



DOCUMENT TYPE	OPERATIONAL DOCUMENT
DOCUMENT NAME	CUSTOMER CHARTER

CONDITIONS OF CARRIAGE (Customer Charter) ON THE LRMT SYSTEM

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LAMATA RAIL CUSTOMER CHARTER



1.0 INTRODUCTION

The Conditions of Carriage provide a guide to the terms and conditions under which the Metro services agree to transport passengers or goods.

The Conditions outline the responsibilities and liabilities of the operator and the passengers at our stations and by using the metro services you agree to comply with these conditions.

All paying and non-paying customers visiting the LRMT systems must adhere to safety signs and instructions and follow directions and signs provided at the stations and on the train.

The passenger must ensure the safety and comfort of others by desisting from offensive or disruptive behavior towards others passengers or staff.

1.1 OVERVIEW OF THE CUSTOMER CHARTER

PURPOSE: To provide a high-quality, reliable, and customer-focused train service, ensuring a safe, comfortable, and enjoyable journey.

CORE VALUES:

1. **Safety:** Prioritize passenger and staff safety above all.
2. **Reliability:** Operate trains on schedule, minimizing delays.
3. **Comfort:** Operate clean, well-maintained trains and stations.
4. **Customer Focus:** Provide helpful, courteous, and responsive service.
5. **Sustainability:** Minimize environmental impact.

SERVICE STANDARDS:

Pre-Journey:

1. Clear, timely information on schedules, fares, and services.
2. Easy ticketing and booking processes (**COWRY CARD ONLY**).
3. Accessible station facilities.

Onboard:

1. Clean, comfortable seating and amenities.
2. Courteous, helpful train staff.
3. Clear onboard announcements.

During Disruptions:

1. Prompt communication of delays or cancellations.



2. Alternative transport options.
3. Support for passengers with disabilities.

Station Facilities:

1. Clean, well-maintained stations.
2. Accessible platforms and facilities.
3. Clear signage and information.

Customer Support:

1. Responsive customer service (phone, email, social media).
2. Helpful staff at stations and onboard.
3. Feedback mechanisms.

Passenger Rights:

1. Right to safe travel.
2. Right to reliable information.
3. Right to feedback and complaint resolution.

Complaint Handling:

1. Acknowledge complaints within 24 hours.
2. Resolve complaints within five (5) working days.

2.0 ACCESSIBILITY AND CARRIAGE OF PASSENGERS IN WHEELCHAIRS

Stations on the LRMT Blue Line Service are provided with step free access (Ramps) from the street level into the unpaid side of the Ticket Hall on the Blue line.

The wheelchair passenger is expected to be in possession of a valid Cowry Card for travel, although assistance will be available to purchase a Cowry Card from Cowry Card agents at the ticket office (window).

Once the wheelchair passenger is in possession of a valid Cowry Card, they may proceed to the turnstile's wide gate where they will tap in using their Cowry Card for access to the paid side.

On the paid side the wheel chair customer will be assisted to the next elevator which will take them down to the platform with the exception of Marina and National Theatre Stations whose platforms are elevated.

Stations on the LRMT Red Line Service is provided with step free access (Ramps) from the station entrance with the exception of Yaba whose Ramp is from street level by the bus terminal.

At the station entrance, there is a ramp for the wheel chair passenger to use for access into the station's ground floor.



At the ground floor, there is an elevator which the wheelchair user is encouraged to use, which will take them to the ticket hall area.

The wheelchair passenger is expected to be in possession of a valid Cowry Card for travel, although assistance will be available to purchase a Cowry Card from Cowry Card agents at the ticket office (window).

Once the wheelchair passenger is in possession of a valid Cowry Card, they may proceed to the turnstile's wide gate where they will tap in using their Cowry Card for access to the paid side.

On the paid side the wheel chair customer will be assisted to the next elevator which will take them down to the platform.

2.1. THE PLATFORM

The wheelchair passenger will be assisted by a member of the Station team to the entrance of the first carriage of the train.

Where there is no level access to the train as in the case of the Red line, they will be met by the train's Conductor or customer service representative.

The Train's conductor will lay a ramp suitable for the wheelchair passenger to be assisted onto the first carriage of the train.

The wheelchair passenger will be wheeled to the priority area in the first carriage.

There is space available for multiple wheelchair users.

2.2. TICKETING

To use the Rail system, you will need to possess the travel card known as Cowry Card

If you don't have one, kindly get one at any of the train stations or Bus terminals and select bus stations.

All passengers must have a valid Cowry Card funded for their intended trip and must be validated at the turnstiles before proceeding to the platforms.

Staff will be at all stations to assist passengers with resolving Cowry Card issues.

It may be deemed necessary to have Ticket Inspectors on the trains to check Cowry Card which must be presented on request by the Ticket Inspector.

The Ticket inspector will validate the Cowry Card and any unresolved journey must be rectified by the Ticket Inspector.

2.2.1. FARE VIOLATION

All Passengers are expected to tap in at the turnstiles to access the platform.



