



NIGERIAN SHIPPERS' COUNCIL

2020
Annual Report
WITH
FREIGHT STATISTICS





NIGERIAN SHIPPERS' COUNCIL

2020
Annual Report
WITH
FREIGHT STATISTICS



| | | |
|----|--|-----|
| ● | ES/CEO's <i>Message</i> | 2 |
| ● | ANNUAL REPORT PREFACE | 3 |
| ● | <i>Foreword</i> | 4 |
| 01 | INTRODUCTION | 14 |
| 02 | STRATEGIES, ACTIVITIES AND SERVICE IMPROVEMENTS INITIATIVES | 19 |
| 03 | TRANSPORT INFRASTRUCTURAL DEVELOPMENT | 45 |
| 04 | GUIDELINES AND PROCEDURES FOR ACCESSING NSC SERVICES | 51 |
| 05 | INTERVENTIONS OF THE COUNCIL | 60 |
| 06 | TRADE AND TRANSPORT INFORMATION | 91 |
| 07 | ZONAL COORDINATING AND LIAISON OFFICES REPORT | 108 |
| | 2020 MARITIME STATISTICS | 123 |

ES/CEO's *Message*

The Nigerian Shippers' Council is driven by its vision for a Port and Transport Order that would remain efficient, transparent, competitive, inclusive and sustainable. This vision is in line with its economic regulatory mandate towards fostering effectiveness and best practices in the nation's ports and transport sectors in line with global standards.

At the beginning of 2020, the Council was aiming at improving on the modest achievements recorded in 2019 as enumerated in its three-year Strategic Plan (2019-2021). The Council was optimistic that it would surpass these previous achievements in demonstration of its commitment to the corporate strategic goals.

However, the world economy was adversely affected as a result of Coronavirus Disease 2019 (COVID-19) pandemic. Global maritime sector, like all sectors of the economy, was badly affected. Nigeria was not insulated from these negative effects. The functionality of the nation's maritime industry was challenged. Seaports, except those in Lagos, were closed.

In order to ensure that commercial shipping activities were sustained during the period, Nigerian Shippers' Council as the Economic Regulator of the nation's ports collaborated with critical stakeholders in the industry. This collaboration in the areas of interventions and stakeholders' engagements ensured that the seaports remained functional during this period.

The 2020 Annual Report highlights the following:

- Strategies, Activities and Service Improvements

Initiatives

- Transport Infrastructural Development
- Guidelines and Procedures for accessing NSC Services
- Interventions of the Council
- Trade and Transport Information
- Zonal Coordinating and Liaison Offices Report

It is my pleasure to present the Nigerian Shippers' Council's 2020 Annual Report.

Bar. Hassan Bello
Executive Secretary/CEO



2020 ANNUAL REPORT PREFACE

The year 2020 was a challenging one for the World Economy. The world economy was thrust into peril as a result of Coronavirus diseases 2019 (COVID-19) pandemic which badly affected every sector of the economy at local, national and global levels.

The COVID-19 pandemic brought about setbacks that challenged the maritime industry in terms of functionality and capability. The Secretary General of the United Nations Conference on Trade and Development (UNCTAD) cited the importance of the global maritime sector in response to COVID-19 and encouraged governments across the world to keep commercial shipping activities ongoing. This call was in realisation of the importance of allowing access to ports worldwide due to its critical role in the supply of the world's food, energy, raw materials and manufactured goods.

The Nigeria's shipping sector was adversely affected by the pandemic. The sector witnessed a closure of businesses but the seaports remained operational due to the fact that they were designated as providers of "essential services". The nations shipping sector suffered an estimated loss of over 500 Billion (Five Hundred Billion Naira) while, according to the Vice President of the Association of Nigerian Licensed Customs Agents (ANCLA), an estimated 35% of the workforce lost their jobs.

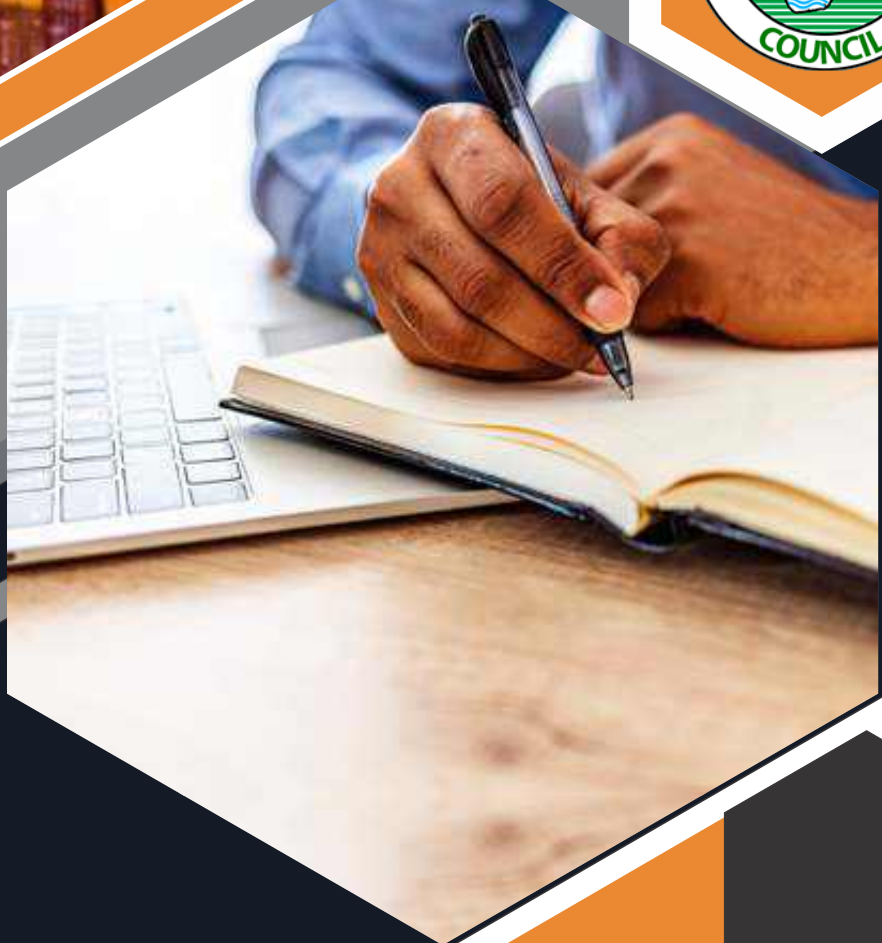
While the challenges were enormous, some unexpected opportunities opened up. These helped in setting new standards in respect of port operations in Nigeria. Synergy and unity of purpose across all stakeholders in the industry (terminal operators, government agencies, shippers, shipping lines, freight forwarders, bankers, trade unions, haulage operators etc.) became the focus to ensure trade facilitation and ease of doing business.

Nigerian Shippers' Council as the Port Economic Regulator, in collaboration with stakeholders in the industry, sought out ways to reduce the impact of the pandemic on the economy. This collaboration led to interventions, significant contributions in the areas of stakeholders' engagement, health and safety inspections.

This report x-rays Council's efforts in fulfilling its statutory responsibilities and its role in easing the impacts of COVID-19 pandemic on the activities of the nation's ports in the year 2020.

Phillip Eduwa
Director, Strategic Planning and Research

Foreword



I. FOREWORD

The global health and economic crisis triggered by the Corona Virus (COVID-19) pandemic significantly upset maritime transport and trade in 2020. The situation brought global and local disruptions of supply-chain and the contractions of import and export demands. The resultant effect was the general economic uncertainty that pervaded the Country's ports landscape in the year.

The pandemic brought to fore the importance of maritime transport as a critical sector for the continued delivery of essential supplies and global trade in times of crisis. The pandemic also underscored a growing focus on risk assessment and resilience-building to ensure that ports remain open for shipping and intermodal transport operations. More importantly, the crisis has highlighted the need for synergy, coordination, and cooperation among all ports stakeholders more than ever.

The Nigerian Shippers' Council acted as a stimulator of activities and clearing house for information and resolution of issues confronting the port industry. The Council continued its critical role as the port's economic regulator and watchdog providing the necessary support to Port Service Providers and Consumers and ensuring continuity of port activities, especially at the peak of the Covid-19 challenge. The Council offered various stopgap measures during the different lockdowns that characterised the period to alleviate essential port workers' difficulties. Such interventions include the provision of commuter buses, facemasks, hand sanitisers and other items necessary to comply with Covid-19 protocols while in the port.

The Council played various consultative and mediatory roles holding regional and local port stakeholders meetings during the period. These intermediations were to ensure business continuity and to mitigate the pandemic's effects on businesses. Typically, arbitrary and unreasonable demurrage charges brought about by delays caused by Covid-19 Pandemic restrictions were re-negotiated.

The Council has, over time, advocated for the replacement of manual procedures in the port with electronic ones. The digitalisation of transactions and information-sharing has been critical to the continuity of maritime transport operations during the pandemic. It has helped maintain continuity in transport operations and trade processes while reducing the risk of contracting the Covid-19 disease. The pandemic has strengthened the Council's advocacy for bold steps in technological improvements of our Ports. The broad application of technological solutions in the port has become imperative, and Post-Covid business environment requirements may leave us with no other options.

Despite the global health crisis, the Council vigorously pursued its mission of regulating the activities of all stakeholders in the transport sector in 2020 while at the same time promoting the nation's economy. This report encapsulates the activities, interventions, programmes, and projects carried out to fulfil the mission.

II. ES/CEO's Message.

III. PREFACE

IV. VISION STATEMENT

To be the foremost economic development agency providing a regulatory system that fosters efficient, effective and competitive service delivery in the transport sector.

V. MISSION STATEMENT

- Contribute optimally to the economic development of the Nation while protecting the rights and interests of all stakeholders in the transport sector in line with best practice.

- Develop and sustain a professional workforce driven by technology for operational efficiency, reduction of costs, setting standards and monitoring compliance.

VI. MANDATE

Establish an enabling environment for all stakeholders by instituting an efficient and effective economic regulatory system in the transport sector.

VII. CORE VALUES

- Customer-focused: To ensure efficiency and effectiveness in service delivery.
- Integrity: Consistency, fairness and equity.
- Accountability and Transparency: in service delivery.
- Innovation and Resourcefulness: implementation of new ideas.
- Adaptability: Responsiveness to change.
- Excellence: Highest quality service through innovation and professionalism.
- Stewardship: Cost-effectiveness and value for money.
- Value Diversity: in a diverse workforce.

VIII. GOVERNING BOARD

The Members of the Governing Board of Nigerian Shippers' Council:

- | | | |
|----|-----------------------------|------------|
| 1. | Hon. Bashir Sheriff Machina | - Chairman |
| 2. | Otunba Seyi Oduntan | - Member |
| 3. | Mr Yekini Nabena | - Member |
| 4. | Alhaji Lawal Yakawada | - Member |
| 5. | Mrs Hauwa Muhammed | - Member |
| 6. | Surv. Lekan Adekanbi | -Member |

- | | | |
|-----|---------------------------|--------------------------------|
| 7. | Mr. Danjuma Mika'il Dauda | - Member, representing FMoT |
| 8. | Mrs Margaret Orakwusi | - Member, representing NACCIMA |
| 9. | Mr John Aluya | - Member, representing MAN |
| 10. | Mr Henry I. Obih | -Member, representing NNPC |

IX. ORGANISATIONAL STRUCTURE

The Nigerian Shippers' Council (NSC) is an agency under the Federal Ministry of Transportation (FMoT). The enabling Act provides for a Governing Board and an Executive Secretary/Chief Executive Officer, responsible for the day to day management and implementation of policies approved by the Governing Board.

The Executive Secretary/CEO is assisted by Seventeen (17) Directors who head Departments and Coordinating Offices. In addition, there are Seven (7) Independent Units reporting to the office of the Executive Secretary/CEO.

The Departments and Coordinating Offices are:

1. Regulatory Services Department (RSD)
2. Consumer Affairs Department (CAD)
3. Strategic Planning and Research Department (SPRD)
4. Finance and Accounts Department (FAD)
5. Inland Transport Services Department (ITSD)
6. Legal Services Department (LSD)
7. Special Duties Department (SDD)
8. General Services Department (GSD)
9. Human Resource Management Department (HRMD)
10. Directorate of Executive Secretary's Office (DESO)
11. Abuja Liaison Office
12. North Central Coordinating Office

13. North East Coordinating Office
14. North West Coordinating Office
15. South-South Coordinating Office
16. South East Coordinating Office
17. South West Coordinating Office

The Seven (7) Independent Units are:

1. Anti-Corruption and Transparency Unit (ACTU)
2. Complaints Unit (CU)
3. Public-Private Partnership Unit (PPP)
4. SERVICOM Unit
5. Procurement Services Unit
6. Internal Audit Unit
7. Public Relations Unit
8. Information and Communication Technology Unit (ICT)

NIGERIAN SHIPPERS' COUNCIL ORGANOGRAM



OFFICE LOCATIONS

To bring services to the doorstep of Stakeholders nationwide, the Council has its Head Office in Lagos, Liaison Office in Abuja and six (6) Coordinating Offices in six (6) Geo-Economic Zones of the Country. In addition, there are sixteen (16) Area Offices and two (2) Border Information Centres.

HEAD OFFICE

4, Otunba Ayodele Soyode Lane,
Apapa. PMB 50617,
Ikoyi, Lagos

ABUJA LIAISON OFFICE

Shelter Plaza,
438, Michael Okpara Way,
Wuse Zone 5, Abuja.

Locations of the Coordinating and Area Offices

| S/N | Coordinating Offices | Area Offices | Areas Of Coverage |
|-----|--|---|--|
| 1. | South-South Coordinating Office, Port Harcourt. – <i>32a, King Perekule Street, GRA Phase 2, Port Harcourt, Rivers State</i> | Benin - KY Plaza <i>Opp. PZ Junction Sapele Road Benin City Edo State</i> Calabar - 3rd Floor, Henss Building <i>Complex 24/26 Murtala Mohammed Highway, Calabar Cross River State</i> Warri -No 5, Effurun/ Sapele Road <i>Warri Delta State</i> | Akwa Ibom, Bayelsa, Cross River, Delta, Edo and Rivers States. |
| 2. | South-East Coordinating Office, Aba. – <i>25, Aba - Owerri Road,</i> | Enugu -No 2a Colliery Avenue <i>GRA, Enugu</i> | Abia, Anambra, Ebonyi, Enugu and Imo States |

| | | | |
|----|--|---|---|
| | <i>Aba, Abia State</i> | <i>Enugu State</i> Onitsha -No 87 Upper New Market Road <i>Onitsha</i> <i>Anambra State</i> | |
| 3. | South-West Coordinating Office, Ibadan - <i>16B, His Grace Building, Opp. Oando Filling Station, Mokola Hill, Mokola</i> | Ado-Ekiti -32 NTA Road <i>Off Ilawe Road</i> <i>Ado-Ekiti</i> <i>Ekiti State</i> Akure -3rd Floor Bank Of Agriculture <i>Alagbaka</i> <i>Akure</i> Ilorin -Ahmadu Bello Way <i>Room 445-447</i> <i>Governor Office</i> <i>Ilorin</i> | Ekiti, Kwara, Ogun, Ondo, Osun and Oyo States. |
| 4. | North-East Coordinating Office, Bauchi. <i>5, Ahmad Abdulkar Road, Bauchi, Bauchi State.</i> | Maiduguri -9/10 Kirikasama Road <i>Opposite Unity Bank</i> <i>Maiduguri</i> Yola - No 2 Mohammed Tukur Road <i>Old GRA Jimeta</i> <i>Yola</i> <i>Adamawa State</i> | Adamawa, Bauchi, Borno, Gombe, Taraba, and Yobe States |
| 5. | North-West Coordinating Office, Kano <i>No 78, Bajekoli, Besides Shagalinku Restaurant Off Zoo Road</i> | Kaduna -Kaduna Inland Port <i>Kachia Road, Kakuri</i> <i>Kaduna State</i> Katsina -No 26 Hassan Usman Road <i>GRA</i> <i>Katsina State</i> Sokoto -No 1 Kano Road <i>Opposite Firs Office</i> <i>Sokoto</i> | Jigawa, Kaduna, Kano, Katsina, Kebbi, Sokoto and Zamfara States |
| 6. | North-Central Coordinating Office, Jos. <i>Zaria Road, Opposite Federal Government College, By Road Safety.</i> | Lokoja -Zone 8 Round About <i>Before Meme Bridge</i> <i>Lokoja, Kogi State</i> Makurdi -No 19 Railway By-Pass <i>High-Level Makurdi</i> | Benue, Kogi, Nassarawa, Niger and Plateau States |

| | | | |
|--|--|--|--|
| | | <i>Benue State</i> Minna - Ladi Kwali Road Behind Zenith Bank Tunga, Minna <i>Niger State</i> | |
|--|--|--|--|

Table 1: Locations of the Coordinating and Area Offices

Border Information Centres

The Council established offices at border locations to provide information services and assistance to cross border traders. Currently, the Council has two (2) Border Information Centres:

- i. Seme-Krake Border Information Centre
- ii. Jibiya-Maradi Border Information Centre



Fig. 2: NSC National Spread



01

INTRODUCTION



INTRODUCTION

Before establishing Shippers' Councils worldwide, the period was characterised by deteriorating quality of shipping services and relentless increases in ocean freight rates by shipowners who operated scheduled liner services. This was especially true of the Nigeria experience. In response, the Nigerian Shippers' Council (NSC) was established in 1978 by Act Cap.133 LFN 2004.

The functions of the Council as stated in Section C of the Act include, amongst others:

To provide a platform for protecting the interest of shippers (importers and exporters) on matters affecting the shipment of imports and exports to and from Nigeria.

To advise the Federal Government through the Minister on matters relating to the structure of freight rates, availability and adequacy of shipping space, frequency of sailings, terms of shipment, class and quality of vessels, port charges and facilities and other related matters.

With the concession of the seaport terminals in 2006, private operators took over the operations of Nigerian ports from the Federal Government (NPA).

After a critical review of the operations of the concessionaires by stakeholders, it was observed that the absence of an Economic Regulator was a challenge to the optimal effectiveness of the Nigerian Ports.

In recognition of the role of the Nigerian Shippers' Council as a Regulator simply protecting shippers' interest as enshrined in Section 3 of the NSC Act Cap.133 LFN 2004, the Federal Government appointed Nigerian Shippers' Council as Port Economic Regulator.

1.1 Functions of the Council as Port Economic Regulator

The functions of the Nigerian Shippers' Council as Port Economic Regulator are as follows:

- i. Provide guidelines on tariff setting to guide against arbitrariness;
- ii. Monitor and enforce standards of service delivery to ensure availability, accessibility, affordability, stability, predictability and adequacy of services;
- iii. Encourage competition and guard against the abuse of monopoly and dominant market positions;
- iv. Perform mediatory role among stakeholders;
- v. Establish accessible and modern dispute resolution mechanism;
- vi. Regulate market entry and exit;
- vii. Promote efficiency in the provision of port services;
- viii. Minimise the high cost of doing business and prevent its inflationary effect on the Nigerian economy;
- ix. Encourage private sector investment in the ports;
- x. Monitor and ensure compliance by all parties with the provisions of the Port Concession Agreements.

Other functions of the Nigerian Shippers' Council are contained in the subsidiary legislations as follows: -

- The Nigerian Shippers' Council (Local Shipping Charges) Regulations 1997.
- The Nigerian Shippers' Council (Inland Container Depot) Regulation 2007.
- The Nigerian Shippers' Council (Container Freight Station) Regulation 2007.

1.2 Services of Nigerian Shippers' Council

The Council performs six (6) major services in line with its regulatory role as Ports Economic Regulator.



Fig. 3: NSC Services

1.3 Relationship with Stakeholders

The Nigerian Shippers' Council relates with various Agencies and Organisations in the course of performing its functions, as depicted in the diagram below:

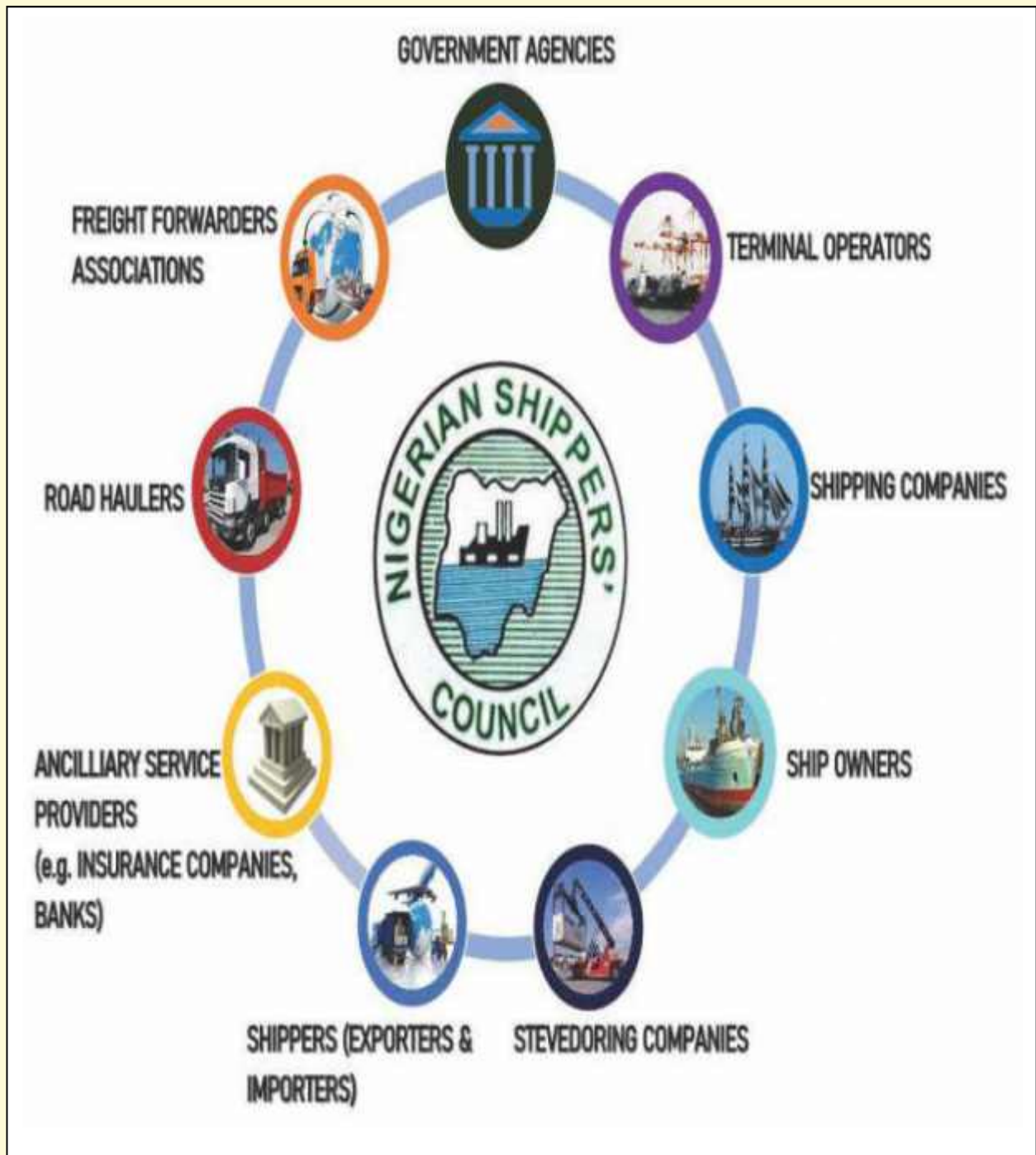


Fig. 4: Relationship with Stakeholders



02

STRATEGIES, ACTIVITIES AND SERVICE IMPROVEMENTS INITIATIVES



STRATEGIES, ACTIVITIES AND SERVICE IMPROVEMENTS INITIATIVES

2.1 Strategies of the Council

The Council, in furtherance to achieving the goals and objectives of its three (3) year (2019 – 2021) Strategic Plan, Framework and Key Performance Indicators (KPIs), consciously adopted various strategies in 2020.

These strategies were driven by the need to implement, monitor and measure the organisational and individual staff KPIs within the period.

The strategies are as follows:

- Sustenance of training culture and re-training its staff locally and internationally to update knowledge and skills and improve competencies.
- Restructuring exercise which created more Directorates.
- Upgrading of its Zonal offices located in the six (6) geo-political zones to Directorates

2.2. External Activities of the Council

2.2.1 The Setting of Standards for Container Terminals

In line with its statutory responsibilities, the Nigerian Shippers' Council sets the standard for container terminals in the Nigerian port sector based on the average performance of world and regional ports. This is to enhance operational efficiencies by monitoring the key performance indicators (KPIs) of the terminals.

The recommended standards are indicated in the table below.

| S/No . | Indicators | World average | Regional average | Nigerian average | Recommended standards for Nigerian ports |
|--------|----------------------------|---------------|------------------|------------------|--|
| 1. | Berth occupancy | 70% | 60% | 65.87% | 55% |
| 2. | Ship Turnaround Time | 1.03 days | 3 days | 3.78 days | 1.9 days |
| 3. | Crane moves per hour (mph) | 40 mph | 26 mph | 12.45 mph | 25 mph |
| 4. | Cargo Dwell Time | 7 days | 13 days | 21.38 days | 13 days |
| 5. | Time spent at anchorage | 9 hours | 17 hours | 11.8 hours | 21 hours |
| 6. | Truck Turnaround Time | 20 minutes | 1 hour | 12.36 hours | 45 minutes |

Table 2: Standards for Container Terminals.

This activity resulted in the following outcomes:

- A document recommending standards of operation for container terminals in the Nigerian seaports based on the average figures of world and regional ports was produced.
- The Federal Government was urged to expedite the rehabilitation of all port access roads to curtail gridlock.
- Scanning machines were recommended to be installed in the nation's ports instead of physical examination by Customs.
- Evacuation of Cargo by rail should be explored and effectively utilised.

While performing this activity, the Council identified the following challenges:

- A 100% physical inspection by Nigerian Customs Service adversely affected the quick cargo clearance process.
- Lack of an effective and updated legal framework to strengthen the Council's current regulatory mandate and other responsibilities.
- Litigations by Seaport Terminal Operators and Shipping Companies challenging Council's regulatory mandate which are yet to be concluded by the court.

2.2.2 Monitoring and Enforcement of Compliance with Approved Standards & Tariff Structure

As part of its statutory responsibilities, the Nigerian Shippers' Council monitored and ensured that matters relating to cost, standard, and quality of services at the Nigerian Ports/Terminals were complied with.

This monitoring covered the following areas;

- Ports/shipping services during COVID-19 lockdown.
- Transfer of containers from seaport terminals to off-docks.
- Detention of containers at the terminal by the police.
- Enforcement of standards and cost.
- Decongestion of port access roads.
- Transfer of containers from seaport terminals to off-docks.

While performing this activity, the Council identified the following challenges:

- Non-compliance to COVID-19 protocol by service providers.
- Cargo evacuation was stalled due to COVID-19 lockdown.
- The controversy between consignees and shipping companies over unrequested transfers which led to extortion and accumulation of demurrage due to slow investigation and conclusion of cases by the maritime police.
- The slow pace of work on the reconstruction of port access way.

2.2.3 Ordinary Session of UASC Steering Committee

Nigerian Shippers' Council as a member of the Union of African Shippers Council (UASC), participated in the Ordinary Session of the UASC Steering Committee. This event was held from 19th – 21st February 2020 in Douala, Cameroon.

The session was held to deliberate and approve the programme of activities for 2020 and matters of sub-regional challenges related to International Trade.

The meeting collectively found ways of developing strategies to engage shipping service providers on surcharges, implementing the IMO 2020 Sulphur Cap and new methodologies for calculating BAF and KPI for monitoring efficiency.

2.2.4 Meeting on the Decongestion of the Ports Roads

The Nigerian Shippers' Council and other stakeholders, at a meeting with the Vice President, Prof. Yemi Osinbajo, on the 30th Apr 2020, were given the responsibility of implementing the processes involved in achieving the decongestion of the Port roads.

The Outcomes of the meeting were as follows:

- Terminal Operators were urged to increase rent-free days from 3 – 10 days.
- Shipping Companies were urged to increase demurrage free days from 5 – 15 days to ease pressure on the economy.
- NPA urged to reduce Harbor dues payable by Shipping Companies by 5%.

2.2.5 Consultations on the Menace of falling Freight Containers on Port Access Roads

In furtherance of its statutory responsibilities, the Nigerian Shippers' Council held consultative meetings with relevant agencies and the Association of Maritime Truck Owners (AMATO) to address the menace of falling containers from Trucks on port access roads.

The outcome of the meeting was as follows:

- The Nigerian Ports Authority Safety Department gave assurance that trucks would comply with minimum safety standard before being allowed to transact business in the port. No truck without the container being properly secured using twist locks will be allowed to leave the port.

2.2.6 Stakeholders Engagement with Shippers, Freight Forwarders and Truckers, Shipping Agents, Terminal Operators and Off Dock Terminal Operators

The Nigerian Shippers Council held series of stakeholder's engagements with Shippers, Freight Forwarders and Truckers, Shipping Agents, Terminal Operators, and Off Dock Terminal Operators on 7th Oct, 15th Oct and 24th Nov 2020, respectively.

The purposes of these stakeholder's engagements were to:

- identify and discuss current issues and challenges facing Nigerian importers and exporters in their businesses in the transport value chain.
- disseminate sector-based information on policy issues and discuss matters relating to cargo clearance and evacuation at the port.
- offer stakeholders a platform every quarter to review operational challenges; offer feedback on complaints and NSC interventions, and sensitise them on ongoing registration of regulated service providers.

The Outcomes from these engagements were as follows:

- Challenges of the shippers were identified and directed to relevant stakeholders for resolution.
- A sector-based sensitisation exercise to be organised for the registration of regulated service providers.
- Dedicated export terminals to be provided at the ports.
- Shipping companies to be cautioned against delays in transmitting rotation numbers to Customs.
- NSC to come up with a feedback mechanism to ensure that complaints and issues discussed are followed up.
- NSC constitutes a team of staff that would monitor and ensure that export laden containers are given priority to access seaports, especially on Sundays.

- Freight Forwarders and Truckers to speak out and resist bribery and extortion from any agency.
- Stakeholders to mobilise their members and insist on doing the thing and be ready to report any infringement to NSC for intervention.
- Feedback mechanisms to be put in place to enable members to ascertain the success recorded and follow-ups carried out on the issues highlighted at meetings.
- The stripping of containers on the exit lane inside the port near the gate was identified as a contributory factor to gridlock along the access road and should be stopped immediately.
- The inability of consignees and truckers to drop empty containers at the holding bays was identified as a contributory factor to the increase in demurrage charges. Therefore, shipping companies were tasked to adhere strictly to accessible holding bays convenient to shippers.

2.2.7 Meeting with Maritime Police

In carrying out its statutory responsibilities, the Nigerian Shippers' Council met with the Maritime Police on 11th Nov 2020. The purpose of the meeting was to discuss issues regarding delays in cargo flow at the ports.

The outcome of the meeting was:

- That Council should organise a meeting with AIG of Maritime police to resolve the various issues identified.



Fig. 5: Meeting with Maritime Police.

2.2.8 Meeting with Service Providers

The Nigerian Shippers' Council, in line with its statutory responsibilities, held meetings with Nigerian Ports Authority (NPA), APMT Terminals, Port & Cargo Handling Services (P&CHS), and DENCA Bonded Terminals to resolve issues relating to the transfer of containers from seaport terminals to off-Docks and the stemming of cargo to off-Dock.

The meeting considered the following:

- Insufficient cargo handling equipment resulting in a delay in cargo release.
- Incessant breakdown of the available handling equipment.
- Non-automation of the payment system.
- A general increase in the cost of cargo clearance.

The Outcomes were as follows:

- APMT agreed to bear the cost of transport from its terminal to Mile 2 jetty.
- DENCA to stop billing consignees on charges that are on account of the terminal
- Storage charge will only start counting three days after the containers have reached the bonded terminals.
- NSC directed that the terminals should improve on the number and quality of handling equipment.
- NSC mandated the terminals to automate their payment system.



Fig. 6: Meeting with Service Providers

2.2.9. Review of Inland Dry Port (IDP) Build Own Operate and Transfer (BOOT) Agreement

The Nigerian Shippers' Council, in furtherance of its statutory responsibilities, collaborated with other parties to review and produce a final copy of the new Build Own Operate and Transfer (BOOT) Inland Dry Ports (IDPs) Agreement in line with the Public-Private Partnership (PPP) model and the Infrastructure Concession Regulatory Commission standards. As a result, the Federal Ministry of Transportation has approved the BOOT agreement and is ready for execution by parties.

The outcomes were as follows:

- Improvement in the clauses and entire content of the IDP BOOT and Agreements.
- A review of the legal issues militating against the effective implementation of IDP BOOT agreements.
- Production of soft copy of the improved IDP BOOT Agreement.
- Submission of the reviewed IDP BOOT Agreements to FMOT and Management for execution.

2.2.10. Trade Facilitation and Single Window for Export

In carrying out its responsibilities, the Nigerian Shippers' Council organised a workshop to sensitise stakeholders on the benefits of a single window in the export trade sector on 25th Feb 2020. This is in realising the major challenge caused by the lack of a singular document on trade requirements.

The workshop identified that the implementation of a single window for export would facilitate export trade in Nigeria. Also, it will lead to the simplification of trade procedures and documentations in Nigeria to eliminate factors that impede external trade.

The outcome was as follows:

- The Nigeria-Un/Cefact Trade Facilitation Committee (NUTFAC) was inaugurated to establish a single window for export in Nigeria.

