

The FCT Call Centre was established by the FCT Administration in 2005 to provide quick response and comprehensive feedback to numerous concerns including complaints, enquiries as well as suggestions on possible areas of improvement in the services provided. In line with the FCT Administration's commitment to the safety and security of lives and property, the Call Centre is linked to the Police helpline as well as Fire Service for prompt response to distress calls. The Call Centre Newsletter is borne out of the desire of the FCT Administration to encourage participatory communication and good governance as necessary tools of a thriving democracy.

WE NEED MORE PERSONNEL, EQUIPMENT TO TACKLE EMERGENCIES -FCT FIRE SERVICE

The Deputy Comptroller, Special Duties FCT Fire Service, Mr. Kayode John Abayomi, has called on the authorities to provide more equipment to enable the Service tackle emergencies in the nation's capital Abuja. In this interview with Aso Radio/Call Centre Media Crew, Abayomi also stated that despite some challenges, the Service has improved on its response time to accident scene. He also spoke on other sundry issues. Excerpts.

QUESTION: What are the mandates of the FCT Fire Service?

ANSWER: To ensure safety of lives and property by extinguishing, control, prevention, regulation, training, enforcement, public enlightenment, sensitization programmes on causes of fire outbreak and impact reduction

during emergencies. Through adequate preparedness, personnel swing into action when the service received emergency calls from the FCT residents. We also rescue victims during emergency, like collapsed building, flooding

**FCT CALL CENTRE
TOLL FREE LINES**

08099936312

08099936313

08099936314

(Calls from ETISALAT Lines are free)

08031230330

08031230331

08031230332

(Calls from MTN Lines are free)

09-4603600

**FCT CALL CENTRE:
It's All About You**



FCTA Perm. Sec., Mr Olusade Adesola (3rd right) with senior officials of the FCTA, inspecting flood containment infrastructure on Abuja city roads.



The Fire Prevention and Protection Unit of the service goes out on daily basis to sensitize the FCT residents about fire outbreak, to lessen the threat of fire outbreaks in order to save lives and property. Following recent reoccurrence of fire incidents in some areas of the nation's capital, there have been over 20 cases of fire outbreaks from January to the end of February 2023.

and other interrelated disasters linked to the service.

QUESTION: How often does the service sensitize the FCT residents on fire outbreak?

ANSWER: The Fire Prevention and Protection Unit of the service goes out on daily basis to sensitize the FCT residents about fire outbreak, to lessen the threat of fire outbreaks in order to save lives and property. Following recent reoccurrence of fire incidents in some areas of the nation's capital, there have been over 20 cases of fire outbreaks from January to the end of February 2023. We also carry out training in organizations for newly recruited staff, to educate them about safety measures on how to prevent fire outbreak and what to do during emergencies.

QUESTION: What are the different ways of preventing fire outbreak?

ANSWER: First, it is to know what is the cause of the fire outbreak and how to prevent it. We have different stages of preventions because we have different combustible materials that causes fire outbreak. For example: solid, liquid, gas materials, heat; fuel chemical reactions will result into fire outbreak and also expired gas cylinder and gas leakage can also trigger fire outbreak at home. It is advisable to know the kinds of combustible materials around us that we are relating with in order to prevent fire outbreak.

There are three (3) major components of fire outbreak, the heat, fuel and the oxygen. And when these three (3) comes together and there is a chemical reaction, definitely there will be flames. Residents should stop doing things that will activate these three components with a view to preventing fire outbreak. We

have different classes of fire; A, B, C and D and these classes of fire have different methods of approach.

Class A: Solid material, e.g. clothes, paper, wood.

Class B: oil, grease, paint

Class C: Gaseous; flammable gases etc.

Class D: Metallic; Dry chemical powder is a fire fighting device that is used to put off class A fire outbreak and it take care of all the classes of fire, other processes of fire fighting are blanketing and cooling system, in which water is used to reduce the heat and bring down the temperature of the fire.

QUESTION: What is the estimated time you arrive at a fire scene when called?

ANSWER: It is within five (5) minutes. We have our stations all over the city centres and in



INTERVIEW

the six Area Councils. As soon as a call comes in, our personnel swing into action.

QUESTION: *Is the FCT Fire Service Equipped to manage fire and other disasters?*

ANSWER: Yes, the FCT Fire Service is well equipped to manage fire disaster in the city centres and Area Councils, through training of fight fighters, deployment of new fire fighting equipment, and as the city is expanding with more development there is need to employ more fire fighter personnel for effective service delivery.