The Ticket Inspector may check your Cowry Card on board the train as earlier stated and any passenger caught for fare violation may be arrested and prosecuted.

Here are the possible evasion scenarios:

2.2.2 PASSENGER-RELATED FARE EVASION

1. **Boarding Without a Valid Ticket:** Entering the train or station without purchasing a ticket or tapping a valid travel card.
2. **Tailgating (Piggybacking) at Turnstile gates:** Following closely behind a paying passenger to pass through the entry gates without tapping a card.
3. **Fare Zone Manipulation (Short-Fare Payment):** Paying for a shorter distance than intended and traveling beyond the paid fare zone.
4. **Card Sharing or Unauthorized Transfers:** Using another person's subsidized or concession ticket (e.g., student, senior citizen, or government-issued cards)
5. **Bypassing Fare Gates or Barriers:** Jumping over or crawling under barriers and platform fence to avoid paying the fare.
6. **Using Fake or Fraudulent Tickets:** Using counterfeit or illegally modified travel cards.
7. **Tampering with Ticketing Machines:** Manipulating ticket validating machines or fare gates to gain free access.
8. **Failure to Show Ticket During Inspection:** Refusing to present a valid Cowry Card when asked by Ticket Inspectors or Transit Police.

OPERATOR-RELATED FARE VIOLATIONS

- a) **Allowing Free Rides:** Train operators or station staff permitting unauthorized passengers to travel without paying via the validators with a Cowry Card.
- b) **Ticket Forgery or Corruption:** Station staff issuing fake cards, taking cash payment or manipulating the fare system for personal gain.
- c) **Unauthorized Override of Fare Gates:** Employees manually opening fare gates for non-paying passengers without valid reasons.
- d) **Failure to Enforce Fare Policies:** Staff not taking action against fare evaders or deliberately ignoring violations.
- e) **Tampering with Ticketing or Payment Systems:** Altering digital fare records or interfering with card readers and validation systems.

3.0. SAFETY AND SECURITY

In the event of an emergency, customers must adhere to Lagos Rail Mass Transit instructions as directed.

In case of Emergency within the station:

Look out for the emergency exit signs and follow them to the muster point. During this period, do not use the elevators or the escalators. Please use the stairs.



Please call the Lagos State Emergency Numbers 112 or 767 or our toll – free number in case of an emergency or text 09115526282 / 09099526282.

3.1. ON THE TRAIN

In case of emergency on the train, do not panic. There are Marshalls on the train who will guide you through the evacuation process. Do not attempt to force the door open to jump out of the train, listen for any onboard announcement.

Remember, the track may be electrified as in the case of the Blue line and forcing yourself out of the train and jumping on the tracks could be fatal.

Please call the Lagos State Emergency Number 112 or 767 or our toll – free number in case of an emergency or text 09115526282 / 09099526282.

3.2. SURVEILLANCE AND SECURITY ANNOUNCEMENT

For the Safety and Security of all Passengers, the Stations and Trains are monitored with Closed Circuit Television (CCTV). Recordings may be used for safety and security purposes.

No loitering is allowed within the station. If you see something wrong, please inform any member of the station staff. Your safety and security of this station is a joint responsibility.

3.3. ON THE PLATFORM

Dear Passengers please stand behind the yellow line or tactile on the platform.

4.0. PASSENGERS RESPONSIBILITIES

4.1. PERSONAL BELONGINGS

Please do not leave your luggage or personal belongings unattended. Please in the interest of safety and security always keep your personal belongings with you. If you do see anything suspicious, please inform a member of our station team. Any unattended luggage is likely to be removed without warning, in the interest of security.

4.2. LOST PROPERTY

Lost property found on the trains or in the stations and handed to staff by passengers or the Security and surveillance personnel will be kept safe and documented accordingly.

The LRMT staff has the right to open and examine the contents of the lost property in the presence of Security personnel before moving it to a secure place and without been liable, remove or dispose of any property which might in its opinion cause any damage/ injury/inconvenience to persons.

In addition, any perishable food item will be disposed off after 48 hours.

Any unclaimed lost property within a three-month period will be disposed off appropriately in compliance with Legal requirements, where applicable.



4.3. NO SMOKING POLICY

In compliance with legislation and in the interest of safety, this stations and trains operate a no smoking policy. Please do not smoke in any of our stations and trains.

4.4. EATING AND DRINKING ON THE TRAIN

Eating and drinking is not allowed on the train. Violators would be sanctioned and are liable to fines.

4.5. LITTERING THE STATIONS AND TRAINS.

Please do not litter the stations or trains. Kindly drop your trash in the litter bins provided.

4.6. ALCOHOL AND DRUGS.

Consumption of Alcohol and the use of illicit drugs are prohibited in LRMT stations and trains.

4.7. PROHIBITED ITEMS

Dangerous goods, flammable substances, weapons, narcotics and dangerous drug substances such as Marijuana are not permitted in any of our stations or on board our trains.