2.2.11. Refresher Training on Automation of Export Process on Trade Monitoring System (TRMS)

The Nigerian Shippers' Council collaborated with the Central Bank Nigeria (CBN) to organise a refresher training exercise on Trade Monitoring System (TRMS) for Stakeholders on 6th Nov 2020. The training was conducted to give stakeholders more understanding of the Trade Monitoring System and address the challenges encountered in using the platform.

The outcomes were as follows:

- A copy of the report was sent to the CBN to enable them address the issues raised by stakeholders during the training exercise.
- The CBN to implement changes on the TRMS platform to allow all stakeholders access the portal key-in on the system.
- The CBN urgently issued a timeline for the container backlog's clearance because of congestion and cost implications.

2.2.12. Facilitation of Technical Tour of Lagos Ports

The Nigerian Shippers' Council, in response to the request by the Presidential Enabling Business Environment Council (PEBEC), facilitated and coordinated a technical tour of the seaports and terminals in Lagos for a Delegation from the International Monetary Fund led by the IMF Nigeria Chief, Mr Amine Matti from 29th Jan – 12th Feb 2020.

The Delegation held one-on-one discussions and interactions with terminal operators on the level of efficiency of the ports and other key performance indicators.

2.2.13. Media and Publicity

The Council, within the year under review, achieved wider information dissemination on its activities in the maritime industry and all over the world through direct interface with the print and electronic media. These contained comprehensive and in-depth reports about various activities and events in its in-house TV program, "THE SHIPPER", which apprise external and internal stakeholders on the Council and other stakeholders' activities.

The "Shipper" is a thirty (30) minute weekly program that airs on NTA 2 Channel 5 every Saturday at 9:30 am.

2.2.14. NSC Website and Social Media Platforms

The Council's website <https://www.shipperscouncil.gov.ng> currently conforms to the required standard, and it is flexible and dynamic, having the following applications:

- A Live Chat Application allows visitors to chat with the Website Team/ Website Desk Officers (WDOs) and get a timely response. This feature resulted in the timely processing of visitors' requests and promoted the image of the Council.
- A Language Translator, which features nine (9) foreign and indigenous languages (English, Hausa, Igbo, Yoruba, French, Latin, Chinese, Dutch and Arabic).
- Integrated links to identify with and redirect to our Affiliation Organisation websites (WTO, IMO, PMAWCA, UASC, ICC, GSF, UNCTAD etc.).
- Important links that redirect to Shippers Registration Guidelines, Daily Shipping Positions, Stakeholder's Registration and Shipping Association of Nigeria

Additionally, the following Social Media Platforms can be accessed through the Council's Website:

- Facebook (NgShippers)
- Instagram (NgShippers)
- LinkedIn (Ngerian-Shippers-council)
- Twitter (@NgShippers)
- YouTube Channel (Nigerian Shippers' Council)

2.2.15. Inter-modal Approach to Cargo Evacuation

The Council engaged logistics service providers such as Nigerian Railway Corporation (NRC) and train terminals at Oyingbo, Lagos State. Also, barge operators were engaged on issues affecting their operation in the evacuation of cargo from the ports to the off-dock terminals.

The activities of barge operators, NRC and the train terminals have become imperative following the current traffic challenges in and around the port, inhibiting smooth evacuation of cargo from the ports.

2.3 Internal Activities

2.3.1 Dissemination of News to Staff

In realising the need to apprise internal staff on the Council's activities, management published an in-house publication, "**THE FORUM**". It covers all events, activities and accomplishments of the Council as they relate to the maritime industry.

This publication is used by Council's Zonal Offices, Area Offices and the Head Office for enlightenment and information purposes.

2.3.2 Manpower Development

The Council, as part of its commitment towards capacity development and maintaining a highly skilled, efficient, effective and productive workforce, carried out the following training activities:

Summary of 2020 Staff Training.

| | |
|--|-------|
| Total No of staff strength | - 437 |
| Number of training programs in 2020 | - 58 |
| • International | - |
| • Local | - 28 |
| • In-House | - 5 |
| • MCPDS/Conferences | - 23 |
| • Zoom | - 2 |
| 3. Participation of Staff in 2020 programs | - 164 |
| • International | - |
| • Local | - 252 |
| • In – House | - 193 |
| • MCPD / Conferences | - 23 |

It should be noted that Covid-19 Pandemic affected the training activities of the Council.

2.3.3. Implementation of Performance Management System (PMS)

The Nigerian Shippers' Council in 2020 improved on its Policy, Framework and Manual for managing the Performance Management System (PMS) by implementing the following processes:

- The staff were sensitised on the PMS, and Key Performance Indicators (KPIs) developed for staff on GL.06 – GL.17.
- A web-based PMS was developed that enabled staff to access Individual Performance Appraisal that provided a platform for assessing staff quarterly and annually.

The PMS is functioning, and the Council will continue to sensitise the staff on efficient use of the system, policy and manual, and ensure that the staff develop their Key Performance Indicators (KPI) and targets that key into the departmental, organisational and national agenda.

Furthermore, the Council will also continue to build the capacity of staff to make sure they understand the importance of the PMS because there will be recognition and reward for excellent performance and consequence for poor performance. The PMS is being used to consider staff for promotion and be linked to the Council's Outstanding Performance Award and the SERVICOM Award.

2.3.4 Library Exhibition Day

As part of its activities towards capacity development of its workforce, the Nigerian Shippers' Council organised a Library Exhibition Day with the theme **“Read, Inspire, Lead”** among its staff on 19th Feb 2020.

The aim and objectives of the exhibition were primarily to showcase the enormous resources available in the Council's library and to reawaken reading culture amongst stakeholders.

Two papers and a talk on topical issues were delivered at the event by distinguished resource persons.

Paper 1, **“Effectiveness in Service Delivery Enhanced by Reading”**, was delivered by **Mrs C. C. Obere Deputy Director, (SERVICOM)**, Nigerian Shippers' Council. The paper highlighted the need for staff to have informed knowledge acquired through reading to become leaders in the competitive world.

Paper 2, “**Steps to Book Review**”, was delivered by **Dr Obed Ndikom**, Department of Maritime Management Technology, Federal University of Technology, Owerri.

The paper gave a vivid breakdown of how a book can be reviewed. It emphasised that books are reviewed to help stimulate the interest of the public. It stated that the reviewer should look at the quality, meaning, and significance of the work of literature.

The talk on “**Learning and Development and the Library - A Shorter Route to Knowledge**” was delivered by **Mrs F. Soyinka, Deputy Director (Learning & Development)**, Nigerian Shippers’ Council. She encouraged participants to constantly engage in reading books, magazines and newspapers, and any other readable materials available to develop their minds.

A reading contest was organised as part of the exhibition day. Three judges were appointed to rate the contestants’ delivery (diction/fluency), voice (audibility/ innovation) and interpretation (body language). The contest aimed to develop staff skill in public speaking. At the end of the rating, the highest scorer became the winner and rewarded with a plaque and some books. The other contestants were also given consolation prizes.

There was an overwhelming acceptance of the reading contest by staff and a call for it to be sustained in the subsequent edition of library exhibitions. The result of the reading was thus:

- | | |
|--------------------------------|----------------------------|
| ▪ Susan Shall-Holma | - 1 st Position |
| ▪ Mathew Oladunwo | - 2 nd Position |
| ▪ Rashid Hamza | - 3 rd Position |
| ▪ Abubakar Nasir | - 4 th Position |
| ▪ Itoro David / Segun Obisesan | - 5 th Position |

The event also featured the functioning of a digital library handled by **Mr Benjamin Iwvigregweta, Assistant Director (ICT)** Nigerian Shippers’ Council. He explained the process of digitalisation and automation of the Council’s library and demonstrated how to log into the NSC library platform to access materials (nsclibrary.shipperscouncil.gov.ng).

Similarly, the **language laboratory** usage and access were demonstrated by using language aids by **Halima Salihu (Mrs.)** to the admiration of all

participants. Stakeholders were intimated with the benefits of developing skills for one or two foreign languages in assessing international jobs.



Fig. 7: Staff and Stakeholders at NSC's Library Exhibition day.

2.4. Service Improvement Initiatives

2.4.1 Upgrading of Council's Financial System

The Council upgraded its financial system to the Sage 300 ERP software. The software has enhanced features in terms of speed, compatibility with other software, web-enabled, improved visibility into NSC, access to corporate-critical data when needed, amongst other advantages.

The sage 300 can integrate all our departmental processes into a single, coherent information system for proper accountability and seamless process flow.

Staff across various user departments have been trained on the software, and the project is presently undergoing The User Acceptance Test.

2.4.2 Development of the Organisational Performance Management System (OPMS)

The Council developed an automated software application for Monitoring and Evaluation of the Institutional Key Performance Indicators. This is an automated software designed to ensure effective monitoring and evaluation of Departments, Independent Units, Abuja Liaison office and the Zonal Coordinating Offices KPIs drawn from the 3- year Strategic Plan. The system is now fully functional.

2.4.3 Long Service Awards/ Retirement.

In appreciation of the contributions of its workforce to the attainment of its corporate goals and objectives, the Council provided long Service awards for staff who have graciously served for the period of 15 years and above in 2020.

Also, the Council organised retirement ceremonies for staff who have attained the retirement age after serving the organisation.

2.5. SERVICOM Activities

The SERVICOM Unit of the Nigerian Shippers Council sees to the effective implementation of the service delivery initiatives of the Council. This means that it exists to ensure that a situation of customers' dissatisfaction is avoided.

Thus, the SERVICOM Unit helps in raising a professional, productive and highly motivated workforce, and constantly maintaining this through various defined activities and tools of the SERVICOM Initiative, which include the following:

- Implementation, Monitoring and Evaluation of NSC Service Charter
- Impact Assessment of the Council's Service Delivery to Customers/Stakeholders
- Assessment of NSC Staff through Monitoring and Evaluation exercises

- Sensitisations and Quarterly Focus Programs
- Awards and Other Motivational Programs
- Complaints Handling/Redress Mechanism
- Execution of Quarterly Focus Programs

2.5.1 Quarterly Punctuality Awards

Just before the lockdown which was brought about by the Covid-19 Pandemic, the Unit held a Punctuality Awards event. The ES/CEO was represented by the Director Strategic Planning and Research, Mr. Philip Eduwa.

The Awards Result is as follows:

Individuals

- 1st Position - Emmanuel Odogun
- 2nd Position - Grace Ogbaro
- 3rd Position - Muktar Adikwu
- 4th Position - Helen Ayorinde
- 5th Position - Lucius Ninyio
- 6th Position - F. Olayiwola

Staff Buses

- 1st Position - Ajah/VI Route (Austine Aojie)
- 2nd Position - Festac Route 2 (Basil Ekeji)
- 3rd Position - Festac Route 1 (Fidelis Abbah)

Consolation Gifts

- Okoko Route - Emmanuel Gbadamosi
- Oshodi Route 1 - Morufu Yusuf
- Oshodi Route 2 - Hassan Ibrahim
- Iyana Ipaja - Muniru Yusuf
- Ikorodu Route - Abiodun Mogaji
- Mowe Route - Sanmi Otunla



Fig. 8: The Representative of the ES/CEO, Mr. Philip Eduwa (Director, Strategic Planning and Research Department), handing out gifts to a member of the First Position Bus Route, Mr. Benjamin Ivwhigrehweta.



Fig. 9: Some of the Awardees with the Head SERVICOM and the Representative of the ES/CEO, Mr. Philip Eduwa, (Director, Strategic Planning and Research Department)

2.5.2 Impact Assessment of Council's Service Delivery to Customers

In 2020, there were numerous complaints from stakeholders during the impact assessment exercise of Council's services

It was observed that contrary to a statement issued by the Council asking that waiver be given by shipping companies to shippers covering certain dates, most of the shipping companies did not adhere.

To address this, Council's Complaints Unit swung into action and prevailed on shipping companies and terminals to remove the charges.

2.5.3 Customer Service Week 2020

Customer Service Week is an international celebration of the importance of customer service and of the people who serve and support customers in an organisation. The Nigerians Shippers' Council, in recognition of above Week recognised the importance of staff who provided these services.

The SERVICOM Unit, held the Council's Customer Service Week from 12th – 14th October 2020. Customer Service Week is mostly celebrated in October of every year by organisations with a view to:

- Boost morale, motivation, and entrench teamwork
- Reward frontline staff for excellence service rendered
- Raise organisation-wide awareness on the importance of customer service
- Remind customers/stakeholders of the organisation's commitment to providing customer satisfaction.



Fig. 10: Some staff of the Council Posing with the 2021 Desktop Calendar distributed at the Customer Service Week 2020

2.6. Corporate Social Responsibility

The Council, in consistence with its commitment to good corporate citizenship, embarked on projects that cut across various communities in the country during the period under review. These projects included the construction and rehabilitation of damaged schools and hospitals in insurgency ravaged areas. Also, Council donated furniture, hospital and household items to Institutions in its host local communities nationwide.

In handling its CSR distribution to the beneficiary Institutions, the Council in 2020 identified beneficiaries in four (4) geo-political locations where NSC had offices, namely:

- North East (Bauchi)
- North Central (Jos)
- South East (Ebonyi).
- South West (Ilorin and Lagos); and
- Abuja Liaison (F.C.T).

Beneficiaries of Council's CSR

| S/N | LOCATION | BENEFICIARY |
|-----|---------------------|---|
| 1. | Eboniyi State | 1. Owutu-Edda , Afiko Local Government Council |
| 2. | Bauchi State | 1. Abubakar Tafawa Balewa University Teaching Hospital 2. Specialist Hospital Bauchi 3. Basovca Children Home |
| 3. | F.C.T, Abuja | 1. Internal Displaced Persons |
| 4. | Jos, Plateau State | 1. Plateau State Specialist Hospital 2. Comprehensive General Hospital Dadikowa |
| 5. | Lagos State | 1. Ajeromi General Hospital, Ajegunle 2. Amuwo Odofin Maternal and Child Centre 3. General Hospital , Badagry 4. General Hospital Epe 5. Igando Emergency Relief Resettlement Camp 6. Ketu Special Children Centre , Sabo, Yaba 7. Special Correctional Center for Girls Idi-Araba. |
| 6 | Kwara, Ilorin State | 1. General Hospital Ilorin |

Table 3: CSR Distribution List



Fig.11: Distribution of items to Ajeromi General Hospital, Lagos State



Fig.12: Distribution of items to General Hospital Epe, Lagos State



Fig. 13: Distribution of items to Plateau State Specialist Hospital, Plateau State



Fig. 14: Distribution of items Comprehensive General Hospital Dadikowa, Plateau State



Fig. 15: Distribution of items to General Hospital Ilorin, Kwara State



Fig.16: Distribution of Items to Amurwo Odofin Maternity and Children centre, Lagos State



Fig.17: Distribution of items to Igando emergency Relief Camp, Lagos State



Fig.18: Distribution of Items to Ketu Special Children Centre, Lagos State



Fig. 19: Distribution of items to Special Correctional Centre for Girls, Idi-Araba, Lagos State



Fig. 20: Distribution of items to Internal Displace Persons (IDP)

03

TRANSPORT INFRASTRUCTURAL DEVELOPMENT



TRANSPORT INFRASTRUCTURAL DEVELOPMENT

3.1. Projects

The Nigerian Shippers' Council in 2020 intensified its efforts at facilitating two (2) major transports support infrastructures -

- Inland Dry Ports (IDPs)
- Vehicle Transit Areas (VTAs)

These projects are part of the Council's commitment to safeguarding the entire transport value chain and ensuring the timely movement of cargo in transit.

The projects are being implemented through a Public-Private Partnership arrangement.

3.1.1 Inland Dry Ports (IDPs)

The Inland Dry Ports (IDPs) are among the Council's interventions on private sector investment in the transport sector supporting the Federal Government's trade facilitation policies.

The purpose is to:

- Decongest the seaports.
- Ease container movements.
- Reduce overall costs of cargo movement to the hinterland.
- Bring shipping and port services closer to the importers and exporters in the hinterland.
- Facilitate trade between Nigeria and her neighbouring African countries

The seven (7) IDP projects that were gazetted across the country in 2007 are now referred to as Legacy Projects. Their locations are:

- Kaduna,
- Kano,
- Funtua,
- Heipang-Jos,

- Erunmu-Ibadan,
- Isiala-Ngwa,
- Maiduguri.

However, there are privately initiated proposals for the development of IDPs in the following locations.

- Dagbolu, Osun State,
- Lolo, Kebbi State,
- Onitsha, Anambra State;
- Benin City, Ames-Edo ICD in Edo State and
- Ibadan, Oyo State.
- Galambi, Bauchi State
- Enyimba Economic City, Abia State

3.1.1.1 Kaduna IDP (KIDP)

The Kaduna IDP has been recognised and enlisted by the Central Bank of Nigeria in the E-Form M Platform as Port of Destination. Moreover, the Nigerian Customs Service has issued the IDP an operational code **KD 02** and connected it to the service's visual window framework, the **Nigeria Integrated Customs Information System (NICIS) II Platform**.

3.1.1.2 Stages of Completion (%) of some IDPs

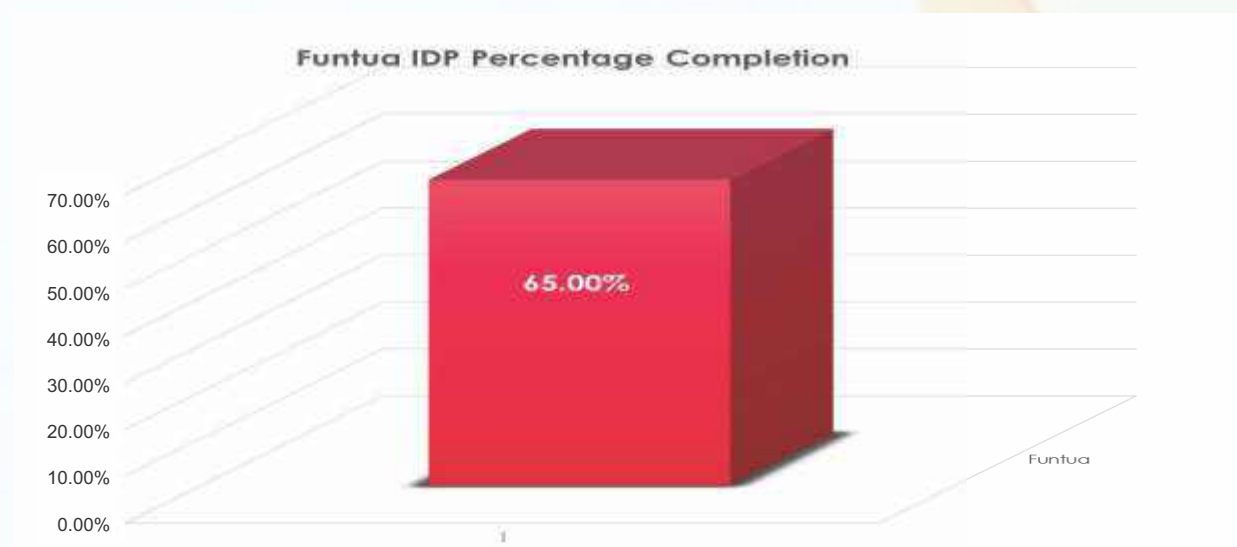


Fig. 21: Percentage Completion of Funtua IDP

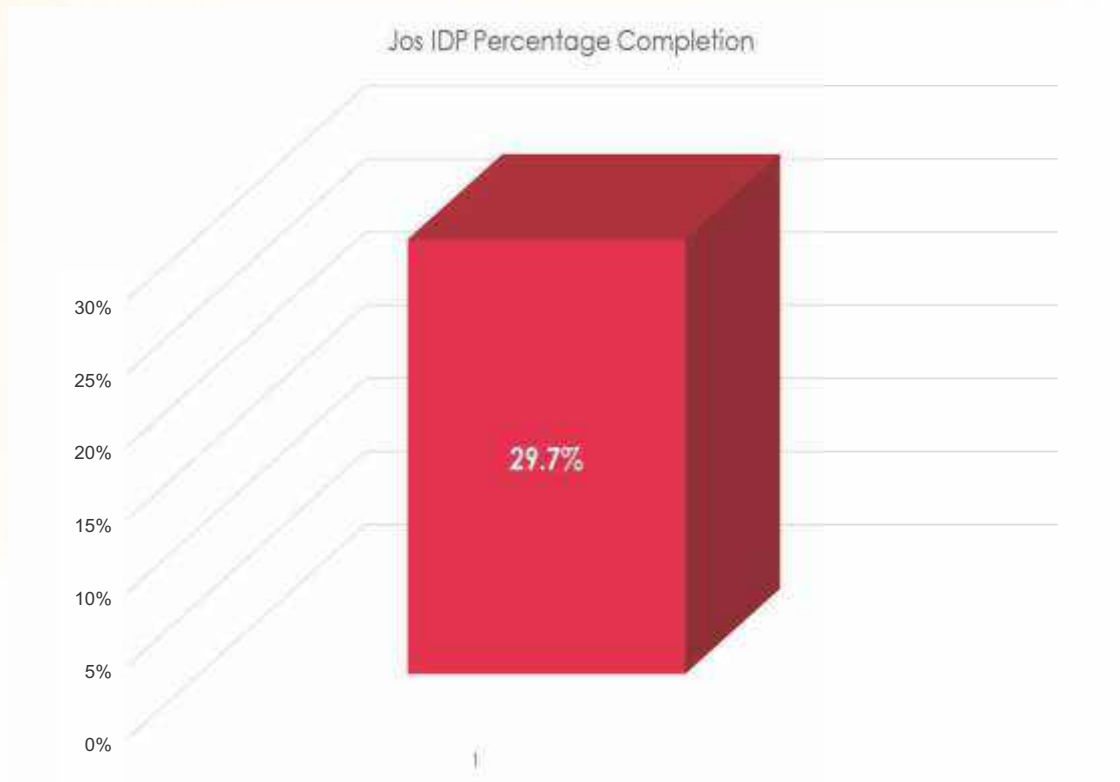


Fig. 22: Percentage Completion of Jos IDP

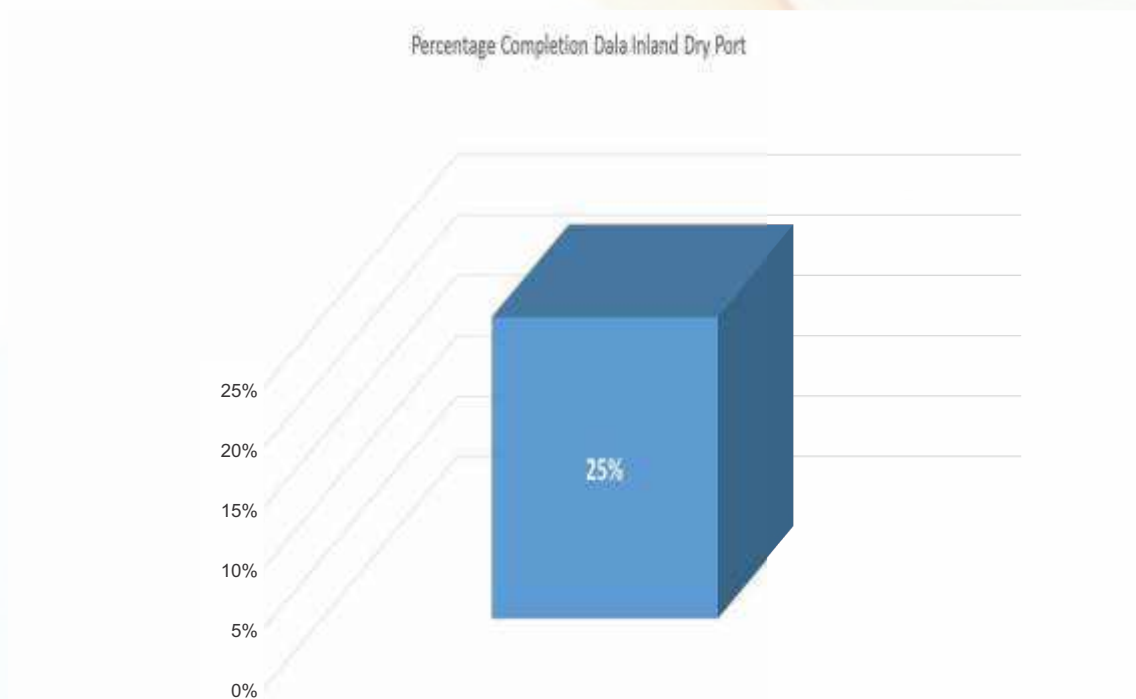


Fig. 23: Percentage Completion of Dala IDP

3.1.1.3 Challenges of the IDPs

- **Lack of funding:** The concessionaires that emerged for the legacy projects lacked the financial capabilities to execute the projects on time.

- **Non-recognition of the Projects as Ports of Destination and Origin:** The status of the legacy projects does not enjoy the prerequisite recognition as Ports of Destination and Origin.
- **Non-issuance of Through Bill of Lading:** The IDP Projects do not enjoy the issuance of Through Bill of Lading, thus affecting the effective utilisation of the ports.
- **Lack of Dedicated Stacking Areas for cargoes at the Seaports:** Cargoes for the IDPs are not stacked at dedicated areas.

3.1.2 Vehicle Transit Areas (VTAs)

The Vehicle Transit Areas (VTAs), initially referred to as Truck Transit Parks (TTPs), is a modern public rest area located off the major highway, designed to provide temporary rest location for drivers. It is primarily intended for short-term safety breaks and long-term services in high-used corridors. The Vehicle Transit Area aims at ensuring that truck and other vehicle operators obtain some measure of safety and comfort while in transit which also reduces the rate of Road Traffic Crashes (RTC) among vehicles on the road.

The Council is promoting the development of VTAs off major corridors in Nigeria to:

- Address unsafe situation posed by truck drivers who drive long distances without a needed short break due to the absence of a resting place.
- Provide long term parking services for truck drivers on busy transport corridors to ensure the security of truck drivers and cargo in transit.
- Putting in place a robust policy framework is sine-quo-non to the successful implementation of the VTAs project. In light of the above, the Council has started the development of the policy framework. The draft has already been produced, and validation of the policy is ongoing.

The following proposed VTAs are at varying stages of development.

- Lokoja, Kogi state
- Obollo-Afor, Enugu State
- Aviele, Edo State
- Benin Bypass, Edo State
- Illela, Sokoto State

- Jibiya, Katsina State

Also, there are initiatives by various State Governments to develop VTAs as follows:

- Potiskum, Yobe State.
- Umunede, Delta State.
- Ore, Ondo State.
- Tapa, Kaduna State.
- Mararaban Jos, Kaduna State.

These are at different stages of development.

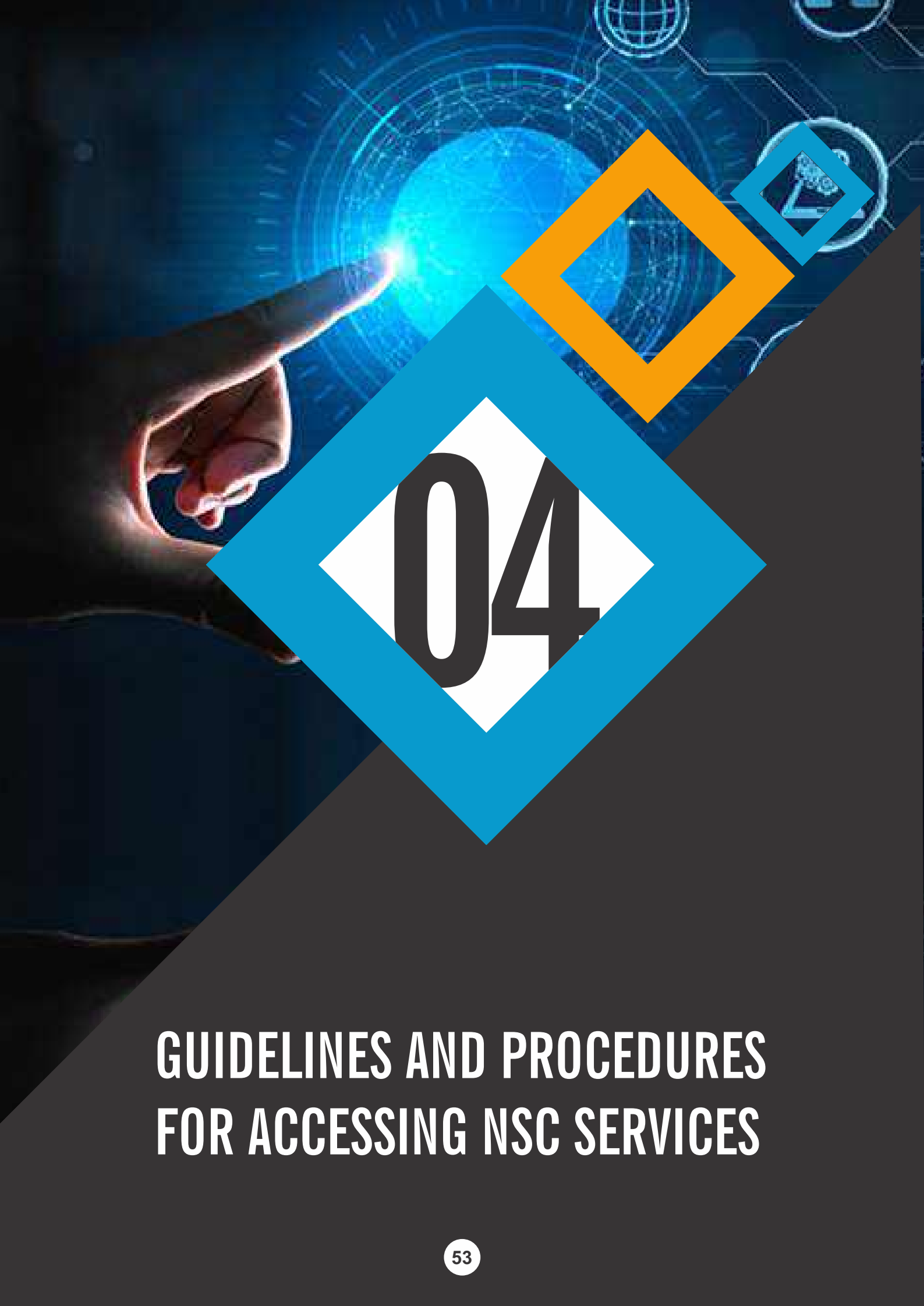
There are some unsolicited Vehicle Transit Areas for development at the following locations:

- Ileki Ijesha (VTA), Osun State.
- Ologe - Badagry (VTA), Lagos State.
- Benin-Ore Expressway-Ugbokun Community (VTA), Edo State.
- Orokam - Otukpa (VTA), Benue State.
- Bauchi IDP, Bauchi State

Locations of Proposed VTAs



Fig. 24. Proposed Locations of Vehicle Transit Areas (VTA)



GUIDELINES AND PROCEDURES FOR ACCESSING NSC SERVICES

NSC email address: info@shipperscouncil.gov.ng;
nsc@shipperscouncil.gov.ng.

Or

The Executive Secretary/CEO
Nigerian Shippers' Council
4 Otunba Ayodele Soyode Lane
Apapa Lagos.

Or

Nigerian Shippers' Council (NSC) offices nationwide:

- North-East Coordinating Office
bauchi@shipperscouncil.gov.ng
+234 8062896500
- North-West Coordinating Office
kano@shipperscouncil.gov.ng
+234 8037803719
- North-Central Coordinating Office
jos@shipperscouncil.gov.ng
+234 8033396927
- South-East Coordinating Office
aba@shipperscouncil.gov.ng
+234 8098128195
- South-South Coordinating Office
ph@shipperscouncil.gov.ng
+234 8028196696
- South-West Coordinating Office
ibadan@shipperscouncil.gov.ng
+234 8023208182
- Abuja Liaison Office
abuja@shipperscouncil.gov.ng
+234 8033203733

The request should state the verifiable address and phone number(s) of the applicant.

4.3. Procedure for Registration of Users of Shipping Services

The requirement for registration, depending on the type of membership, shall include:

- Certificate of incorporation
- Certificate of registration of the business name
- Copy of Bill of Lading for a most recent transaction
- Copy of Certificate of Registration with Nigerian Export Promotion Council (Exporter)

The categories of membership include:

- Corporate: Trade Group/Associations (Commodity Groups, Chambers of Commerce, Recognized Business Groups)
 - Business Names (Own name, Partnerships)
 - Public Agency (Federal/State/Local Government, Organisations, Parastatals, Companies, etc.)
 - Associate (Potential Shippers, Clearing and Forwarding Companies, Insurance Companies, Banks, Law Firms, etc.)
- i. The registration form can be downloaded from the NSC website: www.shipperscouncil.gov.ng or collected from NSC offices nationwide.
 - ii. Application letter for membership should be addressed to the ES/CEO of NSC with a duly filled form and the required documents.
 - iii. Acknowledgement is sent to the applicant while the application is forwarded to the Consumer Affairs Department of NSC for processing.
 - iv. The application will be verified, and a confidential visit is conducted to the office premises of the applicant.
 - v. After a satisfactory confidential visit to the premises and verification of the relevant documents, an approval letter will be issued to the applicant.
 - vi. After the above, the certificate of membership will be issued to the applicant.

4.4. Procedure for Complaints Handling

Where a port user or regulated service provider has any complaint or claim relating to the loss, damage, quality of services or infringement of rights at the Ports, the following procedure shall be applicable:

- i. Complaints shall be sent to NSC electronically through an email to: complaints@shipperscouncil.gov.ng.
WhatsApp no: +234818 888 8895.
Mobile no: 0818 888 8895, 0703 584 6468

Or

A written request to:
The Executive Secretary/CEO
Nigerian Shippers' Council,
4, Otunba Ayodele Soyode Lane,
Apapa, Lagos.