QUESTION: *How can residents reach the Fire Service?*

ANSWER: We have our offices located in all the six (6) Area Councils in the FCT and we can also be reached via our mobile phone number 09029066881.

QUESTION: *Many residents have complained that, the service mobile number is too long to remember during an emergency, is there no provision for short code?*

ANSWER: The FCT Toll Free line is an NCC emergency short code number which is 112 and once you call it will be transferred to the Fire Service.

“ We have different stages of preventions because we have different combustible materials that causes fire outbreak. For example: solid, liquid, gas materials, heat; fuel chemical reactions will result into fire outbreak and also expired gas cylinder and gas leakage can also trigger fire outbreak at home. It is advisable to know the kinds of combustible materials around us that we are relating with in order to prevent fire outbreak. ”



(From right) FCTA Perm. Sec., Mr Olusade Adesola receiving the Standard Operating Procedures Manual from the Ag. Director, Reform Coordination and Service Improvement, Dr. Jumai Ahmadu in FCT recently.



Perm. Sec., FCTA, Mr Olusade Adesola (6th left) flanked by Managing Partner G.E Osagie and Co, Mr Godwin Osagie and Co (7th left) and Director of treasury, FCTA, Alh. Zanna Hamza (5th left) and senior officials of the FCTA following the flag-off ceremony of the auditing of payroll remittance on statutory and non-statutory deductions of FCTA liabilities to its third-party beneficiaries.

PHOTO Gallery



Group photograph of FCTA staff and FCTA Perm. Sec., Mr Olusade Adesola at the FCTA endorsement of Standard Operating Procedures.



FCTA Perm. Sec., Mr Olusade Adesola with senior officials of the FCTA, looking at a vandalized manhole cover during his inspection of flood containment infrastructure on Abuja city roads.



Perm. Sec., FCTA, Mr Olusade Adesola (5th left) flanked by the Executive Secretary, FCDA, Engr Shehu Hadi Ahmed (3rd left) and the DG FCT Emergency Management Agency Dr Idriss Abass (1st right) during the assessment visit to the site of the collapsed building at Dape Abuja.



L-R FCT Commissioner of Police, CP Garba Haruna, Perm. Sec., FCTA, Mr Olusade Adesola, Executive Secretary, FCDA, Engr Shehu Hadi Ahmed and Onah of Abaji Alh Adamu Baba Yunusa, during the FCT Security Committee meeting.



Mr Godwin Osagie, Managing Partner, G.E Osagie and Co and the Perm. Sec., FCTA, Mr Olusade Adesola during the flag-off ceremony of the auditing of payroll remittance on statutory and non-statutory deductions of FCTA liabilities to its third-party beneficiaries.



RESIDENTS *View*

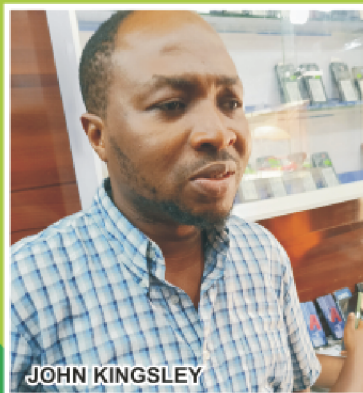
FCT RESIDENTS SPEAK ON THEIR CHALLENGES EXPERIENCED DURING THE PREVIOUS ADMINISTRATION, AND EXPECTATIONS OF THE INCOMING ADMINISTRATION

Question: What are some of the challenges you experienced during the previous Administration, and your expectations of the incoming FCT Administration?



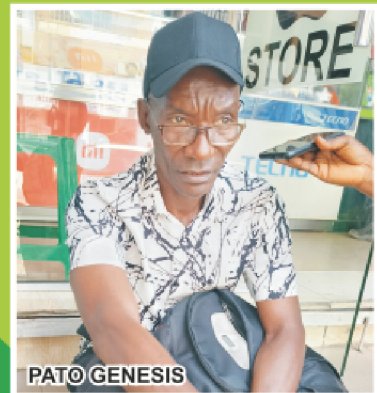
AGBO EMMANUEL (BUSINESSMAN): I cannot pinpoint what the past Administration did, because the only impact we felt was the tax on us. One significant challenge I experienced during the last Administration was in the area of bad roads and the high cost in accommodation. On my expectations of the incoming government, I expect they give us the basic things we need most importantly fix the roads provide reliable electricity and water supply.

JOHN KINGSLEY: The past Administration did not do well in carrying out their responsibilities especially in the area of security.



