



ADAMAWA STATE MINISTRY OF TRANSPORTATION

QUARTERLY COMPLAINT MANAGEMENT REPORT

Q2 2025 (April – June 2025)

1. Overview of Complaints

In the second quarter of 2025, the Adamawa State Ministry of Transport recorded a reduction in the number of complaints received compared to Q1 2025. This improvement reflects enhanced engagement with transport unions, clearer communication of approved fares and levies, and improved coordination of enforcement activities.

Complaints were received through motor park service desks, online reporting channels, and referrals from transport unions and commuter groups.

Summary of Complaints (Q2 2025):

- **Total Complaints Received:** 14
- **Resolved:** 12
- **Unresolved:** 1
- **Pending / Under Verification:** 1

Most complaints were resolved within the quarter, with minimal cases requiring extended review.

2. Nature of Complaints

Complaints received during Q2 2025 indicate a shift from baseline operational challenges to more procedural and informational issues.

- **Motor Park Operations and Scheduling (4 cases):**
Complaints related to loading schedules, queue management, and allocation of bays during peak periods.
- **Fare and Levy Clarification (4 cases):**
Requests for confirmation of approved transport fares and motor park levies.
- **Enforcement Coordination (3 cases):**
Concerns regarding timing and approach of enforcement activities at motor parks and along transport routes.
- **Service Quality and Safety Follow-ups (3 cases):**
Follow-up complaints relating to previously reported safety or service quality issues.

No serious safety incidents or misconduct allegations were recorded during the quarter.

3. Corrective Actions Taken

To address complaints received during Q2 2025, the Ministry implemented the following actions:

- **Enhanced Union Engagement:**
Regular coordination meetings with transport unions improved alignment on operations and fare enforcement.
- **Standardisation of Fare Information:**
Approved fare and levy schedules were more widely displayed and communicated at motor parks.
- **Improved Enforcement Planning:**
Enforcement activities were better coordinated to reduce disruption and ensure fairness.
- **Improved Complaint Tracking:**
Complaint logging and follow-up systems were strengthened to ensure timely resolution.

These actions contributed to improved resolution rates and reduced complaint recurrence.

4. Progress Since Q1 2025

Compared to Q1 2025, Q2 2025 shows:

- Reduced complaint volume
- Improved clarity on fares and levies
- Better coordination of motor park operations
- Faster resolution of service quality issues

This reflects steady institutional improvement.

5. Summary Table

Year / Quarter	Total Complaints	Resolved	Unresolved	Nature of Key Complaints	Major Corrective Actions	Remarks
Q2 2025	14	12	1	Motor park operations, fare clarification, enforcement coordination	Union engagement, fare standardisation, enforcement planning	Improvement over Q1

6. Conclusion

The Adamawa State Ministry of Transport demonstrated measurable improvement in complaint management during Q2 2025. While some operational challenges persist, enhanced stakeholder engagement and clearer communication have strengthened service delivery. These gains provide a solid foundation for further stabilisation in subsequent quarters of 2025.

Prepared by:

Compliance & Monitoring Unit
Adamawa State Ministry of Transport