- ii. The ES/CEO will forward the complaint to the Complaints Unit for processing.
- iii. After the review of the complaint, the complainant will be given an acknowledgement within 24 hours.
- iv. Investigation of the complaint will commence within 48 hours with immediate action towards resolving the complaint.
- v. The outcome will be communicated to the complainant within seven (7) days after receiving the complaint.

4.5. Complaint through the Port Service Support Portal (PSSP)

- i. The complainant is expected to send the request through the Port Service Support Portal (www.pssp.ng).
- ii. The complainant will receive acknowledgement for submitting complaints
- iii. Notification will be sent to the relevant Department of the NSC.
- iv. The relevant Department of the NSC will send the complaint to the appropriate agency to resolve the matter.

4.6. Procedure/Guidelines for Claims Concerning Loss or Damage to Cargo

Obligations expected from the complainant:

- i. Complaints should be forwarded through the Port Service Support Portal or in writing.
- ii. Complaints Desk Officers of Organisations in the industry must be accessible when needed.
- iii. Complainants must not withhold useful information.
- iv. Complaints must be made only for legal and genuine business transactions.
- v. Information supplied by complainants must be accurate and backed with necessary documentations.

4.7. Procedure for Claims Concerning Loss or Damages on Export and Import Cargo

In line with section 67 of the Insurance Act 2003, importing goods into Nigeria shall be insured with a Nigerian Registered Insurer.

Accordingly, the provisions of any law, contract or instrument for the importation of goods shall be construed in line with the requirement of the Insurance Act of 2003.

A Claimant for damage or loss of cargo imported into Nigeria should:

- i. Give immediate notice in writing to the Insurance Company.
- ii. Insist on a cargo loss Joint-Survey of the goods and take photographs of the damaged goods with Shipping Companies, Terminal Operators or Other Providers of Transport Services.
- iii. Provide full documents as stated at the back of the Marine Certificate (including Bill of Lading front stamped from the Bank).
- iv. Provide total estimates of loss incurred (after the Joint Survey).

- v. Show salvage amount, if different from total loss amount of cargo.
- vi. Make a Claim against any negligent Third Party such as Shippers Agents, Master of the vessel, Terminal Operators, Road Transporters, etc. and hand over copies of such claims to the Insurer.
- vii. Contact Nigerian Shippers' Council at its Head Office or any of the Coordinating or Area Offices for assistance.

4.8. Alternative Dispute Resolution (ADR)

The Council provides Alternative Dispute Resolution to Providers and Users of Shipping Services by playing a mediatory role in resolving disputes.

4.9. Procedure for Benchmarking of Tariffs, Rates and Charges at the Port

The Nigerian Shippers' Council periodically releases guidelines and notices on Tariffs, Rates, Charges and sets the minimum and maximum levels of applicable tariff at Nigerian Ports.

Consequently, the Council does the following:

- i. Observe and take into consideration prevailing local and global economic trends affecting the Port Industry and the market.
- ii. Request every Regulated Service Provider to file its Operating Tariffs, Rates and Charges.
- iii. Publish from time to time all Tariffs, Rates and Charges levied by the Regulated Service Providers.

4.10. Procedure for Monitoring

The NSC shall, in writing, authorise any of its officials or appoint External Inspectors to exercise on its behalf the powers of monitoring as follows:

- i. To investigate the activities of a regulated service provider, a non-regulated service provider and any port user concerning compliance in line with existing guidelines, regulations and laws.

- ii. Enter the premises of any affected Regulated Service Provider to:
 - Inspect and make copies of extracts from books, records, documents or other information storage system;
 - Demand the production of and inspect the relevant license, permit, certificate or authority;
 - Shall obtain a warrant before the entry into premises of any affected person who is not a Regulated Service Provider or User of Port Services.

4.11. Procedure for Enforcement

Any person who fails to comply with the provisions of NSC regulation or performs any act in contravention of the provisions of NSC regulations or any guideline made under it or any relevant enactment in the course of the provision or use of port and related services shall be deemed to have committed an offence and shall be liable to appropriate sanction which shall include:

- Private warning;
- Public warning;
- Suspension of operations and sealing of premises for a specific period, which shall in the opinion of the Council be deemed to be reasonable;
- Blacklisting; or
- De-registration and revocation of the operating license.

4.12. Guidelines and Procedures for the Confirmation of Reasonableness of Demurrage Payments.

As a condition for remitting proceeds from demurrage and detentions by Shipping Agents, the Central Bank of Nigeria (CBN) has directed that Shipping Agents should apply to the Nigerian Shippers' Council (NSC) for confirmation in line with the Revised Foreign Exchange Manual, which came into effect on 1st Aug 2018.

The NSC advised that any such application or request for confirmation must follow the guidelines below:

1. Shipping Agents:

Shipping Agents cannot apply directly to NSC; such **applications must be made to the commercial bank** where such applicants maintain accounts. The commercial bank will, in turn, apply to the NSC on behalf of its clients.

- i. Applicants should note that NSC will only consider the **demurrage and detention fee**, excluding any other charges.
- ii. Applications must be accompanied by a duly completed and approved Form A.
- iii. Applicants are advised that all relevant invoices attached to the request should contain the following details:
 - Actual times of arrival and departure of the vessel
 - Demurrage free days
 - Billable days
 - Size/type of container
 - Bill of Lading number
 - Invoice Number
 - The rate per day
 - Container Number
 - Voyage Number
 - Agreement between Principal and Shipping Agent
- iv. All invoices attached to the application must be **final invoices for the transaction**. Therefore, provisional invoices will be withheld until the transaction is completed.
- v. Applicants must bear in mind that the NSC will study all invoices attached to the application to ensure that the requested amount is in line with approved charges, as only these will be confirmed.

Furthermore, submitted invoices should be accompanied by a spreadsheet summary. A template of the spreadsheet can be obtained from the Secretary of the Committee for Confirmation of Demurrage.

- vi. Applicants should endeavour to authenticate the invoices with the company's Managing Director's stamp and signature or of any Authorised officer.

- vii. Applications would be treated on a “**first come, first served**” basis within 15 working days for each month’s invoice.

2. Commercial Banks:

- i. Commercial banks should ensure that all applications comply with the above details before forwarding them to the NSC.
- ii. The amount and month(s) or period for which the request is being made should be indicated in the Bank’s application to the Council.
- iii. Commercial Banks should endeavour to consult the Secretary of the Committee to confirm demurrage for advice and guidance before submitting their applications at the Executive Secretary’s Office.
- iv. Commercial Banks and Applicants should note that they might be regularly consulted on issues about the application in the confirmation process. As such, they are expected to identify a contact person for each request for that purpose.

05

INTERVENTION OF THE COUNCIL





INTERVENTIONS OF THE COUNCIL

5.1. Restoration of Order on Apapa Ports Roads

In carrying out its statutory responsibilities, the Nigerian Shippers' Council held a stakeholder meeting on the presidential directive to restore law and order to the Apapa Ports Access roads and its environs on 10th Jan 2020.

The meeting was called to inform stakeholders of the directive of the President and measures put in place concerning the Apapa traffic gridlock.

The meeting discussed the following issues:

- Efficient and effective traffic management, effective truck incident recovery and rescue plan.
- Effective and integrated manual
- Call-up system and 24/7 port operations.

The Outcomes were as follows:

- That Truckers should be compelled to remove their trucks from the access roads.
- That the taskforce team would continuously engage with critical stakeholders on the way forward.

5.2. Review of Port Logistics

In line with its statutory responsibilities, the Nigerian Shippers' Council hosted the Director-General of the African Centre for Supply Chain on 5th May 2020. The meeting discussed emerging challenges affecting trade as a result of the Covid-19 pandemic.

The outcome of the meeting was as follows;

- A strategic export committee that will address all export-related challenges was set up.

5.3. Engagement of West African Association for Cross Border Trade and Agroforestry, Pastoral, Fisheries Products and Goods (WACTAF) for Effectiveness in Cross Border Trade

In response to a letter written by WACTAF seeking Council's cooperation and partnership on issues relating to Cross Border trade, the Nigerian Shippers' Council held a meeting on 15th Jun 2020. The meeting was held to address the challenges of cross border trade.

The outcomes were as follows:

- Given the objectives to facilitate trade through trade formalisation, sensitisation and generation of data, the Council should grant a standing approval for partnership with the association.
- The Council should visit Aflao (Togo/Ghana border town) to ascertain the equipment deployed at the border and its operations for policy recommendations to the Federal Government.

5.4. Engagement of Stakeholders in Tackling the Effects of Covid 19 Pandemic

As part of its statutory responsibilities, the Nigerian Shippers' Council organised a sensitisation workshop for stakeholders on "Trade Facilitation during the Covid 19 pandemic – Challenges and Way forward" from 25th - 27th August 2020.

During the unprecedented global health crisis, it became clearer that international trade is essential to the national economy. This necessitated the need for collaboration, coordination and solidarity among stakeholders in the trade and transport industry.

The meeting provided the opportunity to discuss Covid-19 and Post Covid-19 era issues, how it affects the shipping sector, and proffered solutions.



Fig. 25: Covid 19 Stakeholder's Sensitization.



Fig. 26: Distribution of Covid 19 Protocol items at Stakeholder's Sensitization.

5.5. Engagement of Central Bank of Nigeria (CBN) on New Forex and Form M Policies

In furtherance of its statutory responsibilities, the Nigerian Shippers' Council organised an industry stakeholder meeting on the Central Bank of Nigeria's (CBN) current policy on Forex and Form-M on the 23rd Sept 2020.

The NSC engaged the CBN to discuss how the Micro, Small and Medium Enterprises (MSMEs) do not have the resources to employ the services of the Ultimate Suppliers.

The Council re-engaged the CBN on the importance of shipping agents operating Disbursement Account in line with International practice to curtail capital flight.

5.6. Consultation on Legislative Agenda for Importation of Humanitarian Aids Items

In carrying out its responsibilities, the Nigerian Shippers' Council organised Stakeholders' Consultation on Legislative Agenda to import Humanitarian Aids Items on 27th Feb 2020. The purpose of the meeting was to support the enactment of legislative solutions for effective importation and clearing of charitable goods into Nigeria.

Major stakeholders present at the forum promised to grant accelerated response to humanitarian goods imported into the country.

5.7. Engagement of Nigerian Navy on Maritime Security Transit Corridor

In response to a request for a consultative meeting from the Nigerian Navy Western Naval Command on its proposed maritime Security Transit Corridor in Nigerian Waters, the Nigerian Shippers' Council held a meeting with the Committee of Maritime Security Transit Corridor of Nigerian Navy on 7th Jul 2020.

The Nigerian Navy requested the Council to assist in furnishing the committee with the most frequent complaints of the shipping clients regarding maritime security in Nigerian waters.

5.8. Movement of Containers by Rail

Due to increasing gridlock, difficulty in the delivery/returning of empties, and the movement of export laden containers to the port, the Nigerian Shippers' Council facilitated the evacuation of containers by rail to ensure seamless cargo delivery in line with the ease of doing business.

The outcome was as follows:

- More containers were moved by rail; for instance, each container's rake equals 34 trucks off the road in Lagos.

5.9. Complaints Handling

The Nigerian Shippers' Council, in furtherance of its statutory responsibilities, handled Stakeholders' complaints. As a result, the Council received 647 complaints, resolved 109 complaints and saved about N35Million & USD 44,000 in 2020.

In 2020, the Council received six hundred and forty-eight (648) complaints from Stakeholders. Complaints were compiled and analysed quarterly. In Q1, 133 complaints were handled, 76 in Q2, 212 and 227 in Q3 and Q4, respectively.

The Stakeholders were categorised into eight groups, namely: Shipping Companies, Terminal Operators, Shippers (Exporters/Importers), Government Agencies, Freight Forwarders, Foreign Buyers, Off – dock Terminals and Shipping Agencies.

The highest number of complaints representing 46% in the analysis were against shipping companies, while the lowest, representing 1%, were against Government Agencies and Foreign Buyers.

| 2020 ANALYSIS OF COMPLAINTS | | | |
|-----------------------------|---------------------|------------|------------|
| S/N | STAKEHOLDERS | Count | % |
| 1 | Foreign Buyers | 4 | 1 |
| 2 | Government Agencies | 8 | 1 |
| 3 | Shippers | 40 | 6 |
| 4 | Shipping Companies | 300 | 46 |
| 5 | Freight Forwarders | 9 | 1 |
| 6 | Off-dock Terminals | 53 | 8 |
| 7 | Shipping Agencies | 43 | 7 |
| 8 | Terminal Operators | 191 | 29 |
| TOTAL | | 648 | 100 |

Table 4: Analysis of Complaints

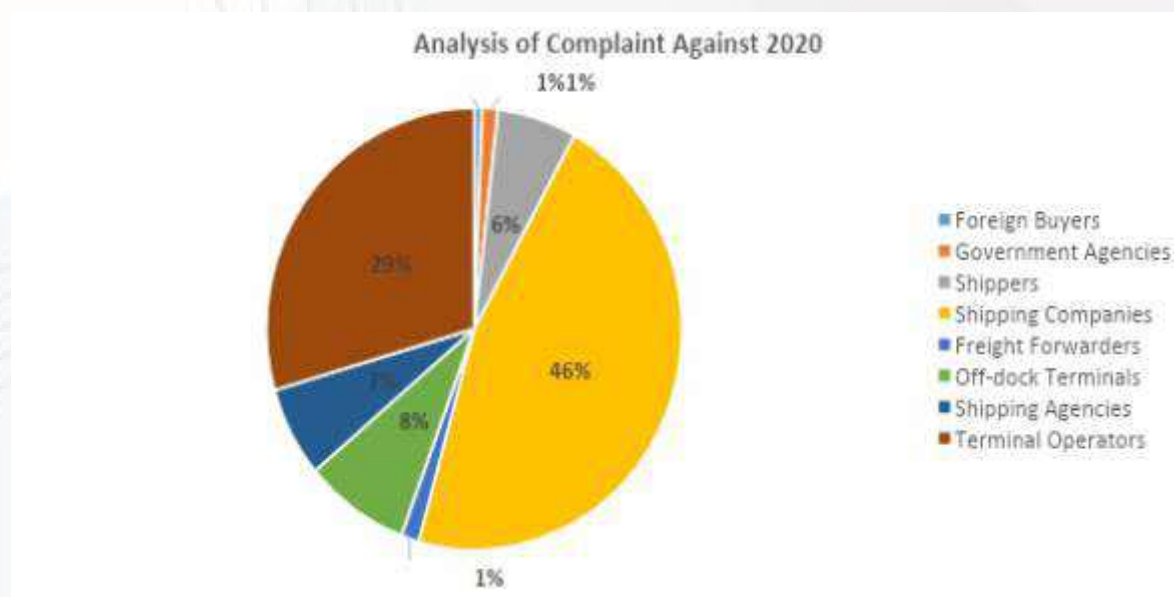


Fig. 27: Analysis of Complaints

2.10.1 Occurrence of Complaints in 2020

The types of Complaints handled range from arbitrary charges, containers deposit refund, Demurrage charges, export/ import fraud, cargo damaged, etc.

In the occurrence analysis, arbitrary charges were the most frequent complaint, represented by 22%. At the same time, the lowest were abandoned containers, Cargo release, Delay, Detention, Lack of capacity at H/B, Non-return of empties, request for waiver and wrong delivery of cargo at 1%.

| 2020 ANALYSIS OF COMPLAINTS BASED ON OCCURRENCE | | | |
|--|---|--------------|----------|
| S/N | Types of Complaints | COUNT | % |
| 1 | Abandoned Containers/ Cargo | 4 | 1 |
| 2 | Access Card blockage | 2 | 0 |
| 3 | Arbitrary Charges | 143 | 22 |
| 4 | Breach of contract/ Agreement | 3 | 0 |
| 5 | Cargo release | 4 | 1 |
| 6 | Cargo Damaged | 21 | 3 |
| 7 | Cargo Delay | 9 | 1 |
| 8 | Cargo Detention | 7 | 1 |
| 9 | Cargo Theft | 1 | 0 |
| 10 | Cargo Loss | 17 | 3 |
| 11 | Container Deposit Refund | 44 | 7 |
| 12 | Debt Recovery | 1 | 0 |
| 13 | Delay in Customs clearance | 1 | 0 |
| 14 | Delay in Ship berth | 2 | 0 |
| 15 | Delay in transfer | 42 | 6 |
| 16 | Demurrage Charges | 94 | 14 |
| 17 | Demurrage Waiver | 17 | 3 |
| 18 | Detention Charge | 11 | 2 |
| 19 | Export/Import Fraud | 20 | 3 |
| 20 | Insurance Claims Settlement | 14 | 2 |
| 21 | Lack of capacity to HB | 6 | 1 |
| 22 | Lien | 6 | 1 |
| 23 | Non-Compliance to Council Directives | 2 | 0 |
| 24 | Non-Compliance to FG directive on COVID19 | 19 | 3 |
| 25 | Non-issuance of Shipping Release | 1 | 0 |
| 26 | Non-return of empties Containers | 6 | 1 |
| 27 | Other Refunds | 8 | 1 |
| 28 | Refusal to release Invoice | 4 | 1 |
| 29 | Request for waiver | 7 | 1 |
| 30 | Royalty charges | 0 | 0 |
| 31 | Service Delivery/ Failure | 34 | 5 |

| | | | |
|--------------|-----------------------------|------------|------------|
| 32 | Terminal Charges | 36 | 6 |
| 33 | Trade Dispute | 3 | 0 |
| 34 | Transfer Charges | 28 | 4 |
| 35 | Unutilized Transire payment | 1 | 0 |
| 36 | Storage charge | 25 | 4 |
| 37 | Unauthorized release | 1 | 0 |
| 38 | Wrong Delivery of Cargo | 4 | 1 |
| TOTAL | | 648 | 100 |

Table 5: Analysis of Complaints based on Occurrence

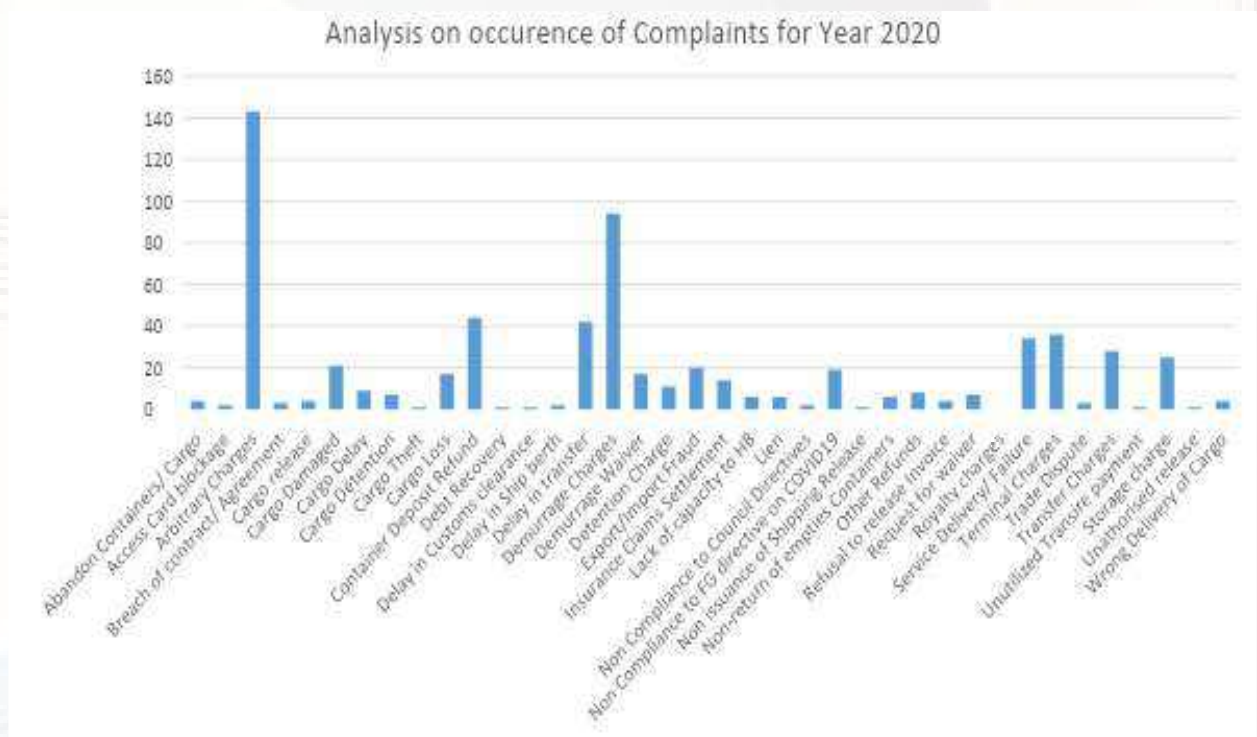


Fig. 28: Occurrence of Complaints in 2020

2.10.2 Disposition of Complaints Handled

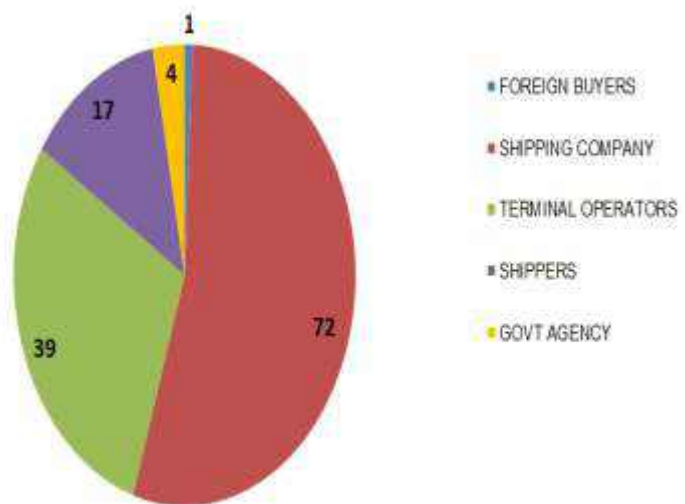
| Complaints Handled | Complaints Resolved | Complaints Outstanding | A. Amount saved (in Forex) | B. Amount saved (₦) |
|--------------------|---------------------|------------------------|----------------------------|---------------------|
| 648 | 109 | 539 | | ₦ 35,940,582.57 |

Table 6: Disposition of Complaints Handled

ANALYSIS OF COMPLAINTS HANDLED FROM JANUARY TO DECEMBER 2020 BY QUARTER

ANALYSIS OF COMPLAINTS HANDLED FOR FIRST QUARTER (JAN- MAR) 2020

| S/N | ORGANISATIONS COMPLAINTS AGAINST | COUNT | % |
|-----|----------------------------------|------------|------------|
| 1 | SHIPPING COMPANY | 72 | 54 |
| 2 | TERMINAL OPERATORS | 39 | 29 |
| 3 | SHIPPERS | 17 | 13 |
| 4 | GOVERNMENT AGENCY | 4 | 3 |
| 5 | FOREIGN BUYERS | 1 | 1 |
| | TOTAL | 133 | 100 |



| CATEGORY OF COMPLAINANTS | COUNT | % |
|-------------------------------------|------------|------------|
| GOVERNMENT AGENCY | 6 | 4 |
| DIPLOMAT | 1 | 1 |
| SHIPPERS | 108 | 81 |
| ROAD HAULIERS GROUP/FLEET OPERATORS | 1 | 1 |
| SHIPPING COMPANY | 7 | 5 |
| TERMINAL OPERATORS | 4 | 3 |
| FREIGHT FORWARDERS GROUPS | 5 | 4 |
| NON-GOVERNMENT AGENCY | 1 | 1 |
| TOTAL | 133 | 100 |

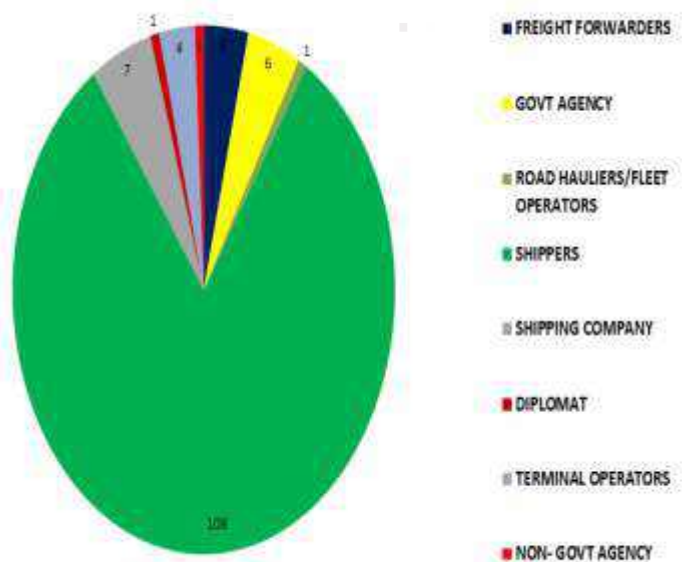


Fig. 29: Analysis of Complaints Handled for First Quarter

Fig. 30: Category of Complainants

| STATUS OF COMPLAINTS | COUNT | % |
|----------------------|-------|-----|
| RESOLVED | 15 | 11 |
| ON-GOING | 100 | 75 |
| CASE CLOSED | 16 | 12 |
| KEEP IN VIEW | 2 | 2 |
| TOTAL | 133 | 100 |

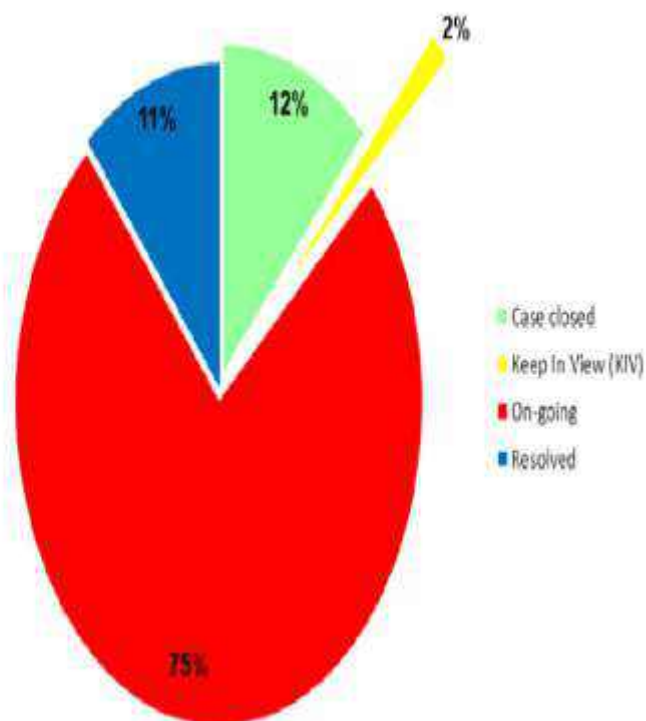


Fig.31: Status Of Complaints

| S/N | TYPES OF COMPLAINTS HANDLED | COUNT | % |
|-----|--------------------------------------|-------|----|
| 1 | Non-issuance of Shipping Release | 1 | 1 |
| 2 | Demurrage Charges | 7 | 5 |
| 3 | Demurrage Waiver | 11 | 8 |
| 4 | Unauthorized Release of Container | 1 | 1 |
| 5 | Container Deposit Refund | 14 | 11 |
| 6 | Refusal to Release Invoice | 3 | 2 |
| 7 | Service Failure | 8 | 6 |
| 8 | Service Delivery | 6 | 5 |
| 9 | Non Compliance to Council Directives | 1 | 1 |
| 10 | Cargo Abandonment | 3 | 2 |
| 11 | Export Fraud/Import Fraud | 9 | 7 |
| 12 | Arbitrary Charges and Delay | 20 | 15 |
| 13 | Cargo Damage | 11 | 8 |

| | | | |
|----|--|-----|-----|
| 14 | Illegal Storage Charges | 4 | 3 |
| 15 | Loss of Cargo | 3 | 2 |
| 16 | Lack of Capacity Holding Bay to Accept Empty Container | 2 | 2 |
| 17 | Request for Waiver | 7 | 5 |
| 18 | Cargo Theft | 1 | 1 |
| 19 | Delay in Ship Berth | 1 | 1 |
| 20 | Detention Charges | 2 | 2 |
| 21 | Ill- Treatment by Officials | 1 | 1 |
| 22 | Delay in Transfer | 8 | 6 |
| 23 | Debt Recovery | 1 | 1 |
| 24 | Unutilized Transire Payment | 1 | 1 |
| 25 | Breach of Agreement | 1 | 1 |
| 26 | Non Return of Empties Containers | 1 | 1 |
| 27 | Cargo Release | 1 | 1 |
| 28 | Cargo Detention | 4 | 3 |
| 29 | Grand Total | 133 | 100 |

Table7: *Types of Complaint Handled*

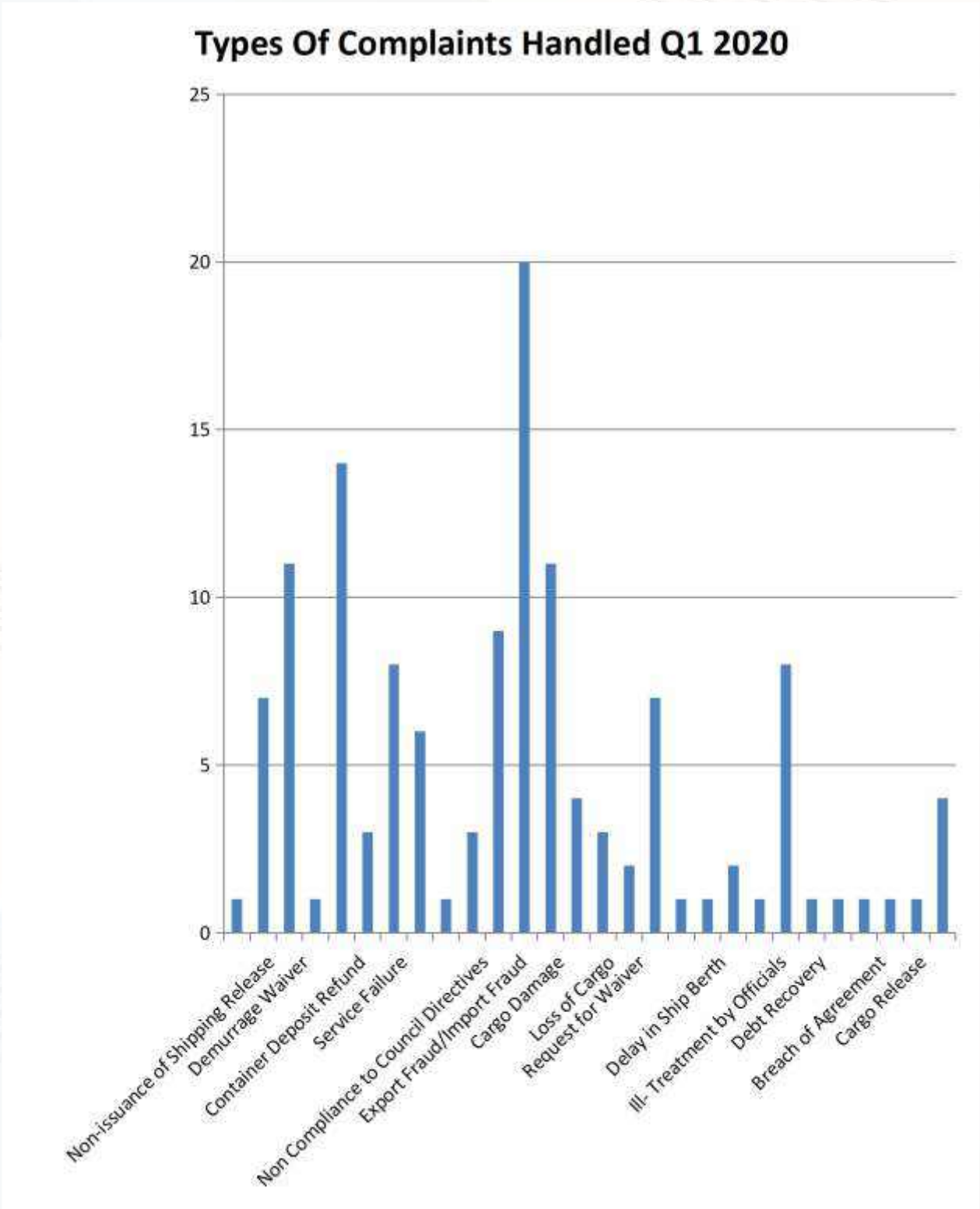


Fig. 32: Types of complaints handled

ANALYSIS OF COMPLAINTS HANDLED FOR SECOND QUARTER (APR– JUNE)
2020

| S/N | CATEGORY OF COMPLAINTS AGAINST | COUNT | % |
|-----|--------------------------------|-------|-----|
| 1 | GOVT AGENCY | 2 | 3 |
| 2 | SHIPPERS | 4 | 5 |
| 3 | SHIPPING COMPANY | 41 | 54 |
| 4 | TERMINAL OPERATORS | 26 | 34 |
| 5 | NOT STATED | 3 | 4 |
| | TOTAL | 76 | 100 |