The quality of security in the FCT is very poor and it greatly affected the business people. In the aspect of road construction there was no improvement in the construction of new roads. We are counting on the incoming Administration to tackle the issue of bad roads which will directly strengthen out the agricultural activities thereby making food cheaper in the FCT. We strongly hope a Christian Minister is appointed this time.

PATO GENESIS: The water system in FCT is very poor. Most houses in highbrow areas use boreholes instead of public water. Most of the drains are not well opened up to allow easy



passage of water, this is because the central sewage system is always blocked and it takes time to get fixed. As a result of this, there is environmental pollution. Based on FCT standards, I don't think the past Administration did their best in opening new roads and districts. When there is a good road network there will be more economical activities and rapid development. People will invest in building then the issue of accommodation will be less.

MARK JIMAH: For me it wasn't a pleasant experience with the last Administration, it was a very poor Administration I must say. If there was one thing that's common with the previous



MARK JIMAH

Administration is the unfair treatment of citizens as we the commoners don't benefit from the government except for the elites in the country. So the government should come down to the grassroots level and empower us. They should involve us in their development. For example, in the aspect of road construction they need to improve in it. Where I stay in Bwari the road there is in a bad shape. So they should improve on road construction in rural areas.

BRIGHT AGBOSIREMI



(ENTREPRENEUR): During the previous Administration we had a lot of issues. The FCT Administration did not perform well. We went through cash scarcity, where movement was limited and currently we are going through fuel subsidy removal, which has led to the hike in the price of things

and transportation which is double or triple the price of what we pay and workers like me can't say we can go to work because of this and with this also there is no increase in our salaries. However, they did well in some areas, especially provision of infrastructures in some critical areas. For example, work is ongoing at Wuye Finance Bridge and the Over-head bridge at Area 10 and also at Area 1. They are working on the Over-head bridge and constructing a Round-about that wasn't there before. In the area of security, they were really poor, it's not tight as people are being attacked everyday and some kidnapped, while some are victims of "One Chance". They should do something about the insecurity and engage security personnel that are ready to work because we have some that are not ready to stay at their post and watch citizens misbehave with the notion of "it is not my spot". And also the electricity, although they have improved on it, but the tariff is high. As at two years ago ₦5000 for prepaid you would get over 90 - 100 unit but now that is 74 unit which has even reduced to 64 units now, and this cannot even last you a month with all you have in the house



EMMANUEL BADERIN: In the last Administration we faced some challenges that are known

to everyone in the area of security and economy (Business aspects). I'm a businessman and I'm into gadgets and exchange. Importing and exporting was a challenge to us as the constant rise in dollar rate affect the price of the gadgets we sell and customers were discouraged and we lost some. If the Administration can work on the dollar rate, it will help us and other businesses that are into export and import. Also this incoming Administration should please work on the economic aspect of the state and security as well so that the movement can be easy. I expect better from them and they should really work on the economy of the state. Although other aspects of the state are intertwined with the economy like good road, electricity, security and dollar rate and so on. If they work on all these the economy will improve.



MR. THOMAS OGBO: The past Administration made many of us to encounter many problems, especially those of us in the street. I am a driver and have encountered the Agberos who claims to be FCT Taskforce. They use to jump into our vehicles and charge us for no reason. For those who drive Uber have no issues with Agberos because they pay their taxes directly to the company online,



but those Agberos still come to them for another registration. We have been reporting these challenges to the authorities and nothing has been done about it. We hope the new Administration rectify these issues. Secondly, the VIO on the road, people that register with Uber always have a complete car documentation, But those VIO will still stop us and interrogate us for no reason even with the knowledge that we have complete documentations. Instead of them to direct you on the rightful way to pay into a government account, they will collect cash and use for themselves. The new Administration should try and do something about this situations please.



MR. ILIYA AMOLEH: I am a Dispatch Rider for almost 6 years; it has been very beneficial to be honest because of my earnings. We formally used Bajaj (bike brand) and it is durable and it's easy to get its spare parts. The previous Minister banned the use of Bajaj to another one called 200cc bike, the bike is not durable and the spare parts are expensive and unavailable. It is from this job that I have been getting money to feed my family and it is because of the hardship caused by the ban of the bike that makes my family to starve.



MR. OVAVU ABUBAKAR: I will advise the new Administration to focus on youth empowerment programmes and employment scheme to create more job opportunities for them. For example, within the FCT, there are places where people pack wrongly especially schools that are built close to the road and causes obstructions. Thirdly, people do not always make use of the pedestrian bridge while crossing the road, the Administration should station people at such places where traffic rules are not being obeyed. Option of fine should be imposed on defaulters with a specific amount of money and generate revenue from it. This will save lives from being lost, teach people to abide with rules and also create employment opportunities for the youths.



