Nigeria's Experience in Implementing 112 as a common Emergency Number

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OUTLINE

01
Background/ Context

02
Legal and Regulatory Framework

03
Technical Architecture and Network Configuration

01
Integration With Existing National Emergency Numbers

02
Public Awareness Campaigns and Stakeholder Coordination

03
Challenges Encountered and Lessons Learned /Future Plans and Enhancements

Objectives of 112 Emergency Number

Ease

Provide easy access to the toll-free emergency services

Enhance

Enhance the safety of lives and properties

Efficiency

Eliminate duplication of effort and cost in the provision of emergency services in Nigeria

Centralization

Centralized and coordinated database for management & analytics

Synergy

Enhance synergy between government agencies for national security

Compliant

Compliance with International best practices

Economic Empowerment

Provide employment opportunities

General Overview (Implementation Structure)

There are a total of 36 States in Nigeria plus the Federal Capital Territory (FCT) (Totaling 37).

01 112 Common Emergency Number is implemented via the Emergency Communication Center (ECC) project in Nigeria.

02 The Emergency Communication Center is implemented as a decentralized system to cater for emergency services in each of the states in Nigeria including the FCT.

03 There are currently 35 Active ECC centers across the country. The other 2 cities are at various levels of implementation

04 Each State's traffic is routed through a dedicated Primary Interconnect Operator (PIO) which is one of the three main Mobile Network Operators (MNOs)

Legal and Regulatory Framework

Presidential Approval

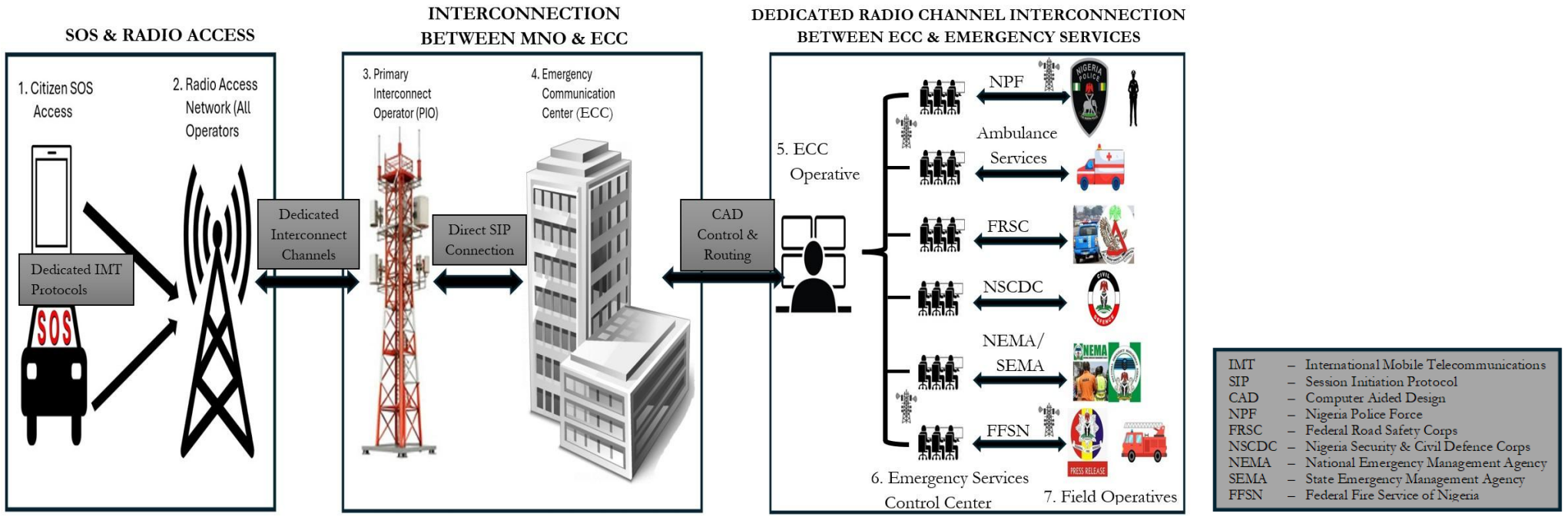
› Establishment of an Emergency Communication Network for Nigeria by the Commission in year 2006, "to address problem of daily loss of innocent lives and property as a result of the absence of emergency communication system and services"

NCA 2003

› Section 107 (3) (a): Promote and enhance public safety through the use of a particular number which shall be designated as the Universal Safety and Emergency Assistance Number for telephone services generally;

› Section 107 (3) (b): Encourage and facilitate the prompt deployment throughout Nigeria of a seamless, ubiquitous and reliable end-to-end infrastructure for emergency communication needs

Technical Architecture and Network Configuration of a Nigerian ECC Centre



Technical Architecture and Network Configuration of a Nigerian ECC Centre

- A citizen dials 112 from any mobile or fixed telecommunications network.
- The call is routed through the Primary Interconnect operator's (PIO) core network.