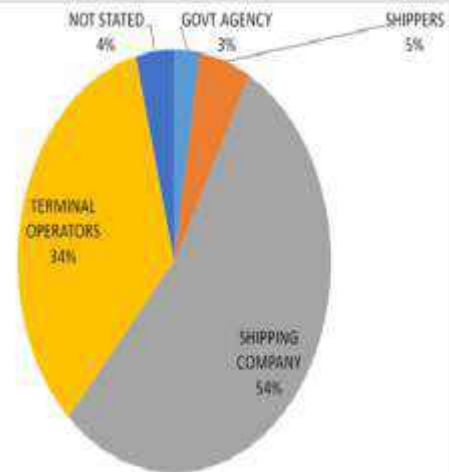


Figure 33 – Analysis of Complaints handled for Second Quarter

| STATUS OF COMPLAINTS | COUNT | % |
|----------------------|-------|-----|
| Case Closed | 7 | 9 |
| Case Resolved | 15 | 20 |
| Keep In-View (KIV) | 3 | 4 |
| On-going | 51 | 67 |
| TOTAL | 76 | 100 |

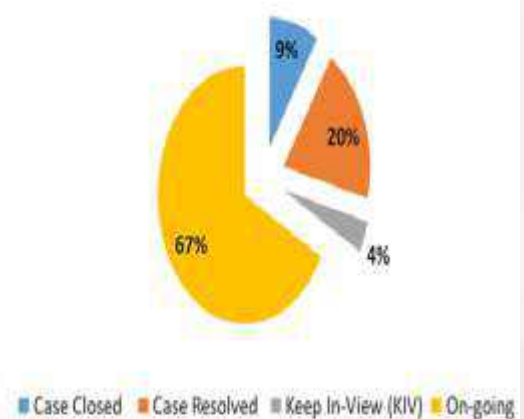


Fig. 34: Status Of Complaints

| CATEGORY OF COMPLAINANTS | COUNT | % |
|--------------------------|-------|-----|
| FREIGHT FORWARDERS | 3 | 4 |
| GOVT AGENCY | 2 | 3 |
| LAW FIRM | 3 | 4 |
| SHIPPERS | 64 | 84 |
| SHIPPING COMPANY | 4 | 5 |
| TOTAL | 76 | 100 |

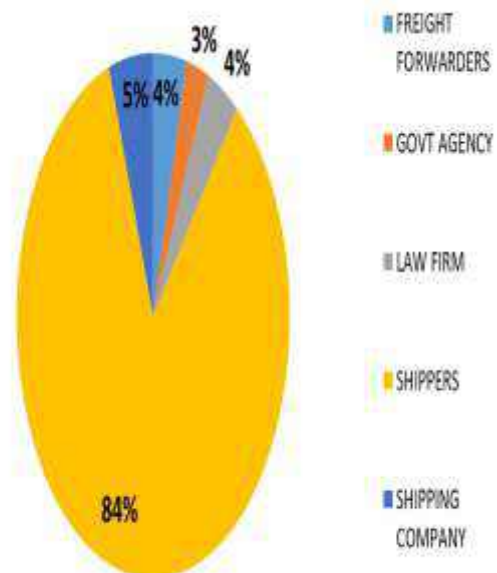


Fig.35: Category of Complainants

| S/N | TYPES OF COMPLAINTS | COUNT | % |
|-----|--|-------|-----|
| 1 | Access Card Blockage | 1 | 1 |
| 2 | Arbitrary Charges | 17 | 22 |
| 3 | Arbitrary Demurrage Charges | 7 | 9 |
| 4 | Arbitrary Storage Charges | 9 | 12 |
| 5 | Cargo Damage | 3 | 4 |
| 6 | Cargo Loss | 4 | 5 |
| 7 | Container Deposit Refund | 2 | 3 |
| 8 | Delay in Return of Empty | 2 | 3 |
| 9 | Delay in Transfer | 3 | 4 |
| 10 | Demurrage Waiver | 6 | 8 |
| 11 | Disobedience of Federal Government directive on Covid 19 | 17 | 22 |
| 12 | Service Failure | 2 | 3 |
| 13 | Trade Dispute | 1 | 1 |
| 14 | Cargo Detention | 1 | 1 |
| 15 | Fraud | 1 | 1 |
| | GRAND TOTAL | 76 | 100 |

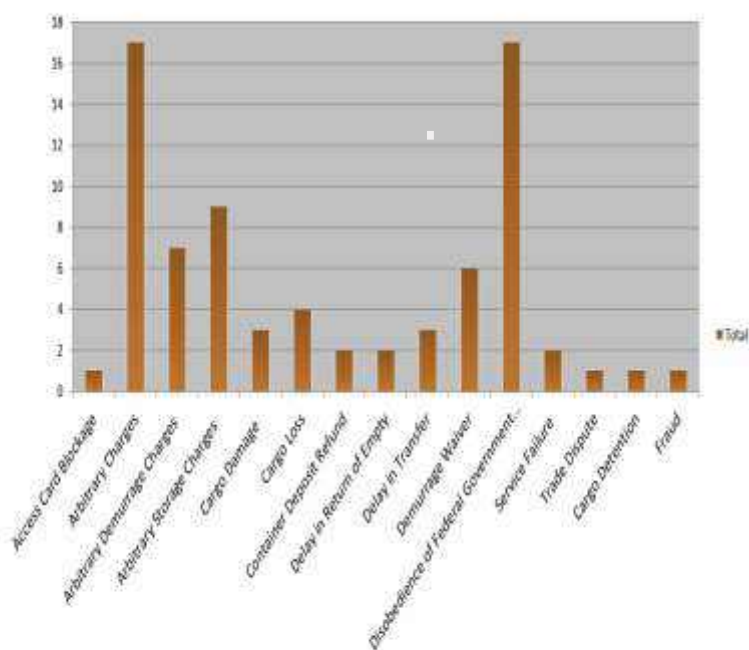
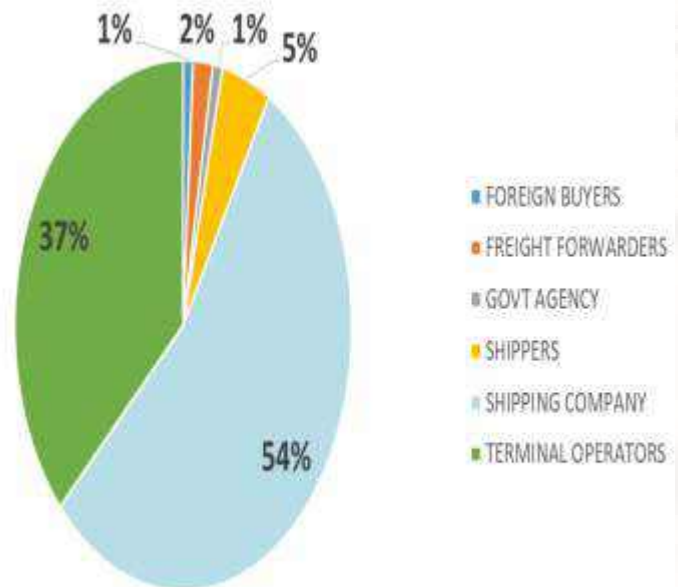


Fig. 36: Types Of Complaints

ANALYSIS OF COMPLAINTS HANDLED FOR THIRD QUARTER (JUL- SEPT)

| S/N | CATEGORY OF ORGANISATIONS COMPLAINED AGAINST | COUNT | % |
|-----|---|------------|------------|
| 1 | FOREIGN BUYERS | 2 | 0.9 |
| 2 | FREIGHT FORWARDERS | 4 | 1.9 |
| 3 | GOVT AGENCY | 2 | 0.9 |
| 4 | SHIPPERS | 11 | 5.1 |
| 5 | SHIPPING COMPANY | 115 | 54.2 |
| 6 | TERMINAL OPERATORS | 78 | 36.8 |
| | TOTAL | 212 | 100 |



2020

| CATEGORY OF COMPLAINANTS | COUNT | % |
|--------------------------|------------|------------|
| FREIGHT FORWARDERS | 10 | 4.7 |
| GOVT AGENCY | 1 | 0.5 |
| LAW FIRM | 28 | 13.2 |
| SHIPPERS | 166 | 78.3 |
| SHIPPING COMPANY | 7 | 3.3 |
| TOTAL | 212 | 100 |

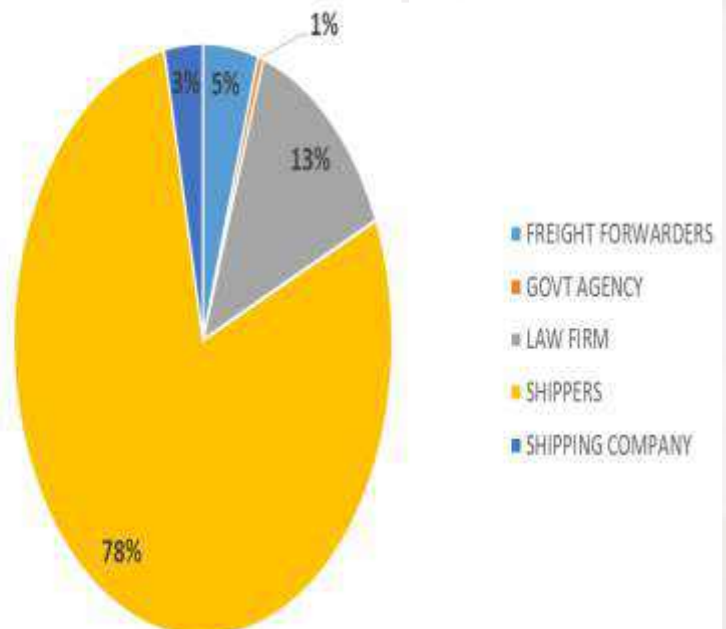


Fig.37: Analysis of Complaints Handled for Third Quarter

Fig.38: Category of Complainants

| STATUS OF COMPLAINTS | COUNT | % |
|--|------------|------------|
| Case Closed | 18 | 8.5 |
| Case has no merit | 2 | 0.9 |
| Case referred to the Regulatory Services Department. | 1 | 0.5 |
| Case Resolved | 32 | 15.1 |
| Keep In-View (KIV) | 13 | 6.1 |
| On-going | 146 | 68.9 |
| TOTAL | 212 | 100 |

Table 8: Status of Complaints

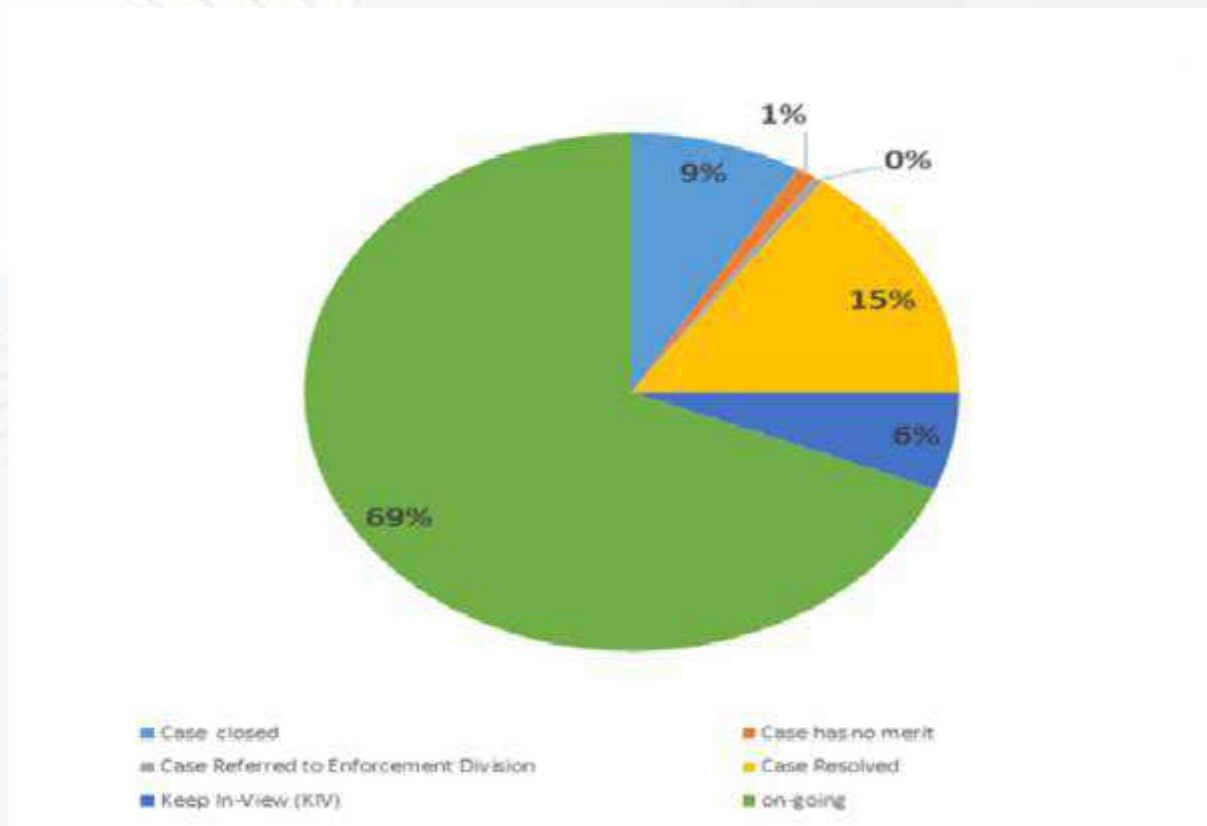


Fig.39: Status of Complaints

| S/N | TYPES OF COMPLAINTS | COUNT | % |
|-----|------------------------------------|------------|------------|
| 1 | Arbitrary Charges | 80 | 37.7 |
| 2 | Bribery Allegation | 1 | 0.5 |
| 3 | Cargo Damage | 4 | 1.9 |
| 4 | Cargo Detention | 2 | 0.9 |
| 5 | Container Deposit Refund | 14 | 6.6 |
| 6 | Delay in Transfer | 16 | 7.5 |
| 7 | Delayed Customs Clearance | 1 | 0.5 |
| 8 | Demurrage Charges | 37 | 17.5 |
| 9 | Detention Charge | 7 | 3.3 |
| 10 | Export Fraud | 5 | 2.4 |
| 11 | Insurance Claims Settlement | 7 | 3.3 |
| 12 | Lack of Holding Bay | 2 | 0.9 |
| 13 | Lien | 1 | 0.5 |
| 14 | Missing Cargo | 5 | 2.4 |
| 15 | Refund on wrong transaction | 1 | 0.5 |
| 16 | Refusal to Return Empty Containers | 1 | 0.5 |
| 17 | Trade Dispute | 2 | 0.9 |
| 18 | Transfer Charges | 15 | 7.1 |
| 19 | Poor Service Delivery | 11 | 5.2 |
| 20 | Grand Total | 212 | 100 |

Table 9: Types of Complaints

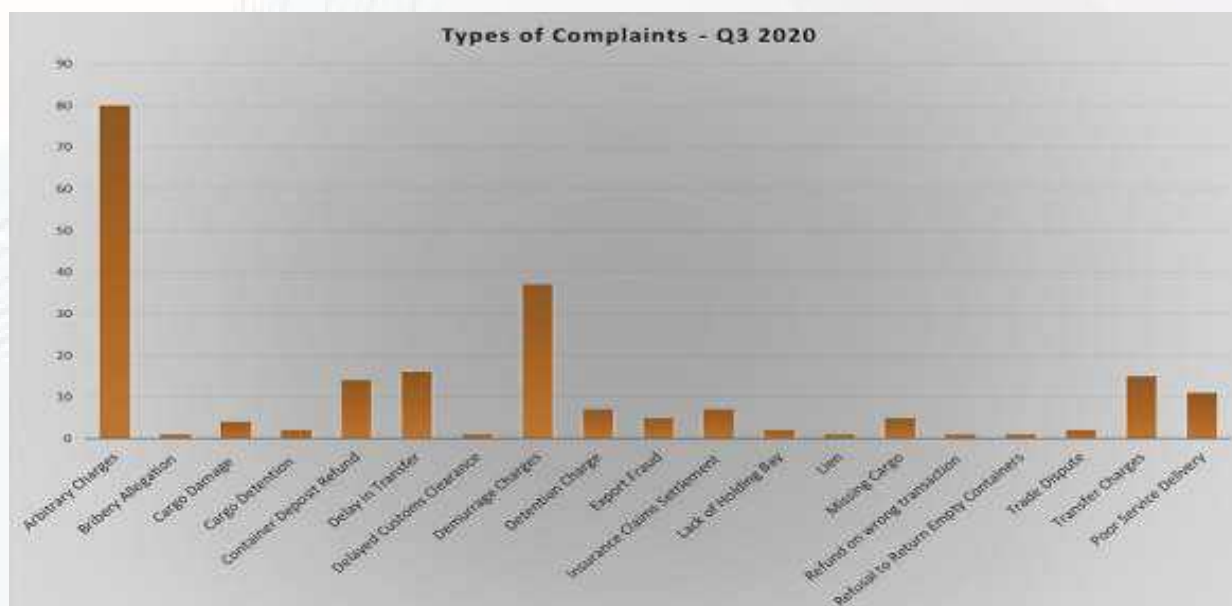


Fig.40: Types of complaints

ANALYSIS OF COMPLAINTS HANDLED FOR FOURTH QUARTER(OCT-DEC), 2020

| S/N | CATEGORY OF COMPLAINED AGAINST | Count | % |
|-----|--------------------------------|------------|------------|
| 1 | FREIGHT FORWARDERS | 5 | 2.2 |
| 2 | OFF - DOCK TERMINAL | 53 | 23.3 |
| 3 | SHIPPERS | 5 | 2.2 |
| 4 | SHIP OWNERS | 43 | 18.9 |
| 5 | SHIPPING COMPANY | 72 | 31.7 |
| 6 | TERMINAL OPERATORS | 48 | 21.1 |
| 7 | FOREIGN BUYERS | 1 | 0.4 |
| | TOTAL | 227 | 100 |

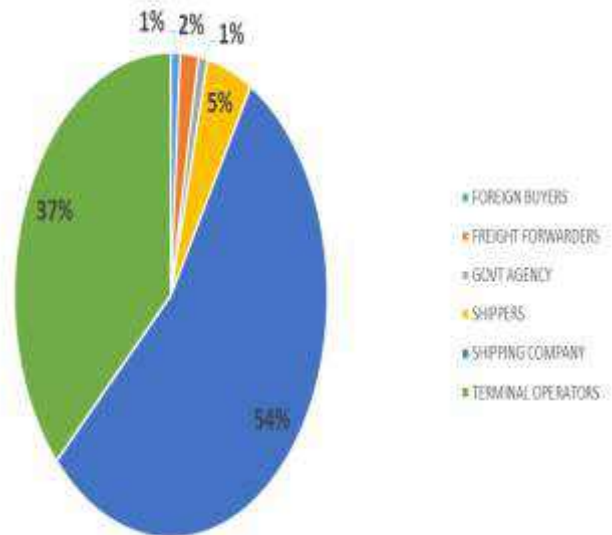


Fig. 41 Analysis of Complaints Handled for Fourth Quarter

| S/N | CATEGORY OF COMPLAINANT | COUNT | % |
|-----|----------------------------------|------------|------------|
| 1 | FREIGHT FORWARDER | 19 | 8.4 |
| 2 | GOVT. AGENCY | 1 | 0.4 |
| 3 | SHIPPERS | 198 | 87.2 |
| 4 | SHIP OWNERS | 1 | 0.4 |
| 5 | SHIPPING COMPANY | 1 | 0.4 |
| 6 | SOLICITOR (ON BEHALF OF SHIPPER) | 6 | 2.6 |
| 7 | TERMINAL OPERATORS | 1 | 0.4 |
| | GRAND TOTAL | 227 | 100 |

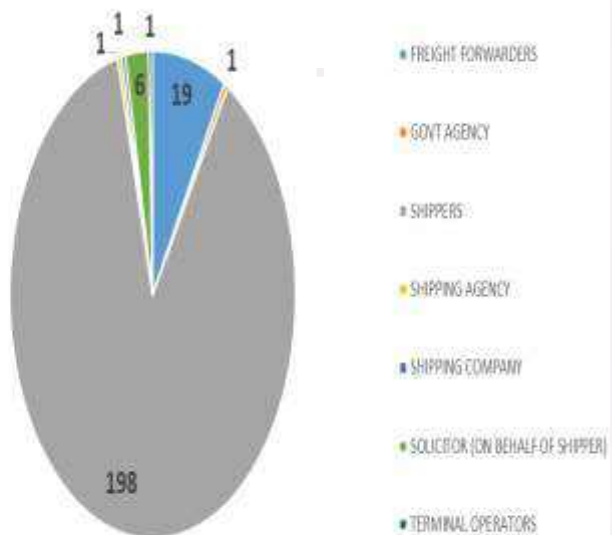


Fig. 42: Category of Complainants

| S/N | STATUS | Count | % |
|-----|-----------------------|-------|------|
| 1 | CASE CLOSED | 18 | 7.9 |
| 2 | ESCALATED TO INTERPOL | 1 | 0.4 |
| 3 | KEEP IN-VIEW (KIV) | 12 | 5.3 |
| 4 | ON-GOING | 148 | 65.2 |
| 5 | RESOLVED | 47 | 20.7 |
| 6 | CASE HAS NO MERIT | 1 | 0.4 |
| | TOTAL | 227 | 100 |

Table 10: Status of Complaints

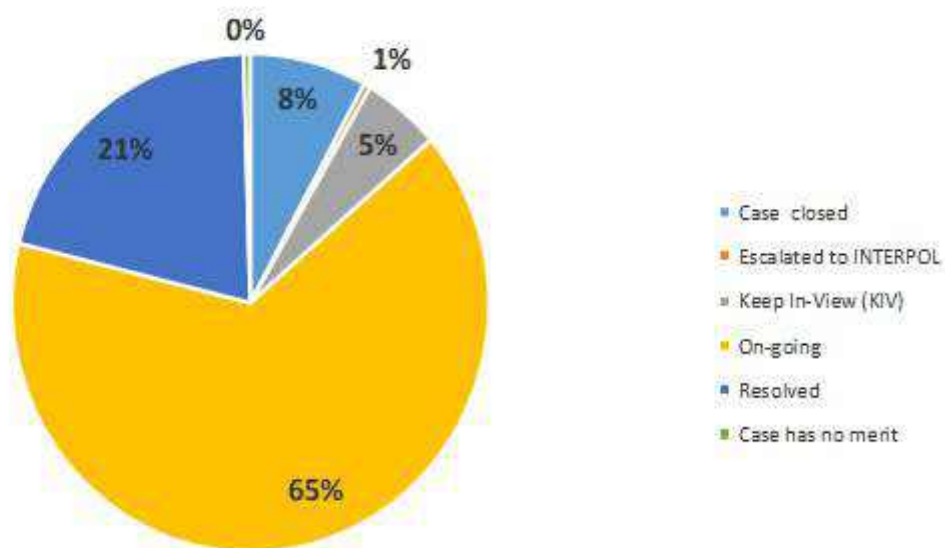


Fig. 43: Analysis of Status of Complaints

| S/N | TYPE OF COMPLAINTS | Count | % |
|-----|--------------------------------------|-------|------|
| 1 | Arbitrary Charges | 16 | 7 |
| 2 | Arbitrary Groupage Charges | 6 | 2.6 |
| 3 | Arbitrary Shipping Charges | 3 | 1.3 |
| 4 | Cargo Seizure | 2 | 0.9 |
| 5 | Container Deposit Refund | 14 | 6.2 |
| 6 | Delay in Transfer | 15 | 6.6 |
| 7 | Service Failure | 5 | 2.2 |
| 8 | Storage Charges | 12 | 5.3 |
| 9 | Transfer Charges | 13 | 5.7 |
| 10 | Arbitrary Terminal Charges | 36 | 15.9 |
| 11 | Wrong Export of Cargo | 2 | 0.9 |
| 12 | Wrong Delivery Of Cargo | 2 | 0.9 |
| 13 | Barge Charges | 2 | 0.9 |
| 14 | Cargo Loss | 5 | 2.2 |
| 15 | Refusal to Release Invoice | 1 | 0.4 |
| 16 | Cargo Delay | 5 | 2.2 |
| 17 | Export Fraud/ Import Fraud | 4 | 1.8 |
| 18 | Breach of Agreement | 2 | 0.9 |
| 19 | Cargo Step-down release | 1 | 0.4 |
| 20 | Refund | 7 | 3.1 |
| 21 | Demurrage Charges | 43 | 18.9 |
| 22 | Detention Charge | 2 | 0.9 |
| 23 | Access Card Blockage | 1 | 0.4 |
| 24 | Default by Shipping Line/Terminal op | 1 | 0.4 |
| 25 | Cargo Damage | 3 | 1.3 |
| 26 | Insurance Claims Settlement | 7 | 3.1 |
| 27 | Lack of H/B | 2 | 0.9 |
| 28 | Non-compliance to COVID19 Waiver | 2 | 0.9 |
| 29 | Delayed Delivery Order | 1 | 0.4 |
| 30 | Cargo/ Container Lien | 4 | 1.8 |
| 31 | Delayed Cargo Delivery | 1 | 0.4 |
| 32 | Delay in Ship Berth | 1 | 0.4 |
| 33 | Cargo Abandoning | 1 | 0.4 |
| 34 | Cargo Clearance | 1 | 0.4 |
| 35 | Blockade of Shipment | 1 | 0.4 |
| 36 | Non-Return/ Acceptance of Empties | 2 | 0.9 |
| 37 | Non-Compliance to NSC's Directives | 1 | 0.4 |
| | Grand Total | 227 | 100 |

Table 11: Types of Complaints

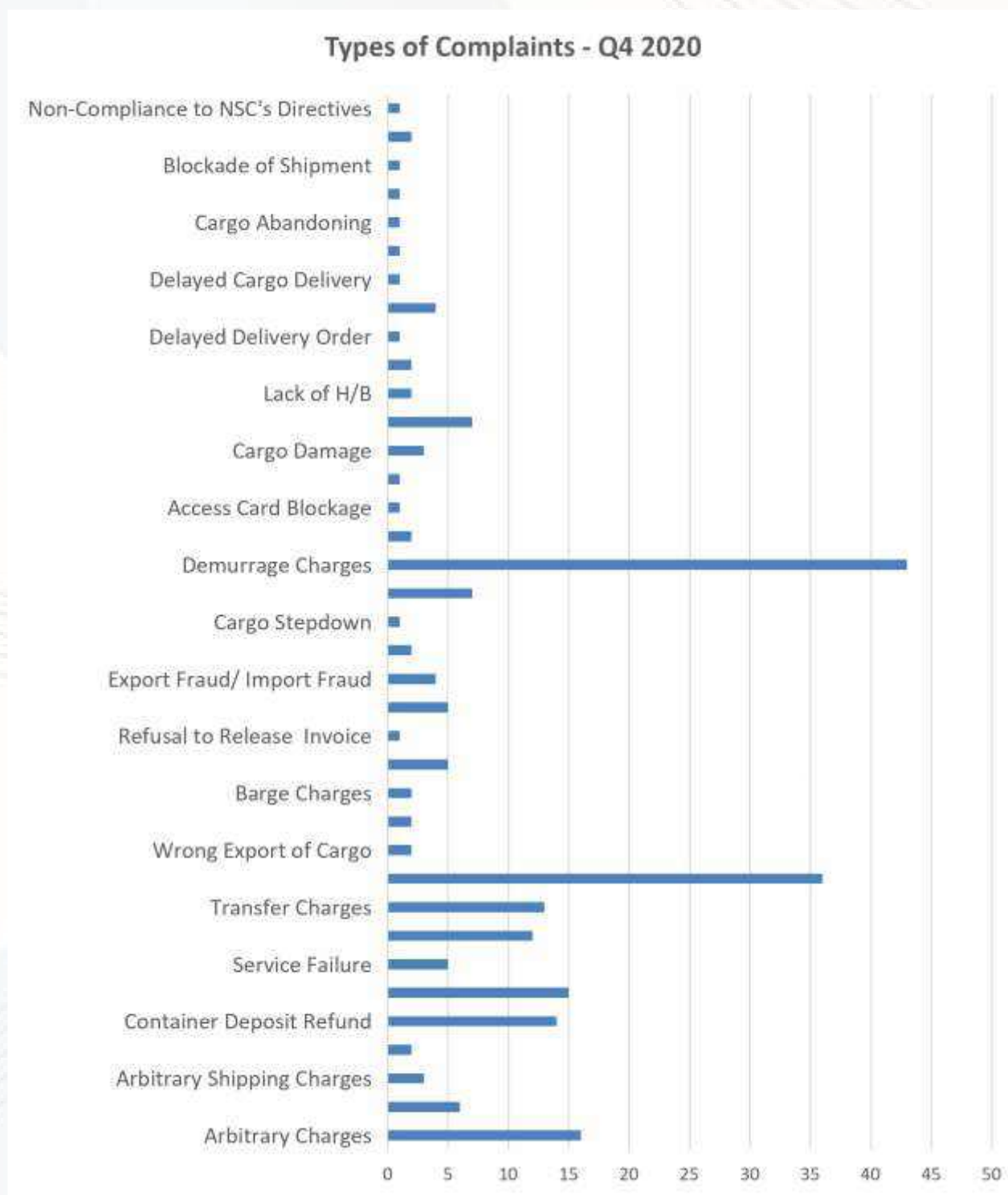


Fig.44: Types of Complaints

SUMMARY OF COMPLAINTS HANDLED IN 2020 BY QUARTER

| Quarter | Number of Complaints Received | Number of Complaints Resolved | Number of Complaints Outstanding | Amount Saved |
|--|-------------------------------|-------------------------------|----------------------------------|-----------------------|
| 1 st Quarter (Jan. – Mar.) | 133 | 15 | 118 | N200,000 |
| 2 nd Quarter (Apr. – Jun.) | 76 | 15 | 61 | N75,680 |
| 3 rd Quarter (Jul.- Sept.) | 212 | 32 | 180 | N35,664,902,57 |
| 4 th Quarter (Oct. – Dec.) | 227 | 47 | 180 | NIL |
| Total | 648 | 109 | 539 | N35,940,582.57 |

Table 12: Analysis of complaints handled in 2020 by quarter

A total number of six hundred and forty - eight (**648**) written complaints were received through the Council's complaints email box, out of which one hundred and nine (109) were resolved and five hundred and thirty-nine (**539**) are still pending.

Arising from the complaints handled and resolved, the sum of Thirty-five million nine hundred and forty thousand five hundred- and eighty-two-naira fifty-seven kobo (**N35,940,582.57**) was saved for stakeholders for which the Council has received letters of appreciation from the beneficiaries.

ANALYSIS OF COMPLAINTS RECEIVED BY LOCATION AND QUARTER

| ANALYSIS OF COMPLAINTS HANDLED BY GEO ECONOMIC ZONES | | | | | | |
|--|---------------------|-------------|-------------|-------------|-------------|-------|
| S/N | LOCATIONS (REGIONS) | 1ST QUARTER | 2ND QUARTER | 3RD QUARTER | 4TH QUARTER | TOTAL |
| 1 | Lagos | 73 | 88 | 103 | 108 | 372 |
| 2 | South West | 0 | 0 | 4 | 3 | 7 |
| 3 | North West | 3 | 6 | 4 | 4 | 17 |
| 4 | South East | 1 | 2 | 5 | 2 | 10 |
| 5 | North East | 0 | 0 | 0 | 0 | 0 |
| 6 | South South | 2 | 5 | 1 | 1 | 9 |
| 7 | North Central | 1 | 4 | 4 | 1 | 10 |
| 8 | FCT | 2 | 4 | 11 | 11 | 28 |
| | TOTAL | 82 | 109 | 132 | 130 | 453 |

Table 13: Analysis of complaints received by location



Fig. 45: Analysis of complaints handled by geo-economic zone

COMPARATIVE ANALYSIS OF 2019 AND 2020 COMPLAINTS RECEIVED

COMPARISON OF 2019 AND 2020 COMPLAINTS

| CATEGORIES OF COMPLAINTS | 2019 | 2020 |
|-------------------------------|---------------------|-----------------------|
| Complaints Handled | 453 | 648 |
| Complaints Resolved | 114 | 109 |
| Complaints Ongoing | 339 | 449 |
| Complaints Not genuine | 49 | 60 |
| Amount saved | ₦363,004,119 | ₦35,940,582.57 |

Table 14: Comparison of 2019 and 2020 complaints

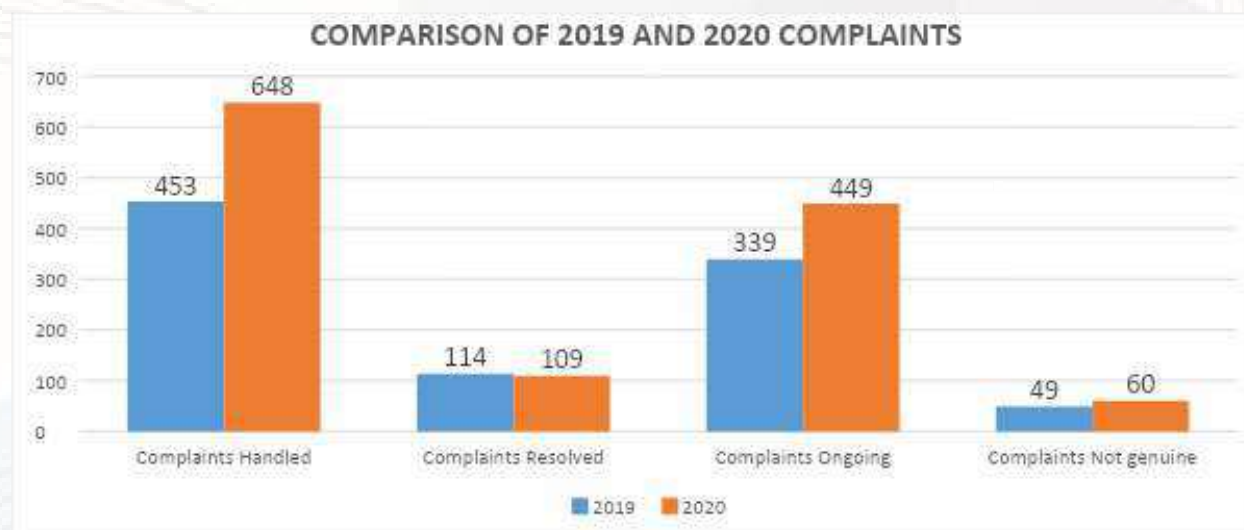


Fig.46: Comparison of 2019 and 2020 complaints

In 2019, four hundred and fifty-three (**453**) complaints were received compared to six hundred and forty-eight (**648**) in 2020.