MR. CELESTINE A. LIMAN:

There are many problems that need attention. FCT is the heart of the nation and issues such as that of Babanbola (Scavengers) who are causing an alarming level of insecurity should be addressed. In some cases they fight people with weapons like daggers and rods whenever they try to stop them from taking things that doesn't belong to them; issues of dirt being everywhere and potholes in our roads should be addressed by the new Administration.



MR. JONATHAN OKEWU: The previous Administration was faced with the challenge of high cost of food, we plead with the new Administration to reduce the cost of food for us; then the issue of insecurity should be looked into where "bad Hausa boys" attack people with knives or daggers around Gishiri junction, collect their phones and possessions in broad daylight and at night.

MR. ANONYMOUS: There is no development going on in Mpape, so we call on the incoming Administration to consider people in that area. There is no road in Mpape, no public water supply and some privileged persons who have boreholes see it as an avenue to extort or oppress others.



FLOOD ASSESSMENT TOUR: PERM SEC DECRIES RAMPANT THEFT OF GULLY INLET, MANHOLE COVERS ...CALLS FOR SUPPORT AND COOPERATION OF RESIDENTS, SECURITY AGENCIES

The Permanent Secretary, Federal Capital Territory Administration, Mr. Olusade Adesola has decried the repeated vandalism and theft of expensive gully inlets, manhole covers and other flood containment infrastructure on Abuja city roads.

The Permanent Secretary who spoke after a flood assessment tour of parts of the city recently, lamented that expensive gully inlet and manhole covers that were recently replaced by the FCTA have been vandalized and stolen, leading to suboptimal performance of the drainage systems and consequent flooding on some city roads.

Mr. Olusade expressed shock that even the gully inlets and manhole covers made of ductile materials that were of little or no second-hand value, have also been targeted by the vandals, leaving a very worrisome situation in the FCT.

The Permanent Secretary said the incessant vandalism and theft of these expensive public infrastructure and their accessories, have become untenable in the FCT, in the wake of the dwindling resources of government and other competing interests.

He therefore called for the collaborative support of FCT residents by reporting any unusual or suspicious observations to the relevant security agencies for prompt action in order to forestall the ugly situation.

“So, overall, our assessment has been that to rid the city of flooding is a collective responsibility. The manhole covers that were placed on this particular road, last year, have been removed. They were not removed by ghosts. They were removed by people and this is Federal Capital City where we have all the law enforcement agencies present.

“We want to beckon to every citizen and our law enforcement agencies to support the efforts of the FCTA in

protecting lives and property through the provision of road infrastructure. A lot of resources are committed to replacing these manholes, but not long after they are replaced, they are removed. On this particular road that we are, ductile materials that were thought to be of little or no second-hand value were installed. But shockingly today, all of them have been removed and nobody has been arrested for removing any.

“So, we want to appeal to every citizen; when you see something, report something. We have the number 112 where we can make emergency reports. When something unusual is happening, report it so that our law enforcement agencies can be invited to deal with the situation. This way, we will all be contributing to making the FCT flood-free.”

Speaking on the cost implication of installing gully inlet covers and replacing stolen infrastructure in the FCT, the Permanent Secretary said, “For instance, this afternoon, before embarking on this trip, we did a cursory review of what this costs.

“In a distance of one kilometer, we can have more than 20, 30 floodwater covers, gully inlet covers and maybe one or two or three manhole covers and each gully inlet costs not less than N500,000. Now, if you multiply this by 20 kilometers, 80 kilometers, 200 kilometers, you know what this translates to. And this is in the face of very competing needs for the meagre resources that we have. This underscores the need for everyone to support the efforts of government to protect this road infrastructure”.

Mr. Adesola also cautioned members of the public who dump refuse into flood drains to desist from doing so. He said “To members of the public engaging in that, they need to know that these gully inlets are not dumpsites.

“They are to allow free flow of water

through the channels or ducts provided underground. When these ducts are working and there is free flow of water, immediately after a rain, the place would dry up in five minutes because it has taken the whole water away.

“But when they are blocked, just as you saw at certain locations, the water accumulates, the consequences are grievous as we say. For instance, they soak the roads, damage the roads and create problems for us. These gully inlets are not dumpsites for our wastes. We enjoin our citizens not to dump waste there. Use your waste bins.”

The Permanent Secretary was accompanied on the visit by senior officials of the relevant Secretariats, Departments and Agencies of the FCTA.

ANTHONY OGUNLEYE
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THE FCT MINISTER)

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