There are 3 main PIOs in Nigeria which are the 3 primary network operators.

MTN is PIO for 22 states, Globacom is PIO for 7 states and Airtel is PIO for 6 states making up the 35 active centers.

- The operator forwards the call to the Emergency Communication Centre (ECC) serving the caller's state.
- ECC call agents receives, evaluates, and prioritizes emergency calls.
- Based on the nature of the incident, the ECC routes the request to the appropriate Emergency Response Agency (ERA) control room via a Computer Aided Dispatch (CAD) system.
- The ERA control room then relays the information to field responders, who immediately proceed to the location of the emergency.

Integration With Existing National Emergency Numbers

The ECC as the Integration Layer

› The Emergency Communications Centre (ECC) model constitutes the principal technical mechanism through which 112 interfaces with pre-existing agency-specific numbers. Rather than replacing the internal operational lines of individual agencies, 112 operates as a front-end triage layer:

Mandatory Network-Level Routing

› All telecommunications operators are required to route emergency calls made via the dedicated three-digit, toll-free number 112 through the Primary Interconnect Operator (PIO) to the appropriate Emergency Communication Centre (ECC) within the caller's state.

› All telecommunications operators are also mandated to route emergency calls initiated through the existing emergency numbers used by various Emergency Response Agencies (ERAs) to the ECC serving that state.

› The existing emergency numbers will continue to operate concurrently with 112 until the old emergency numbers are eventually phased out and fully deactivated.

Public Awareness Campaigns and Stakeholder Coordination

Engagement

Robust engagement with key stakeholders is ongoing to elicit buy-in and strengthen commitment to the national emergency communication framework.

FBOs and CBOs

Continuous engagements are held with Emergency Response Agencies, Faith-Based Organizations (FBOs), Community-Based Organizations (CBOs), the media, and other strategic partners to enhance collaboration and public trust.

Public Sensitization

Radio jingles and public sensitization campaigns are being deployed to increase awareness of the 112 Emergency Number, build confidence in the system, and promote its proper and efficient use.

Effective Integration

Ongoing collaboration with State Governments continues to ensure the effective integration, operation, and sustainability of Emergency Communication Centres (ECCs) nationwide.

Govt Committment

The Ministry of Interior has also committed to playing a key role in harmonizing all existing emergency numbers under the 112 platform. Working collaboratively with the Federal Ministry of Communications, the aim is to establish a more streamlined, efficient, and unified national emergency response system.

Challenges and Lessons Learned

Challenges Encountered

- Harmonization challenges of competing emergency numbers
- Absence of legal framework: Nationwide Toll-Free Emergency Number (Establishment) Bill to give 112 a proper legal foundation is still pending with the Senate.
- Weak First Responders capacity undermining public confidence.
- Inadequate Security protection of ECC infrastructure.
- Low awareness of 112 emergency services and its use.
- Non-adoption of 112 and the use of other numbers by Response Agencies.
- Misuse of 112 by the public.
- Underutilization of ECC infrastructure (e.g. CAD system) by the Response Agencies

Lessons Learned

- Imperative to have legal backing
- Necessity of a unified number
- Inter agency coordination is very essential
- Public trust in emergency responders must be built and sustained
- Need for continuous public enlightenment
- Need to strengthen partnership and coordination with relevant Stakeholders
- Importance of infrastructure investments
- Need for regular updates in technology

Future Plans and Enhancements

Efficient Management and Technical Operations

- Review Management Concept: Central Remote Centre
- Training & Benchmarking.
- Deployment of Digital Mapping Solution – (Enabled caller ID, SMS based emergency services and location). 📞📍
- Establishment of a centralized network operating centre
- Upgrade PSAP (Public Safety Answering Points) to Next Generation 112 Standards.

Facilitate Effective Usage by the Public

- Publicity and Sensitization in partnership with relevant agencies & organizations
- Penalties for misuse of 112
- Social Media awareness, e.g. creating social media handles to further enlighten the public

Regulatory Framework

- Passage of National Emergency Number Bill 2021 (roles and responsibilities) to unify fragmented numbers.
- Need for legislation to make 112 the only emergency number
- Enforce data privacy regulations (NDPR Compliance) for caller location and identity.
- Designate as Critical National Information Infrastructure.

Thank You

International Telecommunication Union

NCC
NIGERIAN COMMUNICATIONS COMMISSION