lodging complaints, making enquiries and reporting traffic-related concerns, including matters relating to the conduct, professionalism and operational activities of LASTMA personnel across the state.

The disclosure follows what the Authority describes as overwhelming public response to the recently launched toll free number 3367.

The toll-free number which the agency launched on the 28th of June, has processed 2,843 engagements up until the 29th of July. The impressive performance of the toll-free line within a month also led to the establishment of the Physical Complaint Center as it is to address the needs of customers who would rather opt for a face-to-face engagement.

“The Physical Complaint Centre complements our 3367 Toll-Free Call Centre by providing members of the public who prefer face-to-face engagement with a convenient platform to report traffic-related concerns, seek clarifications and lodge complaints regarding the conduct of our officers. Every complaint received is accorded the utmost seriousness and subjected to painstaking investigation in strict compliance with established administrative procedures, extant regulations and the immutable principles of natural justice,” Mr. Bakare stated.

The thousands of received engagement were for various reasons.

The Authority’s statement revealed the distribution of calls to have served different purposes, with some of the engagements unsuccessful.

“A detailed analysis of the engagements revealed 1,047 enquiry calls, commendation calls, 468 successfully resolved cases, 400 accident and vehicular breakdown reports, 163 formal complaints, 11 information requests and 45 Unsuccessful calls the latter resulting principally from abandoned calls, interrupted network connections and technical contingencies.” The statement revealed.

The LASTMA General Manager added that the massive responses through the toll-free line translates to immense affirmation of the strong endeavors of the agency to attain excellence, institutional integrity, administrative transparency and service delivery founded upon the elevated standards of professionalism.

He added that both the 3367 Toll-Free Call Centre and the Physical Complaint Centre form integral pillars of LASTMA's broader institutional transformation agenda, aimed at promoting communication between the Agency and road users.

He then appealed to motorists, commuters, transport operators, corporate organisations, civil society groups and other stakeholders to continue making responsible use of the Agency's complaint, enquiry and feedback channels. He stressed that active public participation remains of utmost importance.