The considerable percentage increase of the complaints in 2020 may be associated with the disruption brought about by the Covid-19 Pandemic.

5.10. International Cargo Tracking Note (ICTN)

The Nigerian Shippers' Council facilitated the re-introduction of ICTN. The ICTN provides real-time online monitoring of the security plan of all vessels,

including advance information on cargo type, origin, quantity and other shipment information. In addition, this tool would generate an automatic information alert for the port of destination.

Also, it will deploy technological tools to enhance revenue collections and security.

The major constraint is the legal framework.

The outcomes were as follows:

- The Federal Government approved the re-introduction and implementation of the ICTN in Nigeria in July 2020.
- The Council is in the process of submitting a draft Bill that will create a legal governance framework for the implementation of the ICTN to the Federal Ministry of Transportation (FMoT) for its approval of the same as an Executive Bill.

5.11. Container Deposit Refund

The Nigerian Shippers' Council held a meeting with the Commissioner of Insurance, National Insurance Commission, on 21st Jul 2020 to fashion out an adequate Insurance Scheme for the Nigerian Shippers to manage risk associated with Shippers' operations in the Country.

The Container deposit refund will mitigate the risk factors of consignors or freight forwarders.

The areas of interest were as follows:

- Container regime and refund of container deposits
- Goods in transit insurance cover for cargo exiting the ports to the final destination
- Insurance cover for exports and
- Bill on Carriage of Goods by Land (Road and Rail)

The outcome was as follows:

- A Technical Committee on Shippers' Insurance made up of The Nigerian Shippers' Council, and National Insurance Commission (NAICOM) was inaugurated on 3rd Sept 2020 to address the possibility

of securing the viability of the Maritime and Transport industry through deeper penetration of the insurance industry.

5.12. Registration of Freight Rates and Other Transport Costs

In furtherance of its statutory responsibilities, the Nigerian Shippers' Council intensified the registration of freight rates and other transport costs. The purpose of the registration was to regulate tariff rates and charges at the ports and maintain an effective platform for determining freight rates and other transport costs.

While performing this activity, the Council identified and considered the following challenges:

- Continuous imposition of indiscriminate freight rate and Peak Season Surcharge (PSS) on Nigerian-bound cargo due to non-availability of guidelines for setting tariffs, rates and charges at Nigerian Ports.
- Lack of an adequate legal framework to strengthen the Council's current regulatory mandate and other responsibilities.

The outcomes were as follows;

- A reversal of the imposed \$1500 PSS by some Shipping Companies. Due to Council's interventions, it was discovered that PSS and other surcharges from East Mediterranean, Black Sea and North Africa to West Africa exempted Nigeria. This resulted in saving Nigerian Shippers \$180/€150 per container.
- Engagement of 3 independent agents to help carry out a market intelligence gathering regarding all cost, rates and charges of regulated service providers. The interpretations/computations of the findings from market intelligence gathering will assist in further negotiations with regulated service providers.
- The Council engaged the Nigerian Railway Corporation (NRC), Barge Operators Association and Council for the Regulation of Freight Forwarding in Nigeria (CFRRN) to determine their services' statutory rates and charges.

- An Indicative freight rate using Drewry Freight Rate Insight was produced. This is to be published on the NSC website, and it will serve as a tool for business plans by Shippers.

5.13. Facilitation of Ports/Shipping Services during COVID-19 Lockdown

The Nigerian Shippers' Council promoted service delivery and ensured compliance with COVID-19 protocols during the lockdown. The Council's intervention resulted in the following:

- Transfer of containers from seaport terminals to bonded terminals.
- Directive to seaport terminals not to charge storage for containers stemmed to off-dock terminals.
- Ensure that off-dock terminals improve on service delivery to address issues of delays in cargo clearance.
- Engagement with Maritime Police to reduce the frequency of alerts placed on containers to reduce arbitrary detention of containers. The police were directed to notify NSC before placing alerts on containers.
- Enforcement of standards and cost reduction resulted in cautionary steps and measures against some operators. Service providers such as TICT, DENCA, APMDC, etc., were either warned or sanctioned during the course of the year.
- Decongestion of port access roads that facilitated cargo evacuation and barges was equally encouraged to serve as an alternative to the road.
- Resolution of major operational issues such as stripping of containers, transfer of stemmed containers, tariffs and charges, etc., in the port industry was made during the period.
- Effective engagements with the NRC, Barge Operators and the CRFFN to provide information on NRC approved rates/charges. The nomenclatures of these rates were harmonised and reviewed along with the tariffs.



Fig.47: Engagements with Terminal Operators and other Stakeholders.

5.14. Promotion of Transport Sector Reform Bill

The Nigerian Shippers' Council facilitated the promotion of the Transport Sector Reform Bill. As a result, the Transport Sector Bill has been represented and already passed by the Upper Chamber and awaiting concurrence from the Lower Chamber of the National Assembly.

The Bill is expected to achieve the following benefits:

- Protection of Council's interest and functions in the proposed NTC Bill.
- Representation of a draft NTC Bill to the House of Representative and Senate Committees (9th Assembly)
- Lobby for passage of the NTC Bill by House of Representatives and the Senate.
- Passage of Bill by Senate and awaiting concurrence from the House of Representatives.

5.15. Engagement of Relevant Stakeholders to Resolve Varying Port Issues

NSC held meeting with NPA, APMT, PHCS, and DENCA to resolve issues relating to:

7. Transfer of containers from seaport terminals to off-Docks.
8. To resolve all issues surrounding stemming of cargo to off-Dock.
9. APMT agreed to bear the cost of transport from its terminal to Mile 2 jetty.
10. DENCA to stop billing consignees on charges that are on account of the terminal
11. Storage charge will only start counting 3 days after the containers have reached the bonded terminals.
12. NSC directed that the terminal should improve on the number and quality of handling equipment.
13. NSC also mandated the terminal to automate their payment system.

5.16. Ports Decongestion

To decongest the seaport terminals, there is the need to support the process while ensuring proper streamlining. Therefore, the Council severally engaged the maritime police to streamline their process against indiscriminate/random detention of containers.

5.17. Liability Regime for the Carriage of Goods by Land (Roads and Rails Freight Transport Bill)

The Nigerian Shippers' Council facilitated a draft Bill for Carriage of Goods by Land to the FMoT to be sponsored as an Executive Bill.

The Bill, when enacted into law, will establish a liability regime for the carriage of goods by roads and rail, which is presently non-existent. The draft bill has been submitted to the FMoT for review before sending it to the NASS.

5.18. Consumer Protection Regime (CPR)

The Nigerian Shippers' Council collaborated with the Federal Competition and Consumer Protection Commission (FCCPC) to commence activities toward

Instituting a Consumers Protection Regime (CPR) to protect consumers of port and shipping services.

The CPR, when instituted, will address infringement by service providers and users in the industry using the instrument of the tribunal contained in the FCCPC Act.

In this regard, a technical committee comprising officers from both agencies was constituted to develop a framework for infusing NSC in the FCCPC Act to achieve the CPR. The technical committee will be inaugurated by February 2021, and the MoU to be signed in the 1st quarter of 2021.

These infringements include:

- Unilateral and arbitrary increase in charges
- Delay in the positioning of containers for extermination
- Damage, pilferage or short landing of containers
- Charges not commensurate with service delivery
- Delay in receiving empty containers
- Delay in the refund of container deposits.

The outcomes were as follows:

- That both agencies will collaborate in instituting the proposed CPR in the Shipping and Port Industry
- That FCCPC should forward a draft MoU to NSC by January 2021 for the Council to study before signing the MoU.

5.19. Inland Dry Ports (IDPs) Operational Manual

In furtherance of its responsibilities, the Nigerian Shippers' Council provided a manual with detailed processes and procedures for the operations of Inland Dry Ports in Nigeria. The purpose is to ensure seamless operations at the IDPs.

The Stakeholders have reviewed the Manual, but it is yet to be validated.

06

TRADE AND TRANSPORT INFORMATION





TRADE AND TRANSPORT INFORMATION

6.1 Key Performance Indicators (KPIs) for Terminals

The Nigerian Shippers' Council carried out monitoring exercise at Lagos seaport terminals in 2019-2020 and obtained data for key performance indicators of the terminals during the period under review as follows:

Key Performance Indicators (KPIs) for Terminals in Lagos Seaports in 2019 and 2020



Fig.48: Berth Occupancy Rate

Source: Terminal Operators

6.1.1 Berth Occupancy:

In the year 2019, average figures for berth occupancy for terminals at Lagos seaports were as follows: Five Star (52%), TICT (75%), APMT (70%) and P&CHS (66.7%) while in January-September 2020 APMT recorded 67.2%, GDNL 69.9%, ABTL 93% and ENL 57%. The highest performance was

recorded at ABTL and followed closely by TICT, APMT and GDNL. It depicts the terminals doing reasonably well compared with the regional and average world figures of 60% and 70%, respectively.

6.1.2 Ship Turnaround Time



Fig. 49: Ship Turnaround Time

Source: Terminal Operators

The ship turnaround time for Five Star terminal, TICT, APMT and PCHS were 3.7 days, 4days, 3.4days and 4days, respectively, in 2019. In January-September 2020, AMPT, GDNL, ABTL and ENL terminals recorded 4.9 days, 7.4 days, 12 days and 9 days, respectively, indicating that ships stayed longer at terminals in 2020 when compared with average figures for 2019. This may be attributed to traffic gridlock on the port access roads and congestion inside the ports. The average figures of all the terminals in 2020 are above the regional average of 3 days, signifying low performance.

6.1.3 Crane Moves Per Hour

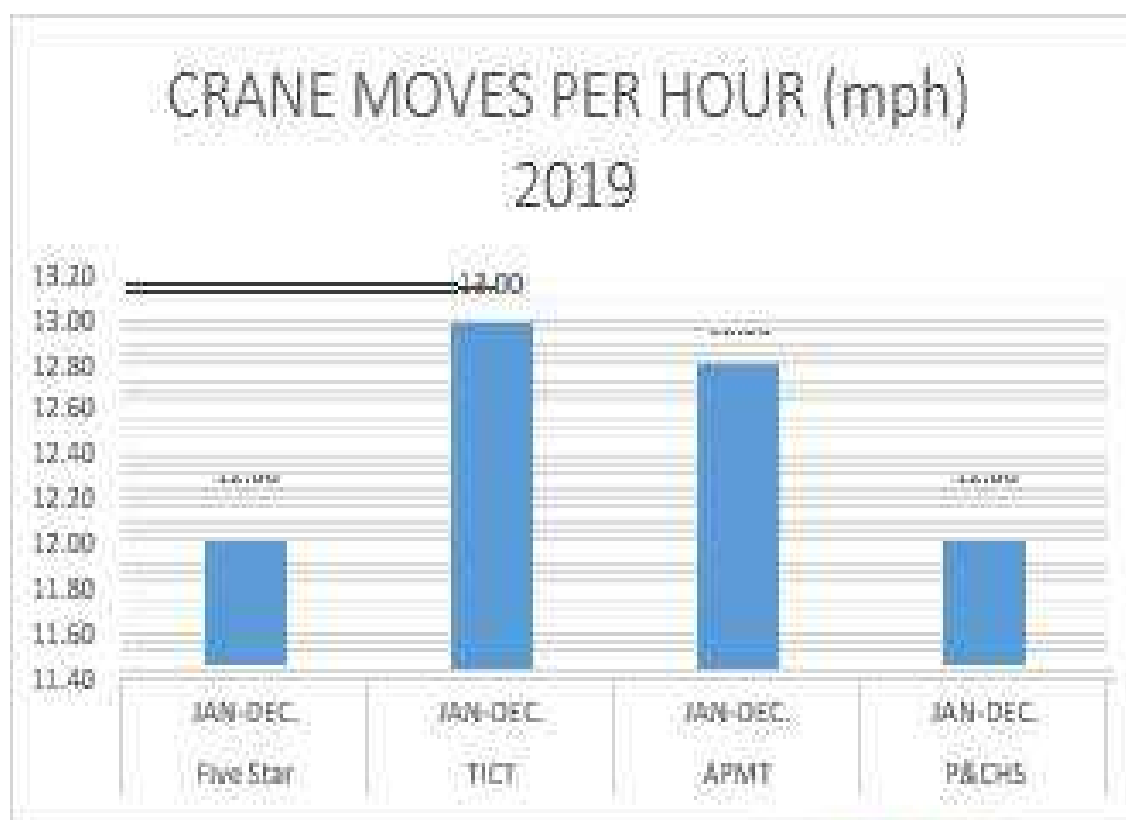


Fig.50:Crane Moves Per Hour

Source: Terminal Operators

Crane moves per hour for Five Star Terminal, TICT, APMT and P&CHS in 2019 were 12mph, 13mph, 12.8mph, and 12mph, respectively. Information on this performance indicator for terminals in the year 2020 was not available at the time of this report. Generally, the performance of terminals in this indicator is low when compared with the global standard of an average of 40mph. This might be connected with cargo handling equipment availability and low-level automation in Nigerian ports.

6.1.4 Cargo Dwell Time



Fig. 51: Cargo Dwell Time

Source: Terminal Operators

The average figures for cargo dwell time at terminals in Lagos seaports in 2019 were as follows: Five Star; 15.5 days, TICT; 21 days, APMT; 21 days, and P&CHS 28 days. In 2020 it was APMT; 27.4days, GDNL; 7.2days, ABTL; 9.7days, and ENL recorded 23 days. The terminal that recorded the highest cargo dwell time in 2020 was APMT which stood at 27.4 days compared with the same terminal, which averaged 21.4 days in 2019. This indicated a decline in the performance of the terminal. This could be attributable to the volume of traffic, traffic gridlock on the port access roads and inside the ports, which inhibits timely movement of cargo in and out of the terminals and the effects of the Covid-19.

6.1.5 Time Spent at Anchorage

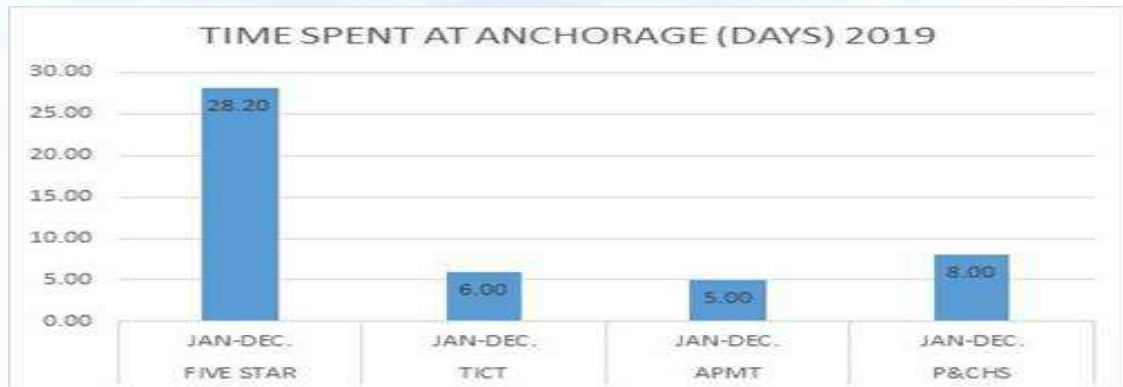


Fig 52: Time Spent at Anchorage (2019)

Source: Terminal Operators

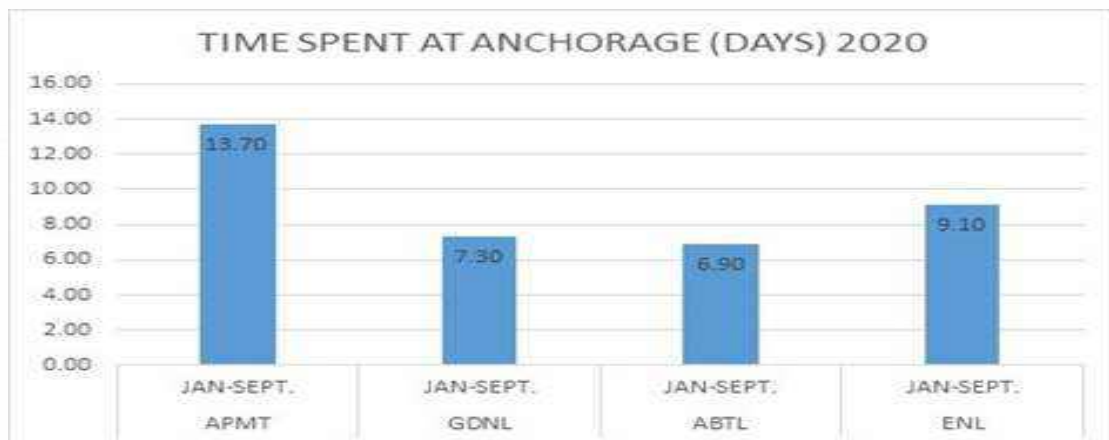


Fig. 53: Time Spent at Anchorage(2020)

Source: Terminal Operators

Times spent at anchorage in 2019 were 28.2 days (in Five Star), 6 days (in TICT), 5 days (in APMT), and 8 days (in P&CHS), while from January-September 2020, were 13.7 days (in APMT), 7.3 days (in GDNL), 6.9 days (in ABTL), and 9.1 days (in ENL). The analysis revealed that ships spent a longer time at anchorage in 2020 when compared with 2019. This may be attributed to port congestion, inadequate marine services, the effect of Covid-19 and the low level of automation at the Lagos seaports.

6.1.6 Truck Turnaround Time (Hours)

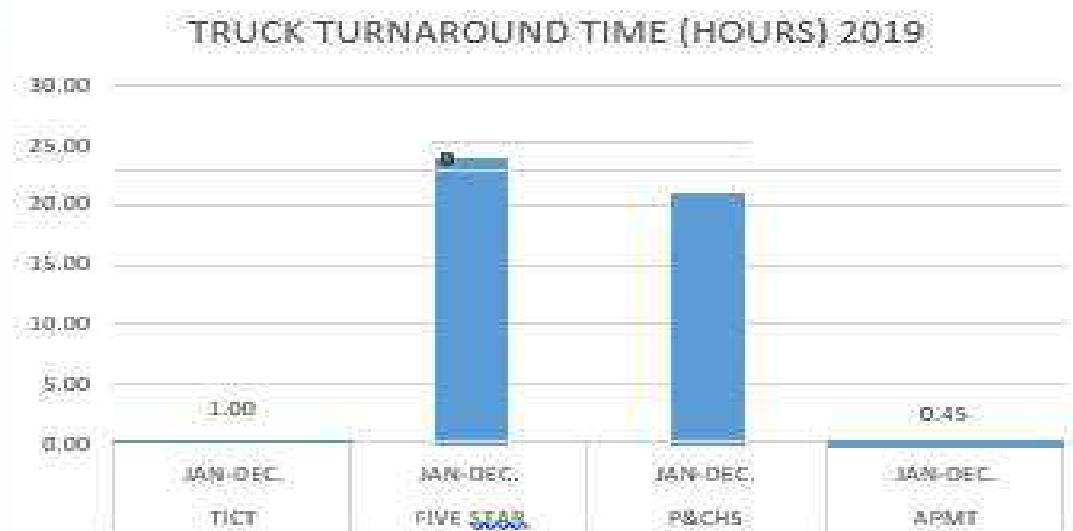


Fig. 54: Truck Turn Around Time

Source: Terminal Operators

The truck turnaround time at the terminals at the Lagos seaport in 2019 was 1 hour at TICT, 24 hours at Five Star, 21 hours at P&CHS and 0.45 hours at APMT.

6.1.7 Average Figures for KPIs for APM Terminals, Apapa

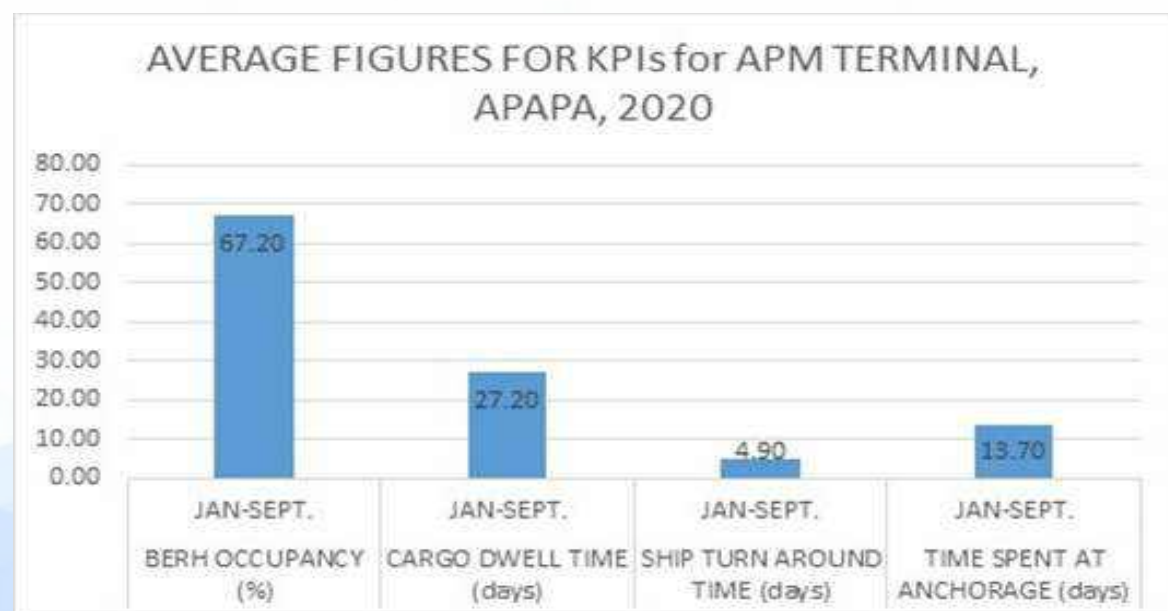


Fig. 55: KPI Average Figures
Source: Terminal Operators

The analysis from the above table shows that in January -September 2020, the APM terminal recorded an average of 67.2% as berth occupancy, indicating that the terminal is doing reasonably well. However, the average figures for cargo dwell time, ship turnaround time and time spent at anchorage, i.e. 27.2 days, 4.9 days and 13.7 days, are higher. This showed that the terminal experienced high dwell time for cargo and ships, which could be attributed to congestion in the port and the effect of the Covid-19 pandemic.

6.2 Development of New Haulage Rates from Lagos & Eastern Ports to Inland Destinations

The Council conducted a survey and verification exercise on the costs of trucking containers from the Lagos ports through twenty-three (23) corridors to inland destinations across the country. It worked out new and standardised haulage rates for different truck capacities. Stakeholders have validated the rates and will soon be published.



PROPOSED HAULAGE RATES



13

| CORRIDOR | SIDED BODY TRUCK | CONTAINER CARRIER TRUCK | |
|---|------------------|-------------------------|------------|
| | 30 TON | 20' | 40' |
| LAGOS – ENVIRONS (50 KM RADIUS) | 100,000:00 | 110,000:00 | 130,000:00 |
| LAGOS – AZARE – POTISKUM – DAMATURU | 630,000:00 | 690,000:00 | 830,000:00 |
| LAGOS – BAUCHI – GOMBE | 610,000:00 | 670,000:00 | 800,000:00 |
| LAGOS – KAFANCHAN – JOS – MANGU | 500,000:00 | 550,000:00 | 660,000:00 |
| LAGOS – BIU – MAIDUGURI | 670,000:00 | 740,000:00 | 880,000:00 |
| LAGOS – OYO – OGBOMOSHO – ILORIN | 300,000:00 | 330,000:00 | 390,000:00 |
| LAGOS – WUKARI – JALINGO – YOLA – MUBI | 740,000:00 | 810,000:00 | 900,000:00 |
| LAGOS – MOKWA – MINNA | 390,000:00 | 430,000:00 | 520,000:00 |
| LAGOS – AŌKA – ENUGU | 360,000:00 | 390,000:00 | 420,000:00 |
| LAGOS – MAKURDI – GBOKO – ZAKIBIAM | 460,000:00 | 500,000:00 | 550,000:00 |
| LAGOS – PORTHARCOURT – YENEGOA | 440,000:00 | 480,000:00 | 530,000:00 |
| LAGOS – KATSINA – CHARANCHI – JIBIYA | 480,000:00 | 530,000:00 | 640,000:00 |
| LAGOS – CALABAR – IKOM | 460,000:00 | 510,000:00 | 550,000:00 |
| LAGOS – AKWANGA – LAFIA | 350,000:00 | 380,000:00 | 460,000:00 |
| LAGOS – BENIN CITY – WARRI – SAPELE | 380,000:00 | 420,000:00 | 460,000:00 |
| LAGOS – ASABA – ONITSHA – NNEWI | 310,000:00 | 340,000:00 | 410,000:00 |
| LAGOS – DUTSE – HADEJA – KANO | 600,000:00 | 660,000:00 | 720,000:00 |
| LAGOS – BIRNIN KEBBI – KAMBA – ILLELA | 400,000:00 | 440,000:00 | 450,000:00 |
| LAGOS – FUNTUA – GUSAU – KARAN NAMODA | 460,000:00 | 490,000:00 | 560,000:00 |
| LAGOS – LOKOJA – ABUJA | 400,000:00 | 440,000:00 | 500,000:00 |
| LAGOS – MARARABAN JOS – KADUNA – ZARIA/SAMINAKA | 410,000:00 | 450,000:00 | 550,000:00 |
| LAGOS – OSOGBO – AKURE | 300,000:00 | 330,000:00 | 360,000:00 |
| LAGOS – OWERRI – ABA – ISIALA-NGWA | 380,000:00 | 420,000:00 | 460,000:00 |
| LAGOS – ABAKALIKI – AFIKPO | 390,000:00 | 430,000:00 | 470,000:00 |
| LAGOS – IBADAN | 130,000:00 | 140,000:00 | 150,000:00 |

Fig. 14: Proposed Haulage Rates

A similar exercise is being conducted from the Eastern Ports through other corridors to inland destinations to enable the Council to work out standardised container trucking rates from the Eastern Ports to other parts of the country.

Monitoring and Enforcement of Compliance with Approved Standards & Tariff Structure

The Nigerian Shippers' Council monitored and ensured that matters relating to cost, standard and quality of services at the Nigerian Ports/Terminals were complied with. This monitoring covered the following areas;

- Ports/shipping services.
- Transfer of containers from seaport terminals to off-docks.
- Detention of containers at the terminal by the police.
- Enforcement of standards and cost.
- Decongestion of port access roads.

6.3 Multi-Modal Approach to Cargo Delivery

Movement Of Containers By Rail, Road And Barges

- The Nigerian Shippers' Council facilitated the evacuation of containers by rail, road, and barges due to increasing gridlock, difficulty in the delivery/returning of empties/ export laden containers to the port. This was to ensure seamless cargo delivery in line with the ease of doing business.
- This resulted in an increase in the movement of containers by rail and barges. For instance, each rake of containers equals 34 trucks off the road in Lagos.

6.4 Digitalisation of Port Operations

In line with the Federal Government's expectation to digitalise all port processes, the Nigerian Shippers' Council is working with all relevant stakeholders to ensure 100% port digitalisation. This is to reduce the incidences of human contact with cargoes and abolish manual documentation. Also, it will eradicate delays, bribery and corruption.

Most service providers have commenced the processes of digitalising their operations for greater efficiency.

| Shipping Services | Shipping Line Agencies | | | | | | | | | | | | |
|---|------------------------|---------|-----|-----|------------|---------|-----|-------|-------|--------|-----|-----|----------|
| Processes | MAERSK | CMA CGM | MSC | PIL | HULL BLYTH | ALRAINE | ONE | SIFAX | COMET | LANSAL | GMT | GAC | GRIMALDI |
| Vessel Schedule – ETA | OM | O | OM | OM | OM | M | OM | M | M | M | M | OM | O |
| Rotation Number | OM | O | OM | OM | OM | M | OM | M | M | M | M | OM | O |
| Submission of Original B/L | OM | OM | OM | OM | OM | M | OM | M | OM | M | M | OM | OM |
| Invoicing – issuance of Debit Note (DN) | OM | OM | OM | M | OM | M | O | M | M | M | M | M | O* |
| Payment | O | O | O | O | O | O | O | O | O | O | O | O | O |
| Receipting | OM* | OM | OM | M | OM | M | O | M | M | M | M | M | O* |
| Releasing – issuance of Delivery Order (DO) | M | M | M | M | OM | M | OM | M | M | M | M | M | OM* |
| Claims Processing | M | OM | M | OM | OM | M | O | M | M | M | M | M | O* |
| Automation Percentage | 44% | 63% | 44% | 44% | 56% | 13% | 75% | 13% | 19% | 13% | 13% | 31% | 88% |

Table 15: Digitalisation of Ports

- ASSUMPTION: O = Online Generated - (score = 1)
- M = Manually Generated – requires port users to physically visit the office
-(score = 0)

- OM = Online and Manual options available -(score = 0.5)
- The Table shows the different levels of automation of clearance processes for containerized and RoRo cargoes among thirteen (13)

| Terminal Services | Seaport Terminals | | | | |
|---|-------------------|------|------|--------|------|
| Processes | APMT | TICT | PCHS | 5 STAR | PTML |
| Invoicing – issuance of Debit Note (DN) | OM | OM | M | M | O* |
| Payment | O | O | O | O | O |
| Receipting | OM | OM | M | M | O* |
| Booking for Examination | OM | M | M | M | O* |
| Releasing – issuance of Terminal Delivery Order (TDO) | M | OM | OM | M | OM |
| Claims Processing | M | OM | M | M | O |
| Automation Percentage | 42% | 50% | 25% | 17% | 92% |

shipping line agencies in Nigeria.

Table 16: Automation of Port Processes

- The result revealed that 4 agencies (CMA CGM – 63%, Hull Blyth – 56%, ONE - 75% and GRIMALDI – 88%) achieved over 50%,
- 4 agencies (Maersk, MSC, PIL– 44% each and GAC – 31%) achieved between 30% -50%,
- while 5 agencies (COMET – 19%, ALRAINE, SIFAX, LANSAL and GMT – 13% each) achieved below 30%. This does not show a good representation of the industry.
- ASSUMPTION: O = Online Generated - (score = 1)
- M = Manually Generated – requires port users to physically visit the office - (score = 0)

- OM = Online and Manual options available - (score = 0.5)

6.5 24 Hour Port Operation

Nigeria ports are experiencing dwindling fortune due to Port Administrators' inability to commence 24hours port operation. The Nigerian Shippers' Council, to address this, is working towards 24hour port operations. Government agencies and regulated service providers such as NPA and security agencies are expected to provide effective and adequate services round the clock.

The Council is working closely with all relevant stakeholders to ensure the success of the 24hour Port operations.

6.6 Reform of Container Management Regime in Nigeria

In collaboration with the National Insurance Commission (NAICOM), the Nigerian Shippers' Council initiated the process for deepening the penetration of the insurance market in the maritime industry through the replacement of container cash deposit with a container insurance scheme.

The average annual container traffic is 44,049,065 TEUs, and container deposit per 20TEUs within Lagos is N100,000 and outside Lagos is N200,000 while 40TEUs within Lagos is N200,000 and outside Lagos is N400,000.

The Container Insurance will mitigate the risks associated with container deposit refunds.

Analysis of progressive demurrage charge for container Terminals in Lagos seaports

| S/No. | Progressive Demurrage Charge | Lagos seaports |
|-------|------------------------------|--|
| 1. | Free period | 3 days |
| 2. | 1-5 days | 40ft = N 1,800 20ft = N 900 |
| 3. | 6 – 20 days | 40ft = N 8,800 20ft = N 4,400 |

| | | |
|----|-----------------|---|
| 4. | 21 and above | 40ft = ₦ 12,000 20ft = ₦ 6,000 |
| 5. | Handling Charge | 40ft = ₦ 120,000 20ft = ₦ 80,000 |

Table 17: Progress Demurrage Charge

The progressive demurrage charge are graduated into four period as shown in the table above. The 1st period is free period (3 days for 20ft & 40ft), 2nd period is 1 -5 days (~~₦~~900 and ~~₦~~1,800 for 20ft & 40ft), 3rd period is 6 – 20 days (~~₦~~4,400 and ~~₦~~8,800 for 20ft & 40ft) and 4th period is 21 days & above at ~~₦~~6,000 & ~~₦~~12,000 for 20ft & 40ft, respectively.

6.7 Container Port Traffic Performance for KIDP

The Kaduna Inland Dry Port from January to December 2020 recorded total imports of Four Thousand, One Hundred and Forty-Eight containers (4148).