4.8. CONDUCT ON THE TRAIN.

While at any of the stations, or on the train, we ask that you respect the rights of others, do not obstruct their movements or play music loudly on your device.

Kindly call 09115526282 / 09099526282 or send an email to info@lamata-ng.com to report.

4.9. ACCESSIBILITY

Each station is fitted with elevators and escalators for step free access from platform to the ticket hall area where applicable on the LRMT system. If assistance is needed, please contact any of the station staff.

4.10. GENERAL LIABILITY

1. Loss Or Damage

LAMATA who regulates the operations of the LRMT will not be liable for any loss or damage to luggage or articles in its trains or within its premises.

2. Passenger Liability

Passengers are liable for any damage caused to station property and facilities on the trains due to their actions or inactions.

3. Passenger Responsibility

Passengers are kindly advised to take care of any item or luggage or article that they take on board any of our trains.



5.0. SEXUAL HARASSMENT ENGAGEMENT

LAMATA detest any form of sexual harassment on our public transport. Therefore, LAMATA is taking a lead role in having a Zero tolerance policy towards sexual harassment of staff and passengers. (Will ensure that passengers / customers' needs and expectations are determined and fulfilled with the aim of achieving customers' satisfaction).

Physical presence of the Lagos Neighborhood Security Corps on our system is deployed for safety and security such as providing a quick response to incidents and greatly contribute to the feeling of personal safety of women.

Passengers are therefore encouraged to report any incidents of sexual harassment to the security personnel or send email to info@lamata-ng.com or call or text 09115526282 / 09099526282 with the assurance that their report will be acted upon promptly.

The criminal law of Lagos State, 2011 Section 264(1), punishes anyone found guilty of sexual harassment to a minimum of Three (3) years in prison.

The Conditions of Carriage, therefore, discourages sexual harassment and other offences thereby increasing confidence while using our train services.

6.0. CUSTOMER SATISFACTION

6.1 COMMENTS AND FEEDBACK

We love to hear your comments and suggestions so we can keep improving our services and facilities.

You can email our Corporate Communication team directly at info@lamata-ng.com.

You can also use our comments and complaints form which are available in all our stations. Please see any of our customer service staff for the form. Completed forms can be handed in at LRMT station or posted to us via complaint box/suggestion box:

LAMATA PLACE, KM 15, Ikorodu Road, Ketu-Ojota Cloverleaf Interchange, Ketu, Lagos.

We aim to respond to all customers feedback within five working days.

You can also contact us via X (formerly Twitter): @lamataonline and on Facebook: @lamataonline.

Get in touch, we would love to hear from you.

6.2 COMPLAINTS

We take your comments or complaints seriously. So, when you lodge a complaint, we'll investigate the matter fully and give you an explanation regardless of who was responsible.

We will handle all complaints in accordance with our Corporate Communication team laid down process.



All your comments, concerns, and suggestions will be used to shape our customer service offering on our train services.

6.3 LISTENING AND ACTING ON CUSTOMER FEEDBACK

We will measure our customer satisfaction and report the results to you using our websites.

If you are asked for your opinion of our services in an email from us after your journey or after you have contacted our Corporate Communication team, please find time to take part as the information you provide helps us prioritize and deliver improvements across the LRMT system.

6.4 PUNCTUALITY AND RELIABILITY

We will work with our operators to deliver a punctual and reliable train service taking a proactive approach to all issues that may impact on our ability to deliver our advertised timetable.

Punctuality is measured as a percentage of all LRMT services which depart and arrive at their destination within Ten minutes of their advertised time and is regarded as a best practice approach.

6.5 STAFF ABUSE AND ASSAULT

The protection of our staff on duty against physical assault and verbal abuse is crucial for their safety and wellbeing.

Customers who physically assault our staff for doing their job will be arrested and liable to prosecution under Sections 252, 335, 351 and 355 of the Criminal Code of the Federal Republic of Nigeria.

LAMATA as a company has preventive measures and response measures in place which includes;

6.5.1 Secure work place areas

Designated secure work areas for staff such as locked offices or controlled access areas are provided.

Surveillance Cameras: CCTV cameras are installed to monitor the station and surrounding areas.

Emergency Response Plan: LAMATA has an Emergency Response Plan and practiced regularly. This includes evacuation procedures.

Staff Training: Staff are provided with regular training on conflict resolution and de-escalation techniques with the aim of preventing provocation to customers.

Uniforms and Identification:

All train and station staff will wear uniforms and have identification cards to facilitate recognition.

6.6 RESPONSE MEASURES

Security Personnel: Lagos Neighborhood Safety Corps personnel, security guards and Police officers are deployed to patrol the stations and trains. Customers exhibiting aggressive behavior and assaulting our staff will be arrested and charged based on the State law.

Incident Reporting and Investigation:

A clear incident reporting and investigation process to address assaults has been established.

First Aid and Medical Facilities: Easily accessible first aid kits are provided at all stations and medical facilities are also less than 2 kilometers from each station.

Amendments and Updates: This Charter may be reviewed and updated to incorporate passenger feedback and emerging best practices.