



ADAMAWA STATE MINISTRY OF TRANSPORTATION

QUARTERLY COMPLAINT MANAGEMENT REPORT

Q1 2025 (January – March 2025)

1. Overview of Complaints

During the first quarter of 2025, the Adamawa State Ministry of Transport recorded a moderate volume of complaints largely associated with public transport operations, motor park management, enforcement activities, and regulatory oversight. As the baseline reporting quarter for the year, complaints reflected operational challenges, coordination gaps with transport unions, and increased public awareness of grievance redress channels.

Complaints were received through physical submissions at motor parks and ministry offices, referrals from transport unions, and written petitions from commuters and operators.

Summary of Complaints (Q1 2025):

- **Total Complaints Received:** 19
- **Resolved:** 14
- **Unresolved:** 4
- **Pending / Under Verification:** 1

Most complaints were resolved within the quarter, while unresolved cases were linked to enforcement reviews and inter-agency coordination.

2. Nature of Complaints

Complaints received during Q1 2025 were categorised as follows:

- **Motor Park Operations and Management (6 cases):**
Complaints relating to congestion, queue management, ticketing procedures, and allocation of loading bays.
- **Enforcement and Compliance Concerns (5 cases):**
Allegations of inconsistent enforcement of transport regulations and concerns about notice periods for compliance checks.
- **Fare and Levy Disputes (4 cases):**
Complaints regarding unclear or inconsistent transport fares and motor park levies, particularly on inter-city routes.

- **Service Quality and Safety Concerns (4 cases):**

Reports relating to vehicle condition, driver conduct, and response time to reported safety issues.

These complaints indicate the need for clearer operational guidelines and improved coordination with transport stakeholders.

3. Corrective Actions Taken

In response to complaints received during Q1 2025, the Ministry implemented the following actions:

- **Operational Reviews of Motor Parks:**

Management practices at major motor parks were reviewed in collaboration with park managers and transport unions.

- **Clarification of Approved Fares and Levies:**

Internal reviews were conducted to align fare and levy information, with guidance issued to operators and park officials.

- **Engagement with Transport Unions:**

Consultative meetings were held with union representatives to address enforcement concerns and improve compliance awareness.

- **Strengthening Complaint Documentation:**

Complaint logging and follow-up procedures were reinforced to ensure traceability and accountability.

These measures contributed to the resolution of most complaints within the quarter.

4. Summary Table

Year / Quarter	Total Complaints	Resolved	Unresolved	Nature of Key Complaints	Major Corrective Actions	Remarks
Q1 2025	19	14	4	Motor park operations, enforcement	Operational reviews, fare clarification,	Baseline quarter

				concerns, fare disputes	stakeholder engagement	
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5. Conclusion

The Q1 2025 complaint management performance of the Adamawa State Ministry of Transport reflects typical baseline challenges in public transport regulation and coordination. While most complaints were resolved, the Ministry recognises the need to strengthen communication with transport operators, improve consistency in enforcement, and enhance transparency around fares and levies. Lessons from this quarter will inform targeted improvements in subsequent quarters of 2025.

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