Graphical Trends of Container Traffic- Import from Jan to Dec, 2020

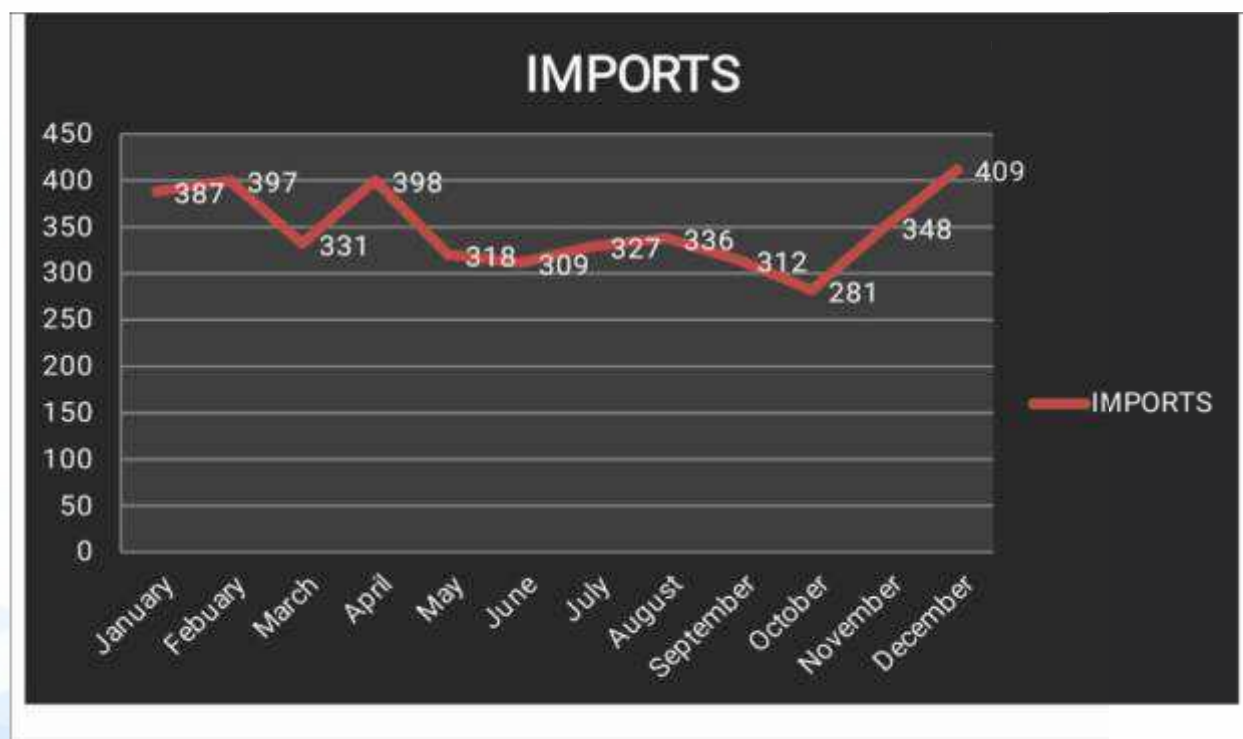


Fig 56: Trends of Container Traffic-Import

ANALYSIS ON MARINE INSURANCE GROSS PREMIUM (NON-LIFE) BY REGION

| S/N | LOCATION | GROSS PREMIUM PAID (N'000) | % |
|-------|---------------|-------------------------------|-----|
| 1 | South West | 13,940,883 | 76 |
| 2 | North West | 359,295 | 2 |
| 3 | North Central | 957,054 | 5 |
| 4 | North East | 3,790 | 0 |
| 5 | South East | 258,288 | 1 |
| 6 | South South | 2,868,558 | 16 |
| Total | | 18,387,870 | 100 |

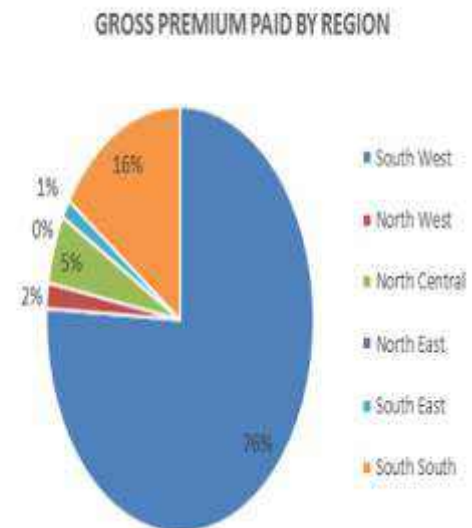


Fig.57: Analysis of Marine Insurance Premium

SUMMARY OF MARINE INSURANCE GROSS CLAIMS INCURRED (NON-LIFE) BY REGION

| S/N | LOCATION | CLAIMS PAID (N'000) | % |
|-------|---------------|------------------------|-----|
| 1 | South West | 4,304,827 | 77 |
| 2 | North West | 219,379 | 4 |
| 3 | North Central | 411,551 | 7 |
| 4 | North East | - | 0 |
| 5 | South East | 13,846 | 0 |
| 6 | South South | 668,802 | 12 |
| Total | | 5,618,404 | 100 |

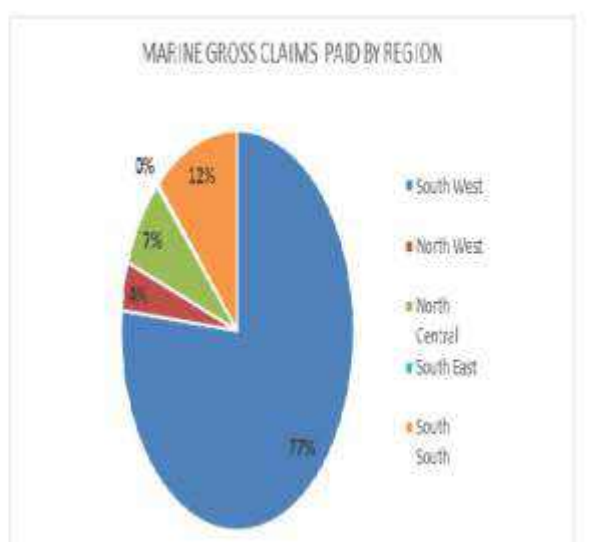


Fig.58: Summary of Marine Insurance Gross Claims

SUMMARY OF MARINE INSURANCE PERFORMANCE FOR THE YEAR 2019

The performance of marine insurance in 2019, reflected that **₦18,387,870,000 billion** Marine Insurance Gross Premium were paid across the states, while Marine Insurance Gross Claims incurred during the same period was put at **₦5,618,404,000 billion**.

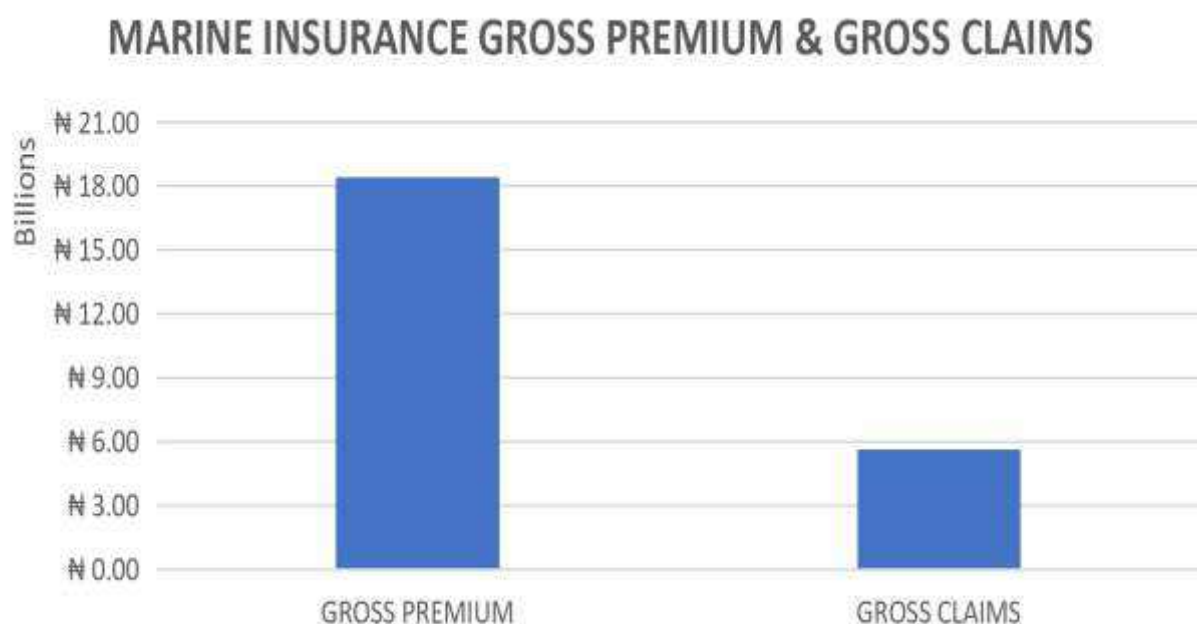


Fig.59: Marine Insurance Gross Premium & Gross Claims

Similarly, in the total **Marine Insurance Gross Premium** paid when aggregated by region; South-West **₦13,940,883,000** representing **76%**, North-West **₦359,295,000** representing **2%**, North-Central **₦957,054,000** representing **5%**, North-East **₦3,790,000** representing **0%**, South-East **₦258,288,000** representing **2%**, while South-South **₦2,868,558,000** representing **16%**.

SUMMARY OF GROSS PREMIUM PAID BY REGION

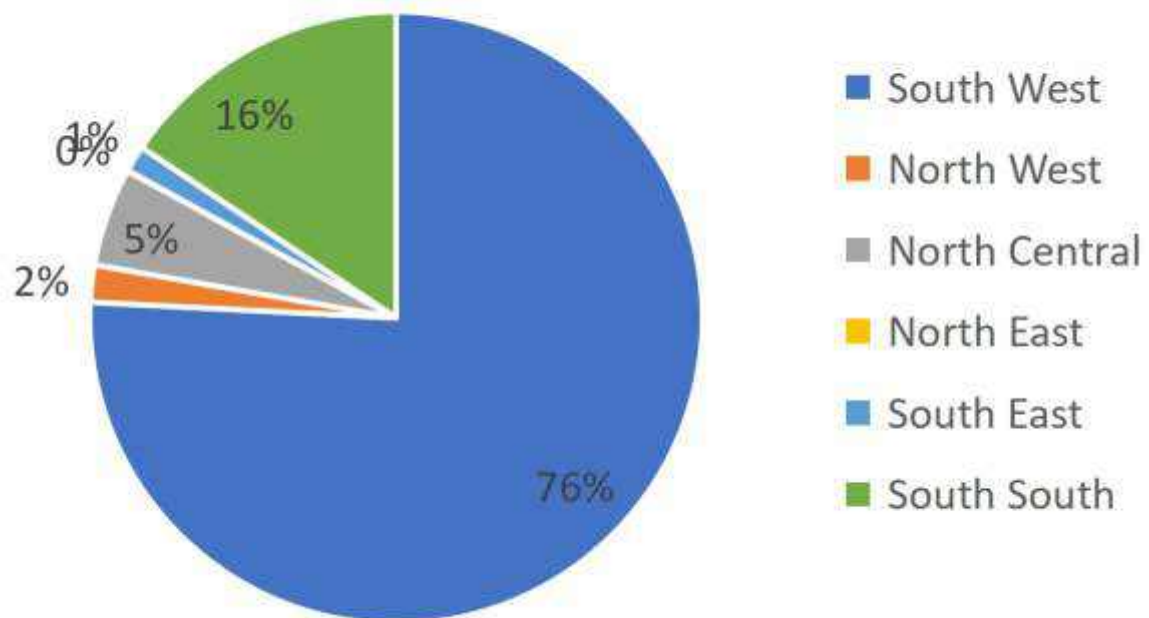


Fig.60: Summary of Gross Premium Paid by Region

Also a total of **₦5,618,404,000 billion** Marine Insurance Gross Claims by regions was incurred, where; South-West **₦4,304,827,000** representing **77%**, North-West **₦219,379,000** representing **4%**, North-Central **₦411,551,000** representing **7%**, South-East **₦13,846,000** representing **0%**, while South-South **₦668,802,000** representing **12%**.

07

ZONAL COORDINATOR AND LIAISON OFFICES REPORT



ZONAL COORDINATING AND LIAISON OFFICES REPORT

The Council, in the bid to effectively carry out its regulatory functions, operates in six (6) zonal coordinating offices, one in each geo-economic zone of the country.

The Council also operates a liaison office at Abuja, which provides an effective liaison between Nigerian Shippers' Council, MDA's and other stakeholders in the Federal Capital Territory, Abuja.

The activities of the Zonal Coordinating offices and Abuja Liaison office are as follows:

7.1. The Activities of the South-South Zonal Coordinating Office (SSZC), Port Harcourt

In the Year 2020, the SSZC office engaged in all the port meetings to interact with stakeholders such as the Daily Berthing Meetings, Port Consultative and Port Working Committee meetings before the lockdown.

The office also carried out the monitoring exercise of some terminals during the first and fourth quarter to ensure compliance to the Order on the Ease of Doing Business and continued the exercise after the lockdown. Joint examination by inspection agencies to reduce the dwell time of vessels was concluded at the Rivers port.

The major activities carried out so far in the Zone are:

7.1.1. Inspection of the Truck Transit Park (TTP) (now Vehicle Transit Areas) Project Sites at Aviele in Edo State

The SSZC office, accompanied by the Contractor, Messrs Joemeks Engineering Ltd, monitored the Avielle TTP (now Vehicle Transit Areas) site's work. As a result, it was observed that the contractor had completed the clearing, cutting, filling and removal of materials of 27 (Twenty-Seven) Hectares of land as contained in the layout/survey.

7.1.2. Complaints Handled:

The SSZC Office received complaints from the following stakeholders ranging from illegal charges, fraud, arbitrary charges/new rates, delay in the provision of tugboats and lack of pilot cutters in Onne port and delay in delivery of cargo:

- a) M. Salem & Company Limited/ Hyper Gold Ltd:
- b) Kays Golden Logistics Services Ltd:
- c) Liberty Sure Law Chamber On Behalf of Mr Kenechi Onyebuchi Ltd:
- d) Complaints Against Dockworkers
- e) Complaints Against NPA by Shipping Companies
- f) Complaints Against Messrs Bolloré Transport and Logistics Nig Ltd

7.1.3. Meetings with Shippers Associations

a) Coordination of Shippers Association

The SSZC office held meetings with the Cross Rivers State Shippers Association, and the issue of Cargo diversion by NPA to eastern Port was raised.

In collaboration with Calabar Chamber Of Commerce Industry, Mines, and Agriculture (CALCIMA), the EXCO members resolved to write a letter to the management of NPA to substantiate if its pronouncement on cargo diversion is a trade policy statement for the revitalisation of the Eastern Ports.

7.1.4. Enlightenment Programmes.

The SSZC office organised two seminars to enable stakeholders to have better insight on trade matters. The seminars are as follows:

- An awareness seminar on **“Cyber Security for Nigerian Shippers and other Trade Parties”** in collaboration with West Coast Business Support Services.
- A training titled **“COVID-19 PANDEMIC: Challenges, Experiences and Prospects for the Maritime Sector of the Nigerian economy”**.

7.1.5. Airfreight Stakeholders Forum

The office had a meeting with the airfreight stakeholders' forum at the Conference room of Port Harcourt international airport Omagwa Rivers State. Cargo handlers (NAHCOL, DHL, SACHOL, CARGOLUX) were all in attendance. The office listed the forum's objectives, stating the role of NSC and the need for members to channel their complaints to the appropriate authorities at the Federal level.

7.1.6. Challenges of the Eastern Ports

- Low draught and non-dredging of all the port channels in the Zone.
- The collapse of Shoreline platform at Calabar port and BUA Berth 8 in Rivers port
- Incessant piracy attacks on vessels.
- Non-formalization of trade along the Calabar border route.
- Lack of navigational aids/pilot cutters and tug boats
- High cost of doing business at the ports
- Lack of scanners for 100% examination introduced by Nigeria Customs Service

- High cost of hiring private security from Lagos to escort vessels to the ports
- Community restiveness in some ports
- Absence of 24-hour port operations

7.2. The Activities of the North East Zonal Coordinating Office (NEZC), Bauchi

7.2.1. Facilitation and monitoring of IDP/TTP Projects in the Zone:

- **Maiduguri Inland Dry Port (IDP):**

Consultations were held between the Council, Borno State Government and relevant stakeholders in respect of the IDP to facilitate the composition of the state implementation committee for the take-off of the IDP project.

Equally, a letter was received notifying the zone on the engagement revocation of the concessionaire handling the IDP project, **Migfo Nig. Ltd.**

- **Yobe Truck Transit Park (TTP) (now Vehicle Transit Areas):**

In line with the quarterly assessment of the projects under the Zone, the NEZC office paid an on-the-spot inspection visit to the Potiskum TTP (now Vehicle Transit Areas) project site in Yobe State. During the visit to the site, it was observed that the facility was fenced, and further construction works were ongoing.

- **Adamawa TTPs (now Vehicle Transit Areas) and BICs**

Adamawa State government and stakeholders sought for a partnership with the Council to establish Truck Transit Park (now Vehicle Transit Area) in **Mubi** and **Ngurore** and Border Information Centre (BIC) in **Yola** and **Sahuda**. A feasibility study has already been conducted.

7.2.2. Coordination of Shippers Associations

The Shippers Association meetings served as a platform through which the Council and Shippers (Importers and Exporters) meet and discuss significant issues that affect their businesses and to proffer possible solutions.

The Shippers Association meetings were as follows:

- The NEZC office held a meeting with Bauchi State Shippers Association on Wednesday, 26th Feb 2020. The meeting deliberated on matters of common interest to the Shippers, such as the need for the Council to organise seminar and registration of prospective shippers in the Zone etc.
- The EXCO of Gombe State Shippers Association (GOSSA) on 8th Oct 2020 held a meeting and discussed, among other things, the need to appoint a steering committee that will conduct election into the various offices of the EXCO. The tenure of the present EXCO has expired hence the need to conduct an election.

7.2.3. Media/Publicity Drive

The NEZC office in a bid to educate and enlighten shippers and stakeholders on activities of the Council visited the following media houses on sensitization drive:

- Bauchi State Radio Corporation (BRC)
- Albarka FM Radio stations in Bauchi.

The Zonal Coordinator responded to various enquiries on functions and activities of the Council through direct phone calls by listeners. NSC Journals and other valuable publications were distributed to stakeholders during the programme.

Also, radio jingles were produced and broadcasted in English and the Local Language (Hausa) through radio stations in the zone.

7.2.4. Inter-Agency Collaboration

The NEZC office organised a meeting with the Nigerian Export Promotion Council (NEPC) and Nigeria Incentive-Based Risk Sharing System for Agricultural Lending (NIRSAL) to address complaints by sesame seed farmers on various forms of exploitations they face from intermediaries while carrying out their business activities. It was resolved that there should be more comprehensive consultations between NSC and sesame seed producers on the development of sesame seed as a major export product.

7.2.5. Collection and Collation of Data on Exportable Commodities in the Zone

To maintain a verified data source on exportable commodities in the zone, NEZC office in collaboration with Shippers Associations, identified and visited the following markets for quarterly data capture on exportable commodities:

- Giade market in Bauchi State- Friday 13th March 2020.
- Bajoga and Talasse weekly markets from 12th – 13th November 2020

Below is a table showing a summary of trade data obtained in above selected markets in Bauchi State.

| MARKETS | COMMODITY TYPE | AVERAGE QUANTITY PRODUCED ANNUALLY IN TONNES | PRICE PER 100KG |
|---------|----------------|--|-----------------|
| Giade | Sesame seeds | 2,000 | 37,000 |
| Bajoga | Sesame seeds | 2,000 | 38,000 |
| Talasse | Sesame seeds | 1,500 | 38,000 |

Table 18: *Data on exportable commodities*

7.2.6. Challenges of the North East Zone

- High cost of transportation from the seaport to the hinterland.
- Deplorable situation of roads network which results in accidents and damage of goods on transit.
- Proliferations of security checkpoints along the major highways result in unnecessary delay in the timely delivery of goods.
- The prevailing insecurity situation in the North East with severe effect on the smooth running of businesses.
- Inadequate funding of the NEZC office which affects movement in reaching out to shippers and relevant stakeholders within the zone.
- Inability to hold enlightenment programmes and embark on Shippers' identification drive and other operations activities due to the COVID-19 pandemic.

7.3. The Activities of the South-East Zonal Coordinating Office (SEZC), Aba

7.3.1. Conference/Seminar/Workshop

The SEZC office in collaboration with West Coast Business Support Services organised a one-day awareness seminar on **“Cyber Security and its Impact on the Cargo Supply Chain at Hotel Du Golf, Aba on 17th Dec 2020.**

The awareness seminar equipped the stakeholders with requisite knowledge that will enable them maximize advantages of the digitalisation of the nation's port.

7.3.2. Coordination of Shippers Associations

The SEZC office facilitated meeting/engagement with trade groups and Shipper's Associations within the Zone.

The meetings held were as follows:

- Meetings with the Shipper's Associations within the zone (Abia, Anambra, Enugu and Imo state)
- Meetings of the City Chambers of Commerce within the zone (Onitsha, Nnewi, Enugu, Aba, Abakiliki and Owerri Chambers of Commerce)
- Meetings with shipping/commodity trade groups within the zone, namely:
 - i. Association of international traders on 17th of September 2020
 - ii. Association of Leather and Allied Industrialist, Aba from 6th to 7th of October 2020
 - iii. Powerline Shoe Manufacturers Association on 15th of September 2020
 - iv. Garment Manufacturers Association, Aba on 16th of September 2020

These meetings enabled the office to disseminate vital trade information to stakeholders, share ideas and identify their challenges for possible redress.

7.3.3. Complaint Handling

The SEZC Office received complaints from the following stakeholders ranging from use of new exchange rate to compute import duty payment, service charges on unsolicited services and blocking & detaining of container:

- a) Messrs Golden Shipping Maritime Ltd
- b) Messrs Mmaduabuchi & Paul E Associates
- c) Messrs Imajoe Global Nig Ltd

7.3.4. Media/Publicity

The SEZC office took advantage of the Council's sponsored radio programme "Maritime Today" on Lagos Traffic Radio to enlighten the stakeholders on shipping and transport-related matters. In addition, it provided the office with the needed platform to project and showcase the various services of the Council in the South East Zone.

7.3.5. Facilitation Of Easy Carriage Of Goods In The South East Corridor

The SEZC office engaged the following transport operators for seamless cargo movement along the South East Road Corridors.

They include:

- a) Peacemass Transport Coy Ltd
- b) God is Good Motors, Owerri
- c) Chisco Transport Ltd

The engagement enabled the office to identify challenges militating against smooth movement of cargoes within the South East Road Corridors for possible redress.

7.4. The Activities of North Central Zonal Coordinating Office (NCZC), Jos

7.4.1. Meeting with the Kogi State Economic team

The purpose was to liaise with and engage relevant stakeholders on the development of transport infrastructure in the State. The modalities for payment of compensation to the landowners of Ohono Community was discussed and the proposed site for constructing the Truck Transit Park (now Vehicle Transit Area) in Lokoja. The Economic Team requested Council to forward the work plan for the project and also promised to ensure compensation to the landowners since the State Government has approved the payment.

7.4.2. The Meeting with the Honourable Commissioner of Investment, Commerce & Industry, Niger State on the Proposed Truck Transit Park (now Vehicle Transit Area) in the State at Tegina.

The NCZC office enlightened the Hon. Commissioner and his team on the procedures and the model for modern Truck Transit Park (now Vehicle Transit Area). The Council also advised them to adopt the Private Public Partnership scheme.

7.4.3. Inter- Agency Collaboration

The NCZC office in collaboration with the CBN Lokoja, had a stakeholders' engagement on "Accessing Funding Options for Exporting Cashew from Kogi State". In addition, a paper was presented on the "Role of Nigerian Shippers' Council as Economic Regulator and Trade Facilitator".

7.4.4. Mentoring/Career Talk to Secondary Schools in Jos metropolis

To encourage the youth on the importance/benefits of studying maritime as a career. The Zonal Coordinator presented a paper on "Choosing a Career in Transport and Logistics" which highlighted the Role and Functions of the Nigerian Shippers' Council in the Maritime Industry.

7.4.5. Media/Publicity

Participation in Phone-In Radio Talk show in languages (English, Hausa, Berom):

The NCZC office in a bid to disseminate information reached out to people in the cities and rural communities on Council's activities and responded to enquiries.

7.5. The Activities of North West Zonal Coordinating Office (NWZC), Kano

7.5.1. Infrastructure Development/ Visitations

The NWZC office consulted with various Concessionaires of Transport Infrastructure to achieve the Port Economic Mandate of the Council.

The Council had discussions with the Katsina State Government to secure the land for the Vehicle Transit Area (VTA). The Zone received R of O for the Truck Transit Park (now Vehicle Transit Area) in Jibia while that of Illela was under processing

The NWZC office visited the following IDPs to monitor ongoing activities and developments in Kaduna, Kano and Funtua Inland Dry Ports and the following were observed:

- Increase in the volume of activities in Kaduna IDP, which was likely due to awareness of the facility's existence.
- Both Kano and Funtua IDPs have witnessed increased activities in terms of development.

7.5.2. Meetings/ Consultations

The NWZC in its bid to enhance trade facilitation carried out the following :

i.Meeting with Rice Farmers, Dawanau Market Grain Association, Vegetable farmers and Soya Beans exporters to encourage value addition for export to nearby countries.

ii. Tripartite meetings between aggrieved shippers and shipping companies in Kano on the importance of bill of lading, manifest declaration and port of delivery while in transit.

iii. Meeting with the Concessionaires and Management of Funtua Dry Port and His Excellency, the Executive Governor of Katsina State, Right Hon. Aminu Bello Masari on the way forward towards the development and completion of Funtua Dry Port.

7.5.3. Complaints Handled

The NWZC office received complaints from:

- i. Yakutulasari Nig Ltd
- ii. Roja Food and Allied Products Ltd

The complainants in appreciation sent a letter of commendation to the Directorate.

7.6. The Activities in the South West Zonal Coordinating Office (SWZC), Ibadan

7.6.2. Media/Publicity

The SWZC office in its bid to enlighten the general public on the roles and activities of the Nigerian Shippers' Council, participated in the following Radio and Television Programmes:

- i. 'Oro t'onlo', Nigerian Television Authority (NTA) Ibadan, Oyo State, on 23rd October 2020 Theme: 'Ojuse Nigerian Shippers' Council'.
- ii. NTA NetWork Programme: How Relevant is Nigerian Shippers' Council in Eradicating Poverty in Nigeria.
- iii. Federal Radio Corporation of Nigeria (FRCN): Emerging Opportunities in the Maritime Sector, Inputs by the Nigerian Shippers' Council, South West Zonal Coordinating Office, Ibadan.

7.6.3. Enlightenment and Educational Programmes

The SWZC office collaborated with the Ota-Agbara Chamber of Commerce, Industry, Mines and Agriculture to organize a business workshop for Small and Medium Enterprises (SMEs) and Cooperative Societies at the Multi-Purpose Hall of Iganmode Club House, Ota-Agbara on 8th December 2020.

The Zonal Coordinator also delivered a paper at the workshop themed: 'The Role of Nigerian Shippers' Council in Promoting Small and Medium Enterprises (SMEs) Development in the Post Covid-19 Era in Nigeria'.

7.6.4. Coordination of Shippers' Associations

The SWZC office provided secretariat assistance, resolution of matters affecting their import and export business to the Shippers' Associations in Ekiti, Oshogbo, Abeokuta and Ilorin.

The SWZC office facilitated the election of a new Executive of the Kwara State Shippers' Association which took place at the Annual General Meeting (AGM) on the 17th November 2020 at Ilorin.

7.6.5. Visits and Meetings

i. Meeting with the Honourable Commissioner, Ministry of Industry, Trade and Investment, Ogun State.

The SWZC office had a meeting with the Honourable Commissioner, Ministry of Industry, Trade and Investment, Ogun State, on 5th October 2020.

The purpose of the meeting was to request for land allocation for the proposed Ogere Truck Transit Park (now Vehicle Transit Area).

ii. The SWZC office facilitated and participated in a tripartite meeting of the Nigerian Shippers' Council, Oyo State Government and the Concessionaire of the Ibadan Inland Dry Port - China Railway Construction Company (CRCC) on the need to clarify issues of taking of possession of the IDP site by the Council.

7.7. The Activities and Programmes in Abuja Liaison Office

The Abuja Liaison office held various meetings with the following stakeholders:

- a) Meeting to implement the African Continental Free Trade Area (AfCFTA) Agreement held on 22nd January 2020

- b) Meeting with Stakeholders on Transportation and Infrastructure Workstream of Domestic Engagement Sub-Committee of AFCTA - NAC Implementation on 24th February 2020
- c) National Orientation Agency State Holder Dialogue Evaluating the Application of Freedom of Information Act and its Impact on National Development", 5th February 2020
- d) Abuja Shippers' Association Exco Meeting, 27th February 2020
- e) Meetings with Abuja Chamber of Commerce and Industry Nigeria (ACCI)
- f) Inter-Ministerial Committee Meeting to Facilitate Operationalisation of Nigeria-Equatorial Guinea Agreements to Establish a Combined Maritime Policing and Security of their Joint Maritime Boundary
- g) Inter-Ministerial Committee Meeting on African Integrated Maritime Strategy 2050.
- h) Policy Round Table Discussion with Abuja Chamber of Commerce and Industry on Operational Challenges at Apapa Port.



2020 MARITIME STATISTICS

2020 MARITIME STATISTICS

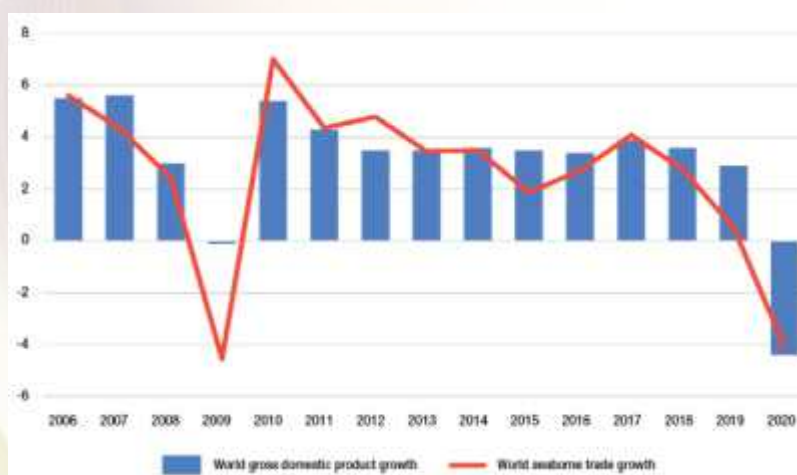
INTRODUCTION

The global health and economic crisis triggered by the Covid-19 pandemic significantly affected the maritime economy in 2020. The situation caused disruptions in the supply chain and dramatically contracted demands bringing about economic uncertainty and severe demand and supply shock. The overall effects were freight rate volatility and a general increase in transport costs.

1. 2020 INTERNATIONAL MARITIME TRADE OUTLOOK

The initial expectations were that 2020 would bring moderate improvements in the economy and trade; the unprecedented global health and economic crisis triggered by the COVID-19 pandemic severely affected the outlook. The fallout on maritime transport and trade was dramatic. This outlook unfolded against an already weaker 2019 that saw international maritime trade lose further momentum. In 2020, due to the worldwide health crisis, all economic indicators went down.

Fig. 1: International Maritime Trade and Global Output 2006-2020



Source: UNCTAD Review of Maritime Transport 2020

In 2018, growth in world maritime trade volume was 2.8 per cent. There was a decreased growth rate in 2019 when volume growth moved from 2.8% to 0.5%. In tandem, global container port traffic decreased from a 5.1% growth rate in 2018 to 2% in 2019. Below are some statistics that are reflecting the outlook:

| WORLD ANNUAL TOTAL TRADE AND SHARE | | | | | |
|------------------------------------|------------|------------|--|------------|------------|
| EXPORT | MEASURE | | US dollars at current prices in millions | | |
| YEAR | 2016 | 2017 | 2018 | 2019 | 2020 |
| Africa | 361,928 | 429,457 | 498,329 | 471,085 | 375,411 |
| America | 2,732,342 | 2,962,201 | 3,201,275 | 3,146,535 | 2,776,603 |
| Europe | 6,148,910 | 6,774,718 | 7,484,106 | 7,260,593 | 6,718,751 |
| Asia and Oceania | 6,802,134 | 7,576,627 | 8,366,808 | 8,136,543 | 7,712,223 |
| TOTAL | 16,045,314 | 17,743,002 | 19,550,517 | 19,014,756 | 17,582,989 |

Table 1. WORLD ANNUAL TOTAL TRADE AND SHARE (EXPORT)

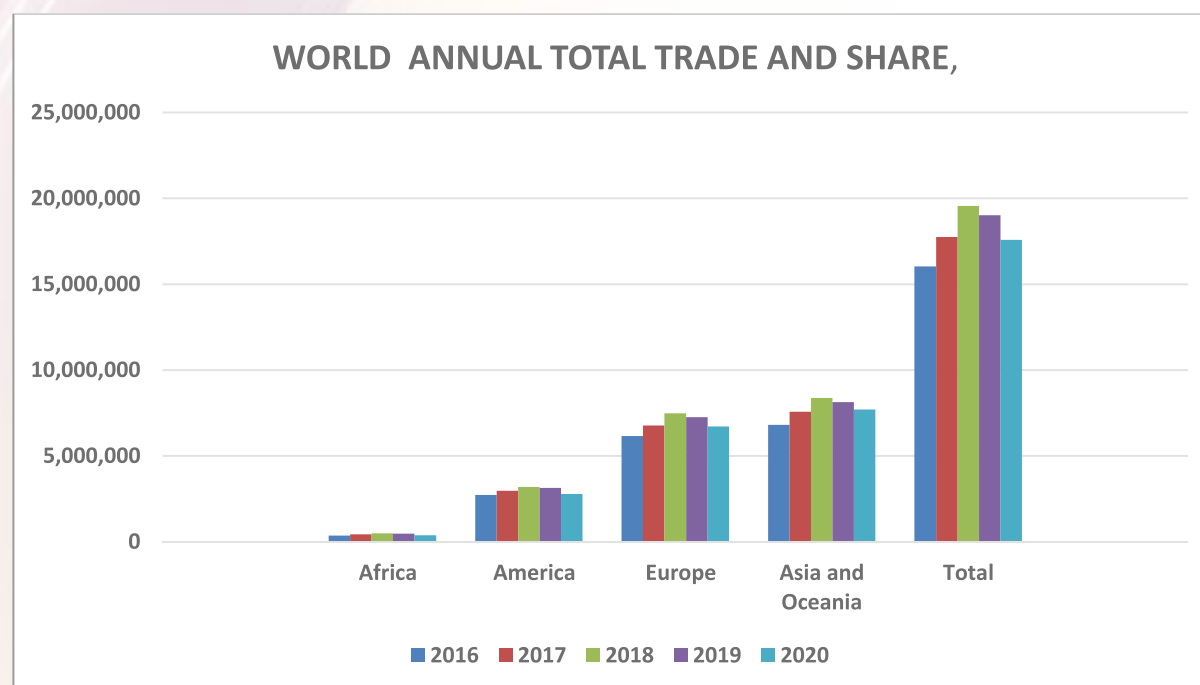


Fig 2. WORLD ANNUAL TOTAL TRADE AND SHARE (EXPORT) Source: UNCTADstat Data Centre

| | WORLD TOTAL EXPORT | | | | |
|-------|--------------------|---------------|---------------|---------------|---------------|
| Year | 2016 | 2017 | 2018 | 2019 | 2020 |
| Total | 16,045,314.00 | 17,743,002.00 | 19,550,517.00 | 19,014,756.00 | 17,582,989.00 |

Table 2. WORLD ANNUAL TOTAL TRADE (EXPORT)



Fig 3. WORLD ANNUAL TOTAL TRADE (EXPORT) Source: UNCTADstat Data Centre

| WORLD ANNUAL TOTAL TRADE AND SHARE | | | | | |
|---|-----------|-----------|-----------|-----------|-----------|
| IMPORT MEASURE: US dollars at current prices in millions | | | | | |
| Economy | 2016 | 2017 | 2018 | 2019 | 2020 |
| Africa | 498,486 | 520,737 | 585,812 | 582,887 | 509,764 |
| America | 3,599,611 | 3,870,045 | 4,215,338 | 4,114,427 | 3,741,664 |
| Europe | 5,914,100 | 6,538,751 | 7,207,114 | 7,028,166 | 6,535,649 |
| Asia and Oceania | 6,198,638 | 7,055,711 | 7,827,470 | 7,557,897 | 7,024,162 |

Table 3. WORLD ANNUAL TOTAL TRADE AND SHARE (IMPORT)

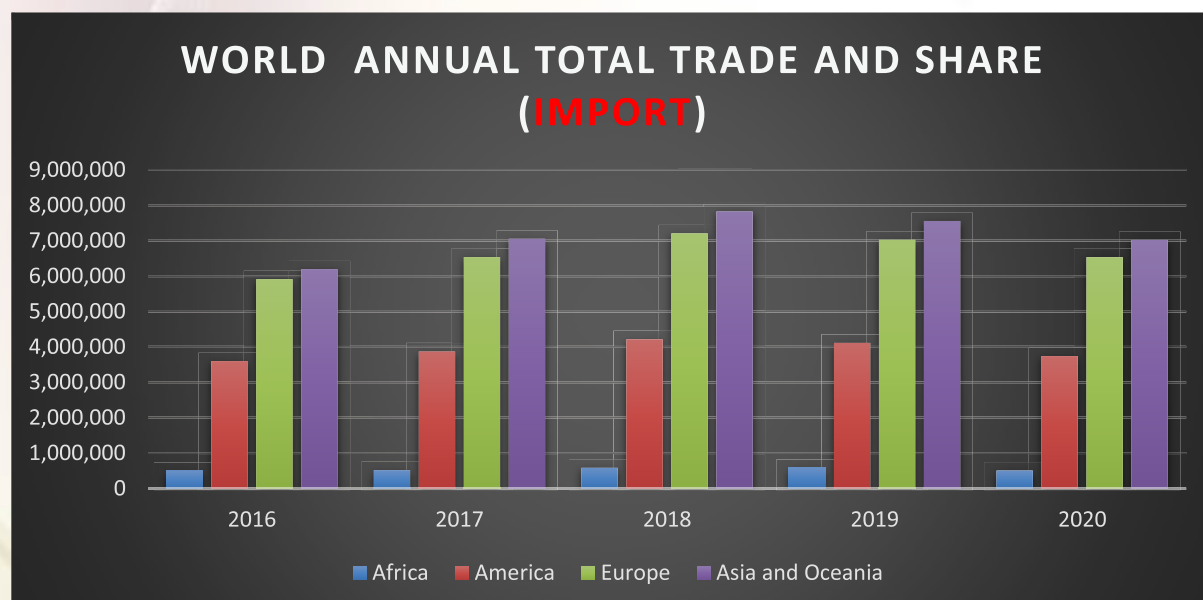


Fig 4. WORLD ANNUAL TOTAL TRADE AND SHARE (IMPORT) Source: UNCTAD Data Centre

| WORLD TOTAL IMPORT | | | | | |
|---|------------|------------|------------|------------|------------|
| MEASURE: US dollars at current prices in millions | | | | | |
| YEAR | 2016 | 2017 | 2018 | 2019 | 2020 |
| TOTAL | 16,210,835 | 17,985,244 | 19,835,734 | 19,283,377 | 17,811,239 |

Table 4. WORLD ANNUAL TOTAL TRADE (IMPORT)

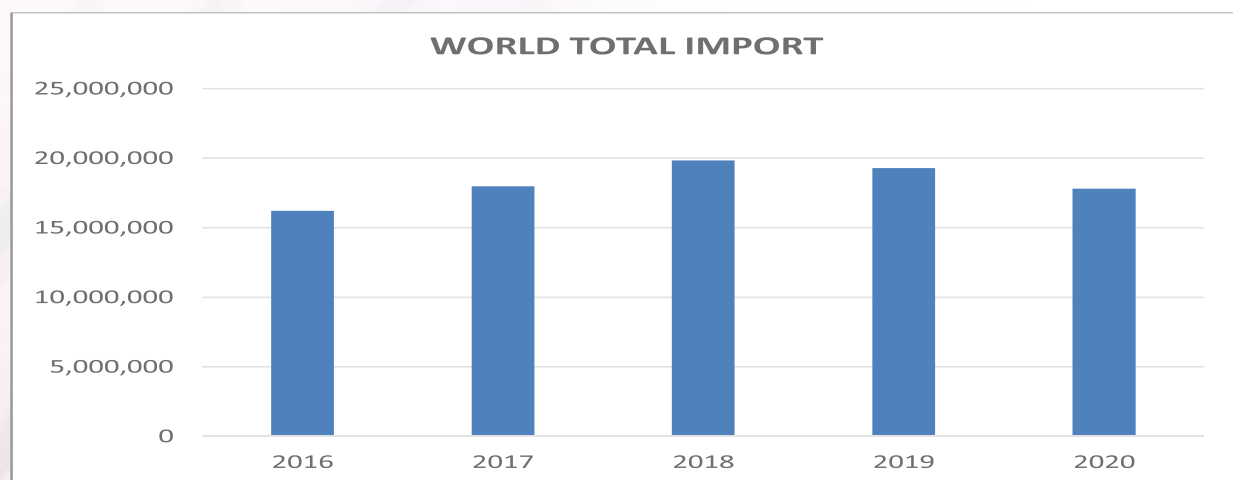


Fig 5. WORLD ANNUAL TOTAL TRADE (IMPORT) Source: UNCTAD Data Centre

| WORLD SEABORNE TRADE BY TYPES OF CARGO (METRIC TONS IN MILLION) | | | | | |
|---|--------|--------|--------|--------|--------|
| YEAR | 2015 | 2016 | 2017 | 2018 | 2019 |
| Crude oil | 1,761 | 1,832 | 1,875 | 1,881 | 1,860 |
| Other tanker trade | 1,178 | 1,238 | 1,279 | 1,320 | 1,308 |
| Dry cargo | 7,074 | 7,176 | 7,560 | 7,818 | 7,907 |
| Total Goods | 10,013 | 10,247 | 10,714 | 11,019 | 11,076 |

Table 5. World Seaborne Trade by Types of Cargo (Metric Tons in Million) EXPORT

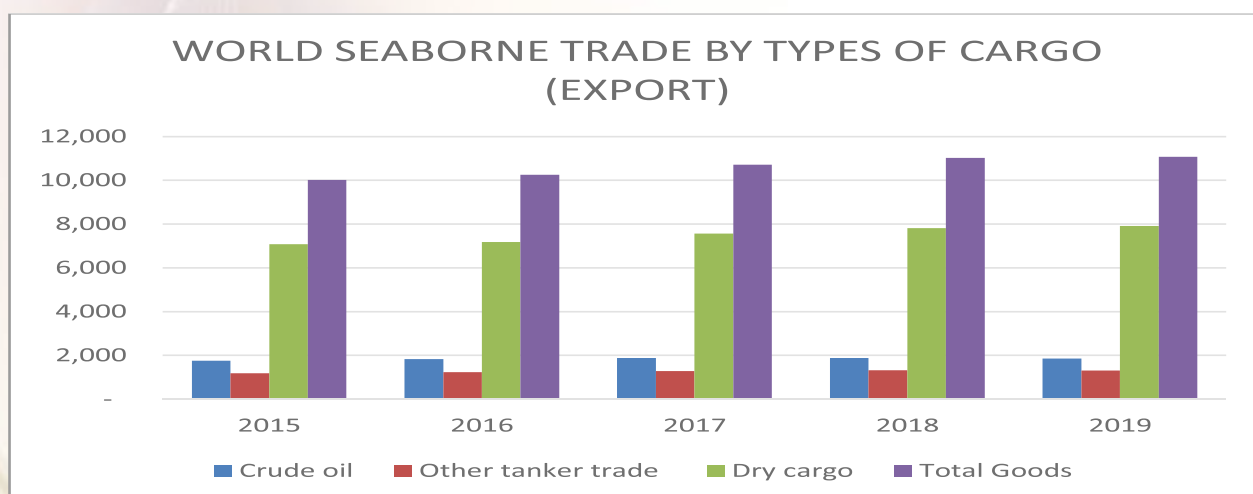


Fig. 6. World Seaborne Trade by Types of Cargo (Metric Tons in Million) EXPORT

Source: UNCTAD Data Centre

| YEAR | 2015 | 2016 | 2017 | 2018 | 2019 |
|--------------------|-------|--------|--------|--------|--------|
| Crude oil | 1,910 | 1,985 | 2,033 | 2,049 | 2,033 |
| Other tanker trade | 1,175 | 1,235 | 1,288 | 1,339 | 1,329 |
| Dry cargo | 6,879 | 7,083 | 7,366 | 7,629 | 7,720 |
| Total Goods | 9,965 | 10,303 | 10,687 | 11,017 | 11,083 |

Table 6. World Seaborne Trade by Types of Cargo (Metric Tons in Million) IMPORT

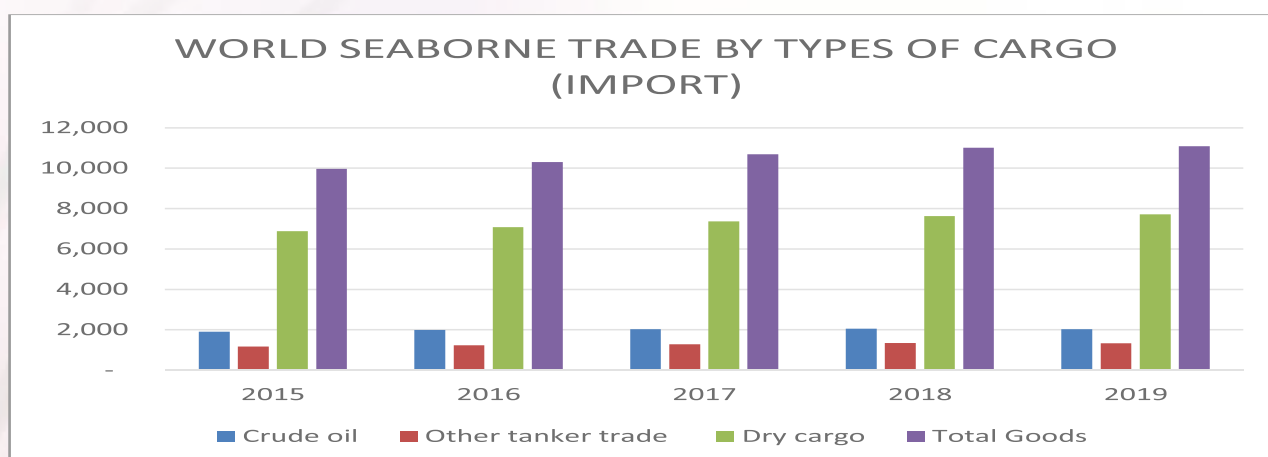


Fig. 7. World Seaborne Trade by Types of Cargo (Metric Tons in Million) IMPORT

Source: UNCTAD Data Centre

| AFRICA SEABORNE TRADE BY TYPES OF CARGO (METRIC TONS IN MILLION (EXPORT)) | | | | | |
|---|------|------|------|------|------|
| YEAR | 2015 | 2016 | 2017 | 2018 | 2019 |
| Crude oil | 294 | 271 | 291 | 297 | 293 |
| Other tanker trade | 59 | 59 | 70 | 70 | 70 |
| Dry cargo | 363 | 364 | 377 | 395 | 399 |
| Total Goods | 715 | 694 | 738 | 763 | 762 |

Table 7. Africa Seaborne Trade by Types of Cargo (Metric Tons in Million) EXPORT

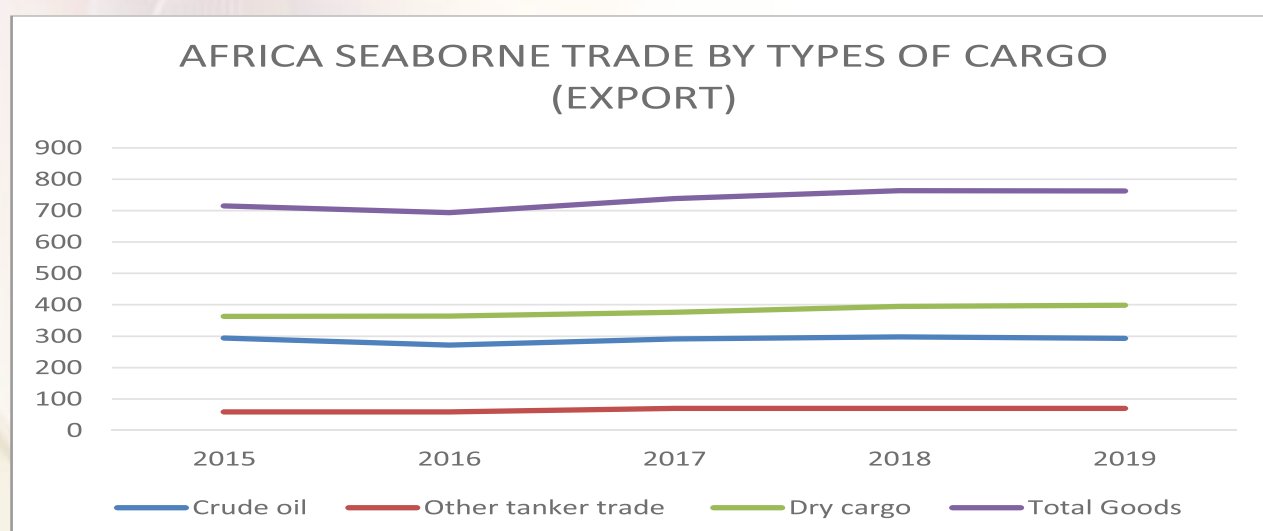


Fig. 8. Africa Seaborne Trade by Types of Cargo (Metric Tons in Million) EXPORT

| YEAR | 2015 | 2016 | 2017 | 2018 | 2019 |
|--------------------|------|------|------|------|------|
| Crude oil | 39 | 39 | 41 | 39 | 39 |
| Other tanker trade | 72 | 81 | 94 | 100 | 99 |
| Dry cargo | 364 | 360 | 342 | 363 | 366 |
| Total Goods | 475 | 480 | 476 | 502 | 504 |

Table: 8. Africa Seaborne Trade by Types of Cargo (Metric Tons in Million) IMPORT

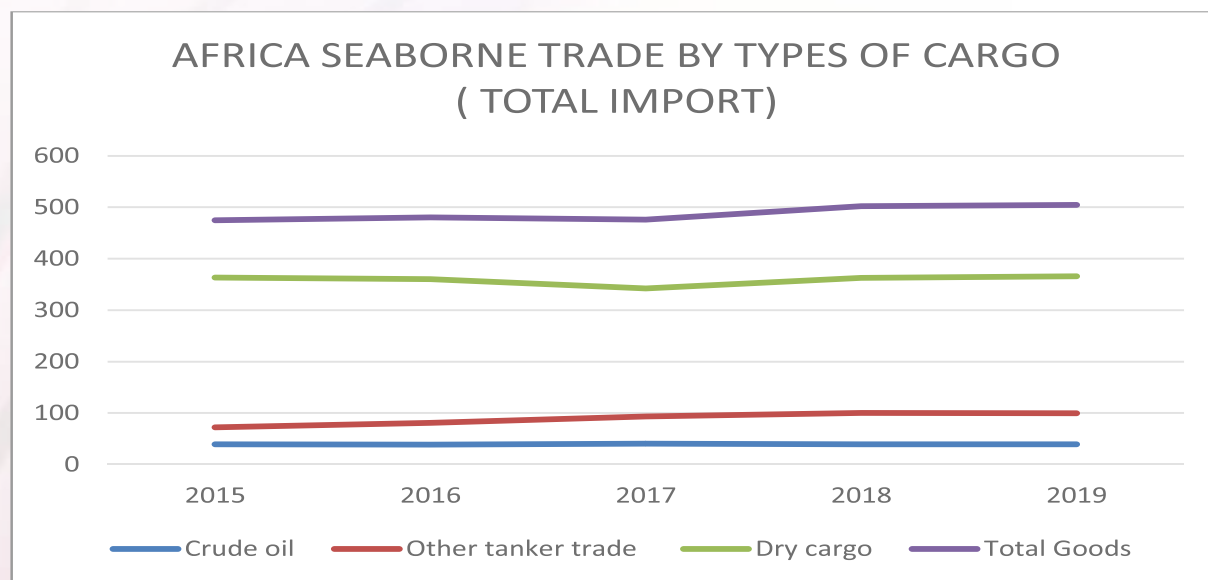


Fig: 9. Africa Seaborne Trade by Types of Cargo (Metric Tons in Million) IMPORT

Source: UNCTADstat Data Centre

Africa total import and export outlook has had a poor growth rate in the past five years.

World Liner Shipping Connectivity

In the third quarter of 2020, China's economy best connected to the global liner shipping network. Singapore, the Republic of Korea, the United States of America and Malaysia followed next in the rankings. Subregional leaders included: the United Kingdom, the Netherlands and Belgium in Europe; Panama, Colombia and Mexico in Latin America and the Caribbean; Egypt, Morocco and South Africa in Africa; and Sri Lanka and India in South Asia.

Over the last ten years, the rank order among the most connected economies remained almost unchanged, with China far ahead of the others. During the previous year, the United States of America showed a rapid increase in its connectivity, allowing the country to move one rank up before Malaysia.

Fig. 10: Liner Shipping Connectivity index of Five Most connected Economies in the World.

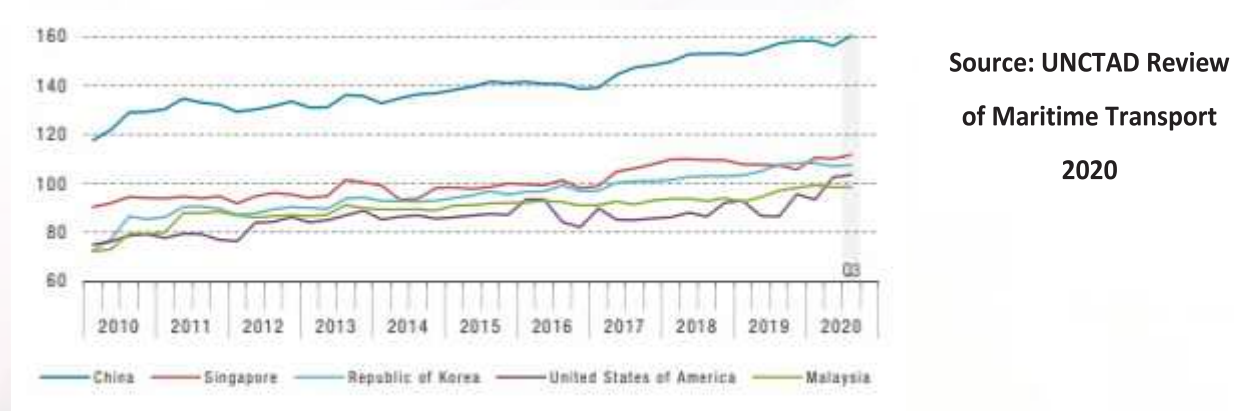
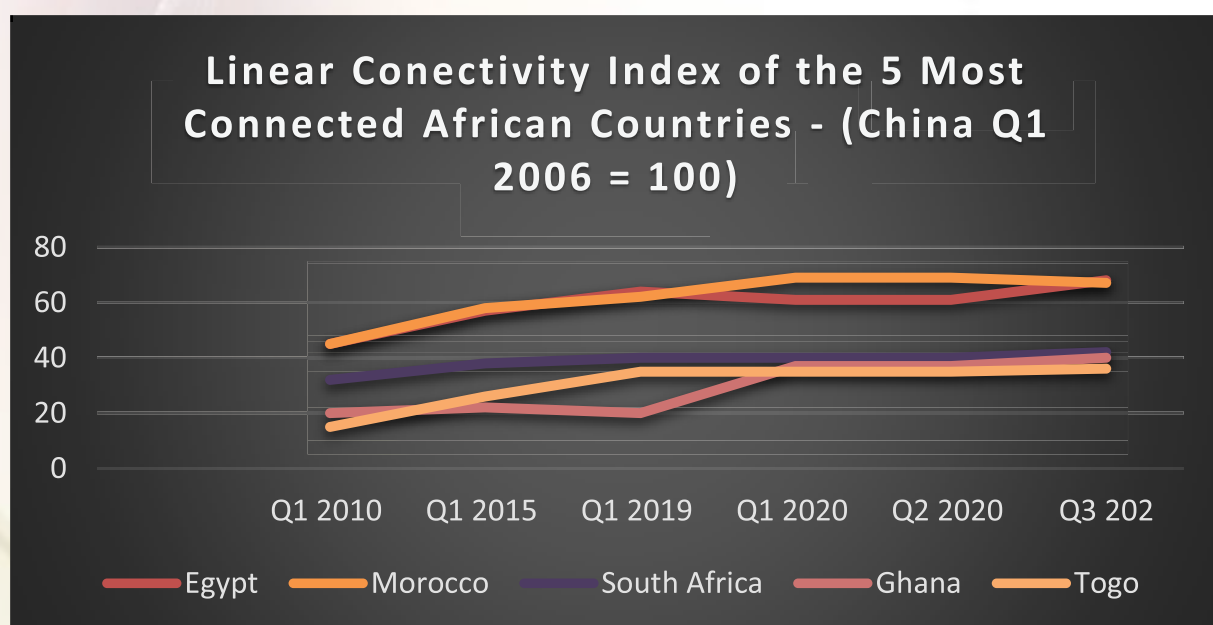


Table 9: Liner shipping connectivity index of most connected Economies in Africa-(China Q1 2006 = 100)

| ECONOMY | | Q1 2010 | Q1 2015 | Q1 2019 | Q1 2020 | Q2 2020 | Q3 202 |
|--------------|--|---------|---------|---------|---------|---------|--------|
| Egypt | | 45 | 57 | 64 | 61 | 61 | 68 |
| Morocco | | 45 | 58 | 62 | 69 | 69 | 67 |
| South Africa | | 32 | 38 | 40 | 40 | 40 | 42 |
| Ghana | | 20 | 22 | 20 | 37 | 37 | 40 |
| Togo | | 15 | 26 | 35 | 35 | 35 | 36 |

Fig. 11: LCI of the 5 Most Connected African Countries



World Economic Growth Outlook Summary

Owing to the slowdown in the world economy and trade, growth in international maritime trade stalled in 2019 and reached its lowest level since the financial crisis of 2008–2009. After rising moderately (2.8 per cent) in 2018, volumes expanded at a marginal 0.5 per cent in 2019.

Nigeria Maritime Profile 2019 (Source: UNCTADstat Data Centre)

A. **TOTAL MERCHANDISE TRADE (millions of US\$)**

| <i>Total Merchandise 2005,2010,2015,2019 Compared</i> | | | | |
|---|--------|--------|--------|--------|
| | 2005 | 2010 | 2015 | 2019 |
| Merchandise exports | 50,467 | 84,000 | 50,216 | 62,531 |
| Merchandise imports | 20,754 | 44,235 | 44,700 | 55,257 |
| Merchandise trade balance | 29,713 | 39,765 | 5,516 | 7,274 |

Table 10: Nigerian Total Merchandise: 2005,2010,2015,2019 Compared

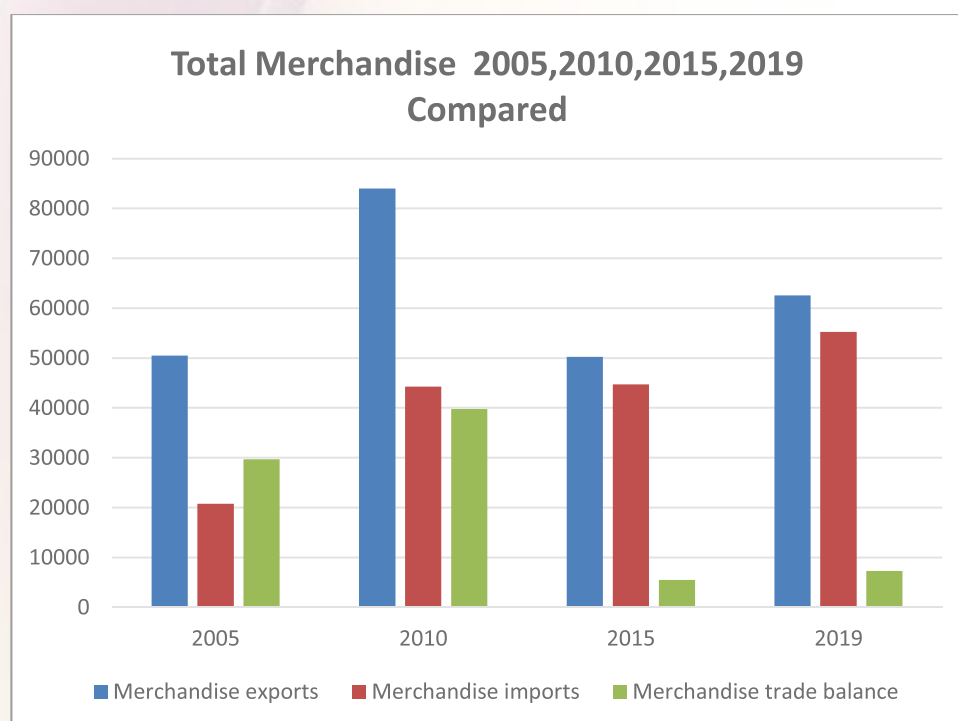


Fig. 12: Nigerian Total Merchandise: 2005,2010,2015,2019 Compared

B. Table 11: Nigerian Export Machandise Growth Rate in 2019 is 3.3%

| Export Structure By Product Group in 2019 (PERCENT) | |
|---|----|
| FUELS | 93 |
| OTHERS | 07 |

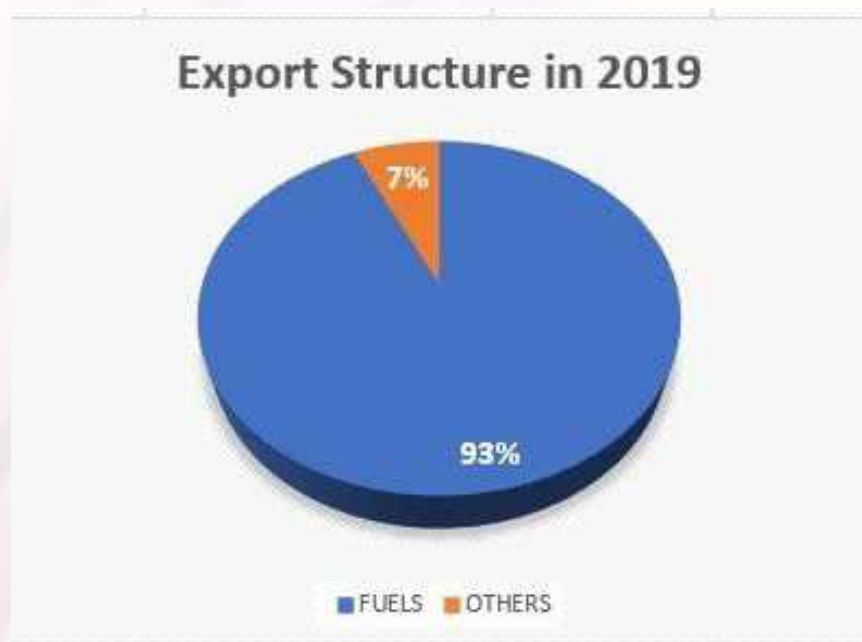
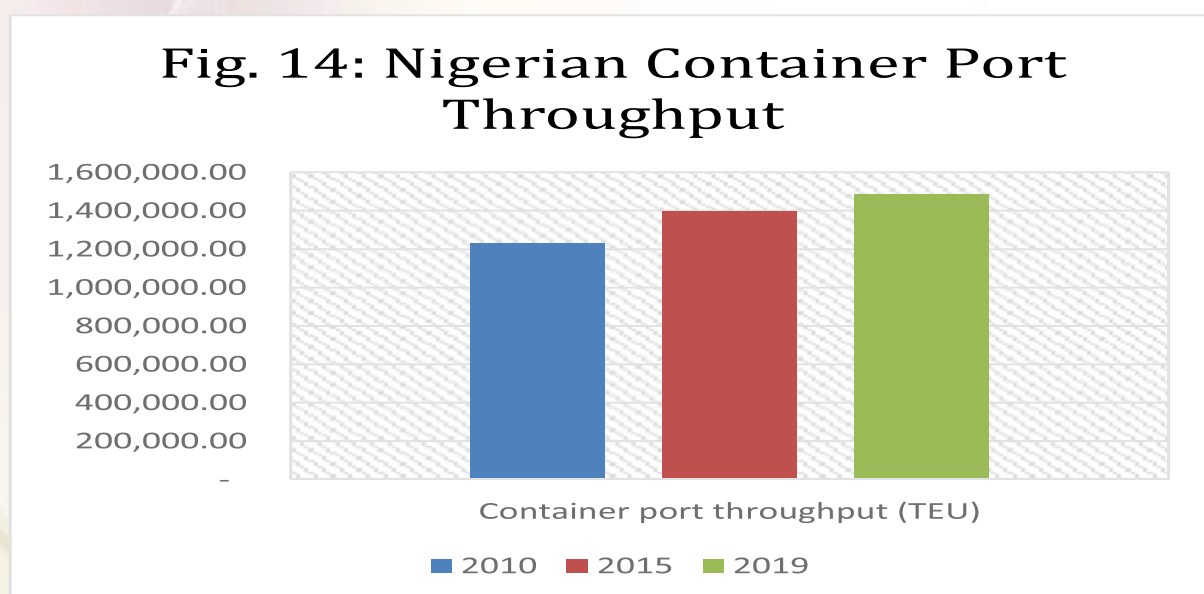


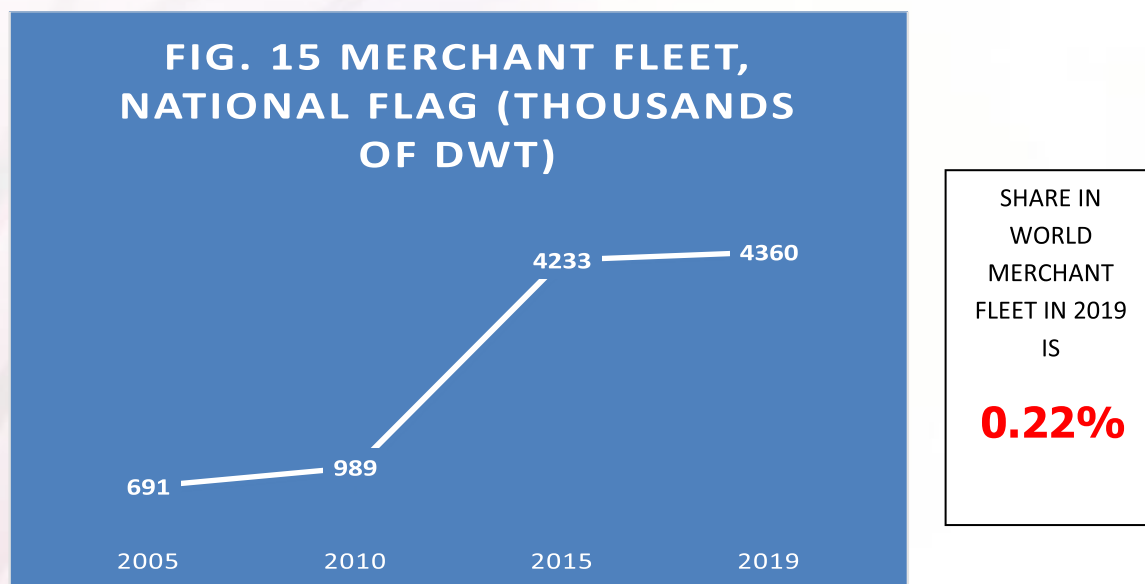
Fig 13: Nigerian Export Structure in 2019

| C. Nigerian Maritime Transport Indicators | | | | |
|---|------|--------------|--------------|--------------|
| Table 12. | | | | |
| | 2005 | 2010 | 2015 | 2019 |
| Container port throughput (TEU) | .. | 1,232,000.00 | 1,400,000.00 | 1,484,000.00 |



D: Merchant Fleet

| | 2005 | 2010 | 2015 | 2019 |
|---|------|------|------|------|
| Table 13: Nigerian merchant fleet (thousands of DWT) | 691 | 989 | 4233 | 4360 |



E. Liner Shipping Connectivity

| | 2005 | 2010 | 2015 | 2019 |
|--|------|-------|-------|-------|
| Table 14: Nigerian Liner shipping connectivity index (maximum 2006 = 100 for China) | .. | 20.27 | 22.26 | 21.19 |

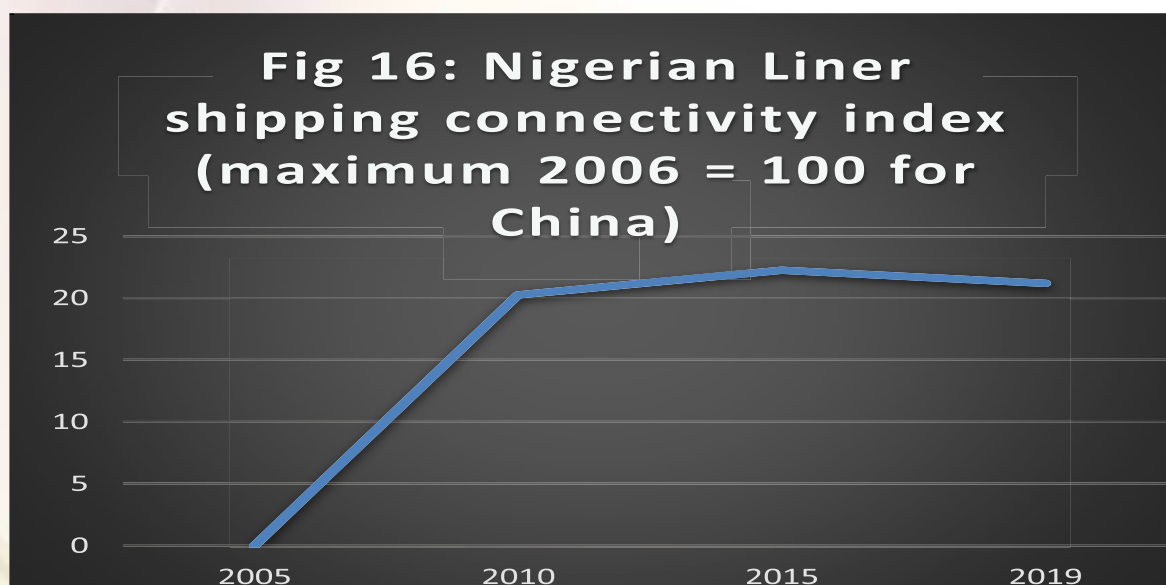


Table 15: Nigeria Total Export Outlook In US Dollars at Current Prices in Million (2015 - 2020)

| YEAR | 2015 | 2016 | 2017 | 2018 | 2019 | 2020 |
|---------|-----------|-----------|-----------|-----------|-----------|-----------|
| Nigeria | 50,216.23 | 33,302.28 | 44,468.17 | 60,546.58 | 62,531.38 | 34,544.97 |

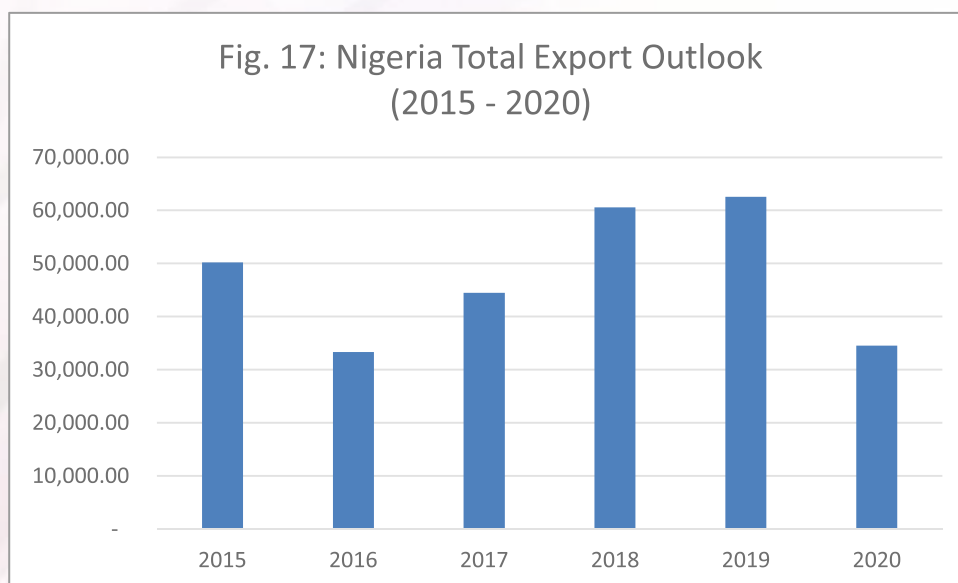
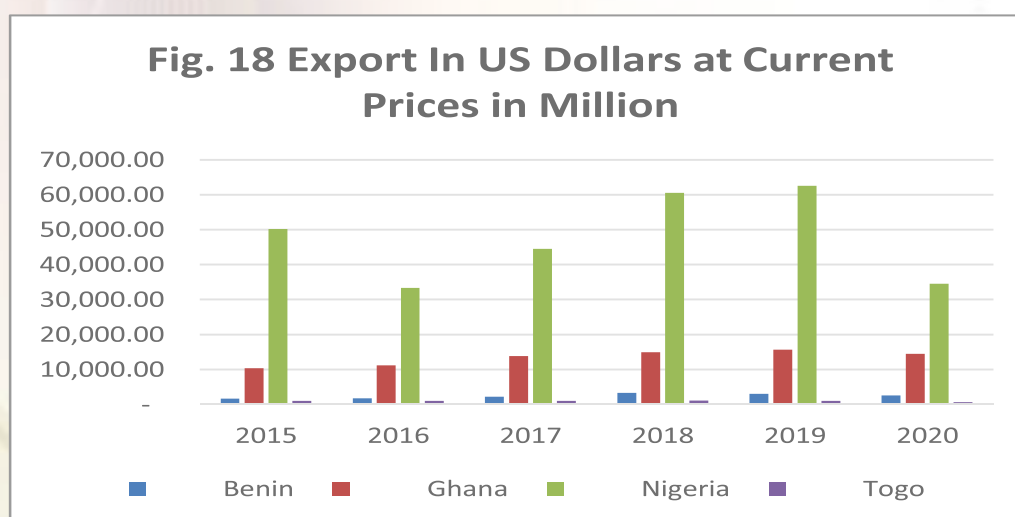


Table 16: NIGERIA AND NEIGHBOURING COUNTRIES TOTAL EXPORTS COMPARED
Export In US Dollars at Current Prices in Million

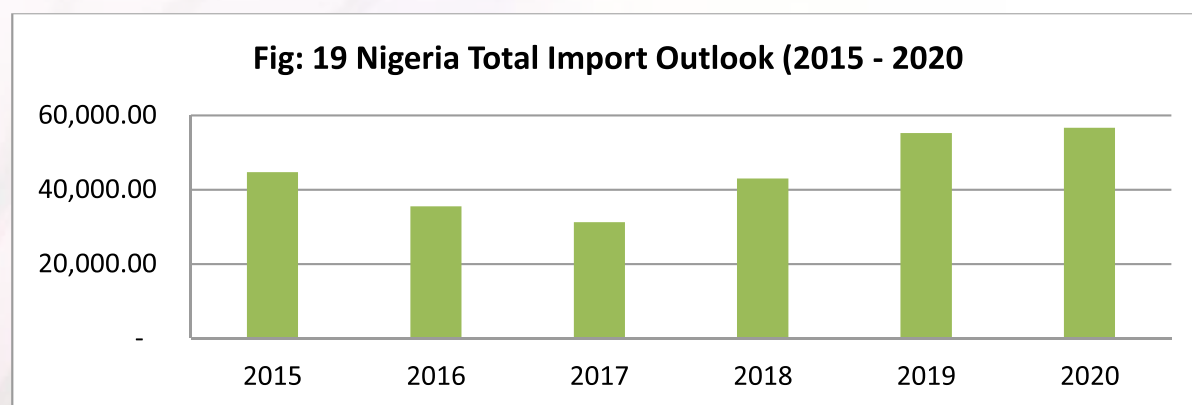
| YEAR | 2015 | 2016 | 2017 | 2018 | 2019 | 2020 |
|---------|-----------|-----------|-----------|-----------|-----------|-----------|
| Benin | 1,681.88 | 1,774.30 | 2,215.91 | 3,344.36 | 3,052.54 | 2,606.00 |
| Ghana | 10,321.09 | 11,138.35 | 13,835.02 | 14,942.72 | 15,668.00 | 14,480.97 |
| Nigeria | 50,216.23 | 33,302.28 | 44,468.17 | 60,546.58 | 62,531.38 | 34,544.97 |
| Togo | 1,010.57 | 1,035.74 | 1,016.16 | 1,080.40 | 1,050.16 | 638.29 |



Source: UNCTADstat
Data Centre

Table 17: **Nigeria Total Export Outlook In US Dollars at Current Prices in Million**
(2015 - 2020)

| YEAR | 2015 | 2016 | 2017 | 2018 | 2019 | 2020 |
|----------------|-----------|-----------|-----------|-----------|-----------|-----------|
| Nigeria | 44,700.00 | 35,532.30 | 31,272.82 | 43,007.00 | 55,257.19 | 56,613.14 |



**Table 18: NIGERIA AND NEIGHBOURING COUNTRIES
TOTAL IMPORTS COMPARED**
Export In US Dollars at Current Prices in Million

| YEAR | 2015 | 2016 | 2017 | 2018 | 2019 | 2020 |
|----------------|-----------|-----------|-----------|-----------|-----------|-----------|
| Benin | 2,560.83 | 2,872.30 | 3,493.90 | 4,374.86 | 3,931.63 | 3,560.00 |
| Ghana | 13,465.06 | 12,920.11 | 12,647.35 | 13,134.07 | 13,411.00 | 12,352.04 |
| Nigeria | 44,700.00 | 35,532.30 | 31,272.82 | 43,007.00 | 55,257.19 | 56,613.14 |
| Togo | 2,335.95 | 2,260.51 | 1,874.27 | 2,116.18 | 2,137.36 | 2,026.25 |

**Source: UNCTADstat
Data Centre**

**Fig. 20: Nigeria and Neighbouring Countries
Import In US Dollars at Current Prices in
Million**

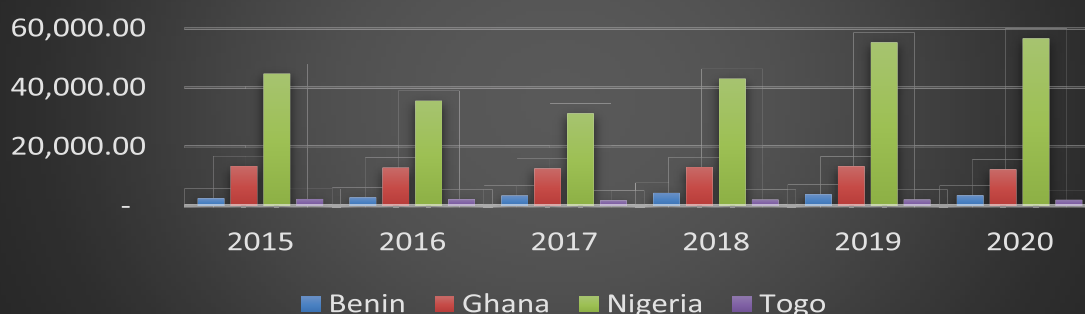
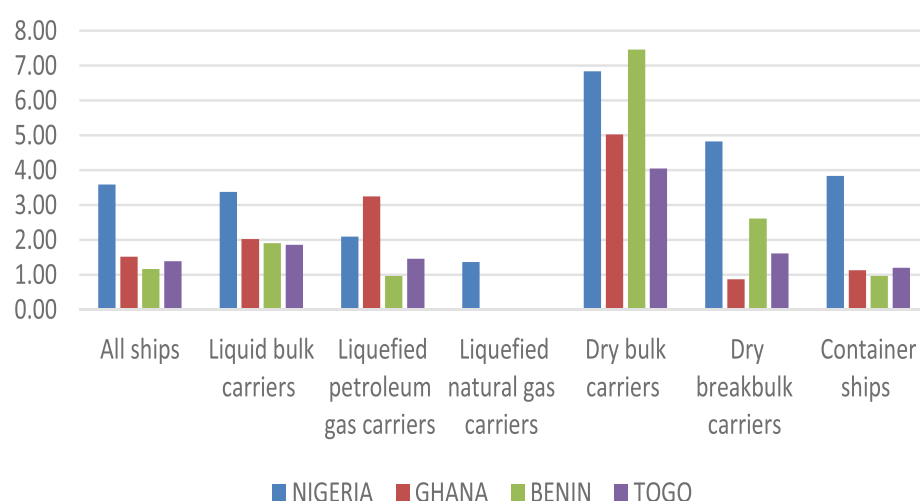


Table 19: THE YEAR 2020 AVERAGE TIME SPENT IN PORT BY CALLING SHIPS

| | NIGERIA | GHANA | BENIN | TOGO |
|---|---------|-------|-------|------|
| All ships | 3.59 | 1.51 | 1.17 | 1.39 |
| Liquid bulk carriers | 3.38 | 2.02 | 1.90 | 1.86 |
| Liquefied petroleum gas carriers | 2.10 | 3.25 | 0.97 | 1.45 |
| Liquefied natural gas carriers | 1.37 | .. | .. | .. |
| Dry bulk carriers | 6.83 | 5.02 | 7.46 | 4.05 |
| Dry breakbulk carriers | 4.82 | 0.87 | 2.61 | 1.61 |
| Container ships | 3.83 | 1.13 | 0.96 | 1.20 |

**Fig. 21: THE YEAR 2020 AVERAGE TIME SPENT IN PORT BY
CALLING SHIPS**

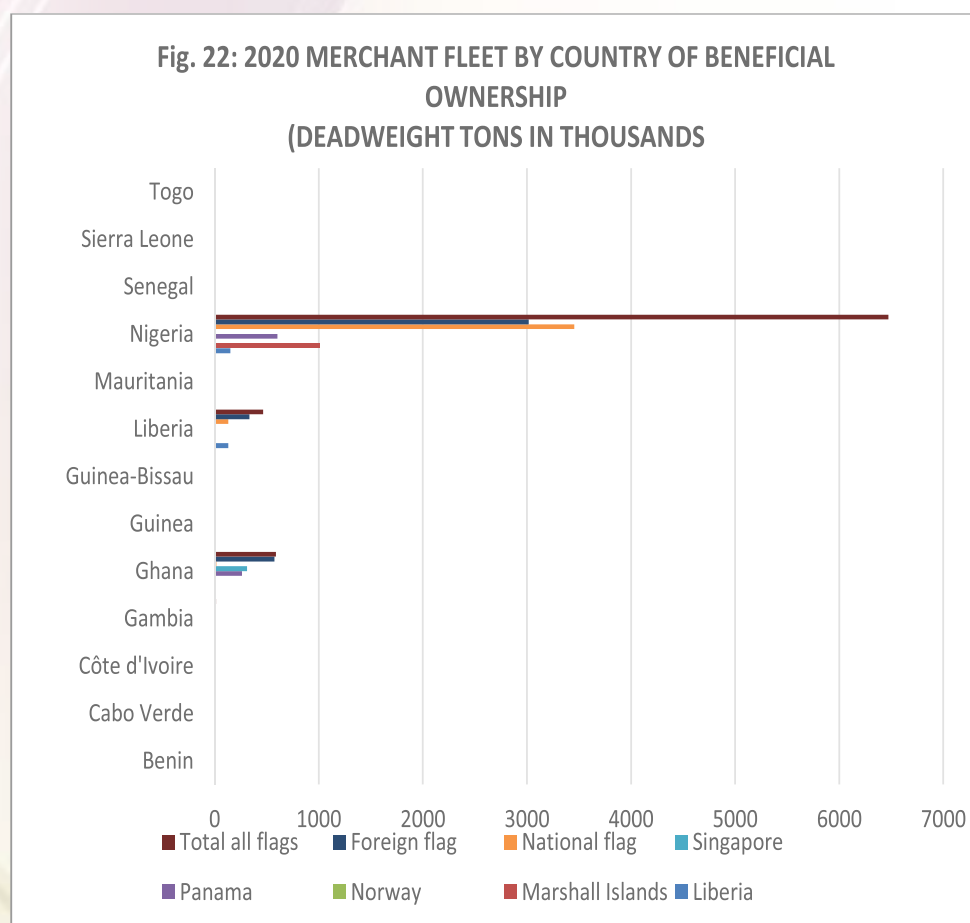


**Source: UNCTADstat
Data Centre**

Consistently, ships calling in Nigerian ports spent more time than similar ships spent in the ports of the neighbouring countries.

**Table 20: 2020 MERCHANT FLEET BY COUNTRY OF BENEFICIAL OWNERSHIP
(DEADWEIGHT TONS IN THOUSANDS)**

| FLAG OF REGIS. | Liberia | Marshall Islands | Norway | Panama | Singapore | National flag | Foreign flag | Total all flags |
|----------------|---------|------------------|--------|--------|-----------|---------------|--------------|-----------------|
| OWNERSHIP | | | | | | | | |
| Benin | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Cabo Verde | 0 | 0 | 0 | 0 | 0 | 10 | 0 | 10 |
| Côte d'Ivoire | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 |
| Gambia | 0 | 0 | 0 | 0 | 0 | 4 | 10 | 14 |
| Ghana | 0 | 0 | 0 | 261 | 310 | 16 | 574 | 589 |
| Guinea | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 3 |
| Guinea- Bissau | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Liberia | 132 | 0 | 0 | 3 | 0 | 132 | 333 | 464 |
| Mauritania | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Nigeria | 150 | 1006 | 0 | 603 | 5 | 3456 | 3016 | 6472 |
| Senegal | 0 | 0 | 0 | 0 | 0 | 7 | 0 | 7 |
| Sierra Leone | 0 | 0 | 2 | 0 | 0 | 0 | 6 | 6 |
| Togo | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |



**Source: UNCTADstat
Data Centre**

Table 21: Seafarer Supply, Last Quinquennial Report (2015)

| ECONOMY | ABSOLUTE VALUE | | | PERCENTAGE OF | | TOTAL |
|-------------------------------|----------------|-----------|-------------|---------------|---------|-------|
| | OFFICERS | RATINGS | TOTAL | OFFICERS | RATINGS | |
| 1 World | | | | 100.0 | 100.0 | 100.0 |
| | 773,949.0 | 873,545.0 | 1,647,494.0 | | | |
| 2 China | | | | 13.1 | 16.3 | 14.8 |
| | 101,600.0 | 142,035.0 | 243,635.0 | | | |
| 3 Philippines | | | | 9.4 | 16.4 | 13.1 |
| | 72,500.0 | 143,000.0 | 215,500.0 | | | |
| 4 Indonesia | | | | 6.6 | 10.6 | 8.7 |
| | 51,237.0 | 92,465.0 | 143,702.0 | | | |
| 5 Russian Federation | | | | 6.2 | 5.6 | 5.9 |
| | 47,972.0 | 49,089.0 | 97,061.0 | | | |
| 6 India | | | | 9.0 | 1.9 | 5.2 |
| | 69,908.0 | 16,176.0 | 86,084.0 | | | |
| 7 Ukraine | | | | 5.0 | 3.4 | 4.2 |
| | 39,000.0 | 30,000.0 | 69,000.0 | | | |
| 8 Turkey | | | | 2.4 | 2.3 | 2.4 |
| | 18,568.0 | 20,417.0 | 38,985.0 | | | |
| 9 Malaysia | | | | 0.8 | 3.3 | 2.1 |
| | 6,313.0 | 28,687.0 | 35,000.0 | | | |
| 10 Italy | | | | 1.7 | 2.5 | 2.1 |
| | 12,988.0 | 21,498.0 | 34,486.0 | | | |
| 11 Norway | | | | 1.9 | 2.2 | 2.0 |
| | 14,768.0 | 18,933.0 | 33,701.0 | | | |
| 12 Bulgaria | | | | 1.4 | 2.6 | 2.0 |
| | 10,890.0 | 22,379.0 | 33,269.0 | | | |
| 13 United States of America | | | | 2.4 | 1.7 | 2.0 |
| | 18,330.0 | 14,888.0 | 33,218.0 | | | |
| 14 Viet Nam | | | | 2.5 | 1.5 | 2.0 |
| | 19,630.0 | 12,815.0 | 32,445.0 | | | |
| 15 Poland | | | | 3.3 | 0.8 | 2.0 |
| | 25,586.0 | 6,603.0 | 32,189.0 | | | |
| 16 Brazil | | | | 1.4 | 2.1 | 1.7 |
| | 10,526.0 | 18,220.0 | 28,746.0 | | | |
| 17 Korea, Republic of | | | | 1.8 | 1.6 | 1.7 |
| | 14,126.0 | 14,042.0 | 28,168.0 | | | |
| 18 Croatia | | | | 2.2 | 1.2 | 1.7 |
| | 17,183.0 | 10,063.0 | 27,246.0 | | | |
| 19 Myanmar | | | | 1.5 | 1.7 | 1.6 |
| | 11,230.0 | 14,811.0 | 26,041.0 | | | |
| 20 Japan | | | | 2.5 | 0.7 | 1.5 |
| | 19,119.0 | 6,339.0 | 25,458.0 | | | |
| 21 Panama | | | | 1.8 | 1.3 | 1.5 |
| | 14,022.0 | 11,119.0 | 25,141.0 | | | |
| 22 Sri Lanka | | | | 0.3 | 2.2 | 1.3 |
| | 2,282.0 | 19,511.0 | 21,793.0 | | | |
| 23 Cambodia | | | | 1.0 | 1.4 | 1.2 |
| | 8,053.0 | 12,004.0 | 20,057.0 | | | |
| 24 Iran (Islamic Republic of) | | | | 1.0 | 1.1 | 1.1 |
| | 7,631.0 | 10,023.0 | 17,654.0 | | | |
| 25 Romania | | | | 1.4 | 0.6 | 1.0 |
| | 11,000.0 | 5,000.0 | 16,000.0 | | | |

| S/N | ECONOMY | ABSOLUTE VALUES | | | PERCENTAGE OF WORLD TOTAL | | |
|-----|--------------------------------|-----------------|---------|----------|---------------------------|---------|-------|
| | | OFFICERS | RATINGS | TOTAL | OFFICERS | RATINGS | TOTAL |
| 26 | United Kingdom | 11,010.0 | 3,945.0 | 14,955.0 | 1.4 | 0.5 | 0.9 |
| 27 | Thailand | 6,560.0 | 5,894.0 | 12,454.0 | 0.8 | 0.7 | 0.8 |
| 28 | Pakistan | 2,841.0 | 9,327.0 | 12,168.0 | 0.4 | 1.1 | 0.7 |
| 29 | Chile | 6,494.0 | 5,417.0 | 11,911.0 | 0.8 | 0.6 | 0.7 |
| 30 | Canada | 6,363.0 | 3,103.0 | 9,466.0 | 0.8 | 0.4 | 0.6 |
| 31 | Greece | 7,451.0 | 1,874.0 | 9,325.0 | 1.0 | 0.2 | 0.6 |
| 32 | Finland | 3,819.0 | 4,979.0 | 8,798.0 | 0.5 | 0.6 | 0.5 |
| 33 | Sweden | 4,266.0 | 3,972.0 | 8,238.0 | 0.6 | 0.5 | 0.5 |
| 34 | Singapore | 7,023.0 | 1,150.0 | 8,173.0 | 0.9 | 0.1 | 0.5 |
| 35 | Morocco | 1,069.0 | 7,012.0 | 8,081.0 | 0.1 | 0.8 | 0.5 |
| 36 | Georgia | 3,386.0 | 4,584.0 | 7,970.0 | 0.4 | 0.5 | 0.5 |
| 37 | Latvia | 5,500.0 | 2,278.0 | 7,778.0 | 0.7 | 0.3 | 0.5 |
| 38 | Australia | 4,779.0 | 2,925.0 | 7,704.0 | 0.6 | 0.3 | 0.5 |
| 39 | Denmark | 6,432.0 | 1,026.0 | 7,458.0 | 0.8 | 0.1 | 0.5 |
| 40 | Germany | 3,708.0 | 2,527.0 | 6,235.0 | 0.5 | 0.3 | 0.4 |
| 41 | Mexico | 4,552.0 | 1,419.0 | 5,971.0 | 0.6 | 0.2 | 0.4 |
| 42 | Nigeria | 1,998.0 | 3,762.0 | 5,760.0 | 0.3 | 0.4 | 0.3 |
| 43 | France | 2,915.0 | 2,446.0 | 5,361.0 | 0.4 | 0.3 | 0.3 |
| 44 | Cuba | 2,263.0 | 3,093.0 | 5,356.0 | 0.3 | 0.4 | 0.3 |
| 45 | Bangladesh | 3,746.0 | 1,401.0 | 5,147.0 | 0.5 | 0.2 | 0.3 |
| 46 | China, Taiwan Province of | 2,567.0 | 2,567.0 | 5,134.0 | 0.3 | 0.3 | 0.3 |
| 47 | Netherlands | 4,708.0 | 348.0 | 5,056.0 | 0.6 | 0.0 | 0.3 |
| 48 | Belgium | 3,665.0 | 1,259.0 | 4,924.0 | 0.5 | 0.1 | 0.3 |
| 49 | Honduras | 2,184.0 | 2,670.0 | 4,854.0 | 0.3 | 0.3 | 0.3 |
| 50 | Venezuela (Bolivarian Rep. of) | 1,372.0 | 3,363.0 | 4,735.0 | 0.2 | 0.4 | 0.3 |

| S/N | ABSOLUTE VALUES | | | | PERCENTAGE OF WORLD TOTAL | | |
|-----|------------------------------|----------|---------|----------|---------------------------|----------|---------|
| | ECONOMY | OFFICERS | ECONOMY | OFFICERS | ECONOMY | OFFICERS | ECONOMY |
| 51 | Sierra Leone | 1,552.0 | 3,042.0 | 4,594.0 | 0.2 | 0.3 | 0.3 |
| 52 | Egypt | 2,093.0 | 1,869.0 | 3,962.0 | 0.3 | 0.2 | 0.2 |
| 53 | Estonia | 2,703.0 | 1,158.0 | 3,861.0 | 0.3 | 0.1 | 0.2 |
| 54 | Cyprus | 2,907.0 | 514.0 | 3,421.0 | 0.4 | 0.1 | 0.2 |
| 55 | Comoros | 1,012.0 | 2,269.0 | 3,281.0 | 0.1 | 0.3 | 0.2 |
| 56 | Korea, Dem. People's Rep. of | 1,482.0 | 1,573.0 | 3,055.0 | 0.2 | 0.2 | 0.2 |
| 57 | South Africa | 1,986.0 | 1,044.0 | 3,030.0 | 0.3 | 0.1 | 0.2 |
| 58 | Lithuania | 424.0 | 2,479.0 | 2,903.0 | 0.1 | 0.3 | 0.2 |
| 59 | Peru | 1,113.0 | 1,711.0 | 2,824.0 | 0.1 | 0.2 | 0.2 |
| 60 | Ecuador | 1,260.0 | 1,557.0 | 2,817.0 | 0.2 | 0.2 | 0.2 |
| 61 | Kiribati | 883.0 | 1,770.0 | 2,653.0 | 0.1 | 0.2 | 0.2 |
| 62 | Republic of Moldova | 832.0 | 1,758.0 | 2,590.0 | 0.1 | 0.2 | 0.2 |
| 63 | Spain | 1,546.0 | 842.0 | 2,388.0 | 0.2 | 0.1 | 0.1 |
| 64 | Ireland | 564.0 | 1,602.0 | 2,166.0 | 0.1 | 0.2 | 0.1 |
| 65 | United Republic of Tanzania | 339.0 | 1,659.0 | 1,998.0 | 0.0 | 0.2 | 0.1 |
| 66 | Saint Kitts and Nevis | - | 1,889.0 | 1,889.0 | 0.0 | 0.2 | 0.1 |
| 67 | Solomon Islands | 208.0 | 1,294.0 | 1,502.0 | 0.0 | 0.1 | 0.1 |
| 68 | Portugal | 851.0 | 590.0 | 1,441.0 | 0.1 | 0.1 | 0.1 |
| 69 | Trinidad and Tobago | 686.0 | 579.0 | 1,265.0 | 0.1 | 0.1 | 0.1 |
| 70 | Argentina | 670.0 | 571.0 | 1,241.0 | 0.1 | 0.1 | 0.1 |
| 71 | Papua New Guinea | 561.0 | 626.0 | 1,187.0 | 0.1 | 0.1 | 0.1 |
| 72 | Madagascar | 123.0 | 1,064.0 | 1,187.0 | 0.0 | 0.1 | 0.1 |
| 73 | Algeria | 548.0 | 589.0 | 1,137.0 | 0.1 | 0.1 | 0.1 |
| 74 | New Zealand | 517.0 | 620.0 | 1,137.0 | 0.1 | 0.1 | 0.1 |
| 75 | United Arab Emirates | - | 1,083.0 | 1,083.0 | 0.0 | 0.1 | 0.1 |

| S/N | ABSOLUTE VALUES | | | | PERCENTAGE OF WORLD TOTAL | | |
|-----|----------------------|----------|---------|----------|---------------------------|----------|---------|
| | ECONOMY | OFFICERS | ECONOMY | OFFICERS | ECONOMY | OFFICERS | ECONOMY |
| 76 | Faroe Islands | 556.0 | 514.0 | 1,070.0 | 0.1 | 0.1 | 0.1 |
| 77 | Tuvalu | 242.0 | 773.0 | 1,015.0 | 0.0 | 0.1 | 0.1 |
| 78 | Guyana | 473.0 | 517.0 | 990.0 | 0.1 | 0.1 | 0.1 |
| 79 | Azerbaijan | 693.0 | 282.0 | 975.0 | 0.1 | 0.0 | 0.1 |
| 80 | Albania | 445.0 | 519.0 | 964.0 | 0.1 | 0.1 | 0.1 |
| 81 | Maldives | 456.0 | 505.0 | 961.0 | 0.1 | 0.1 | 0.1 |
| 82 | Colombia | 460.0 | 457.0 | 917.0 | 0.1 | 0.1 | 0.1 |
| 83 | Libya | 493.0 | 413.0 | 906.0 | 0.1 | 0.0 | 0.1 |
| 84 | Paraguay | 414.0 | 449.0 | 863.0 | 0.1 | 0.1 | 0.1 |
| 85 | Togo | 350.0 | 478.0 | 828.0 | 0.0 | 0.1 | 0.1 |
| 86 | China, Hong Kong SAR | 757.0 | 67.0 | 824.0 | 0.1 | 0.0 | 0.1 |
| 87 | Brunei Darussalam | 490.0 | 317.0 | 807.0 | 0.1 | 0.0 | 0.0 |
| 88 | Vanuatu | 266.0 | 520.0 | 786.0 | 0.0 | 0.1 | 0.0 |
| 89 | Mauritius | 98.0 | 665.0 | 763.0 | 0.0 | 0.1 | 0.0 |
| 90 | Malta | 151.0 | 594.0 | 745.0 | 0.0 | 0.1 | 0.0 |
| 91 | Uruguay | 365.0 | 374.0 | 739.0 | 0.0 | 0.0 | 0.0 |
| 92 | Qatar | - | 730.0 | 730.0 | 0.0 | 0.1 | 0.0 |
| 93 | Dominica | 397.0 | 332.0 | 729.0 | 0.1 | 0.0 | 0.0 |
| 94 | Turkmenistan | 286.0 | 430.0 | 716.0 | 0.0 | 0.0 | 0.0 |
| 95 | Cook Islands | 297.0 | 408.0 | 705.0 | 0.0 | 0.0 | 0.0 |
| 96 | Angola | 317.0 | 346.0 | 663.0 | 0.0 | 0.0 | 0.0 |
| 97 | Liberia | 58.0 | 604.0 | 662.0 | 0.0 | 0.1 | 0.0 |
| 98 | Slovenia | 544.0 | 100.0 | 644.0 | 0.1 | 0.0 | 0.0 |
| 99 | Tunisia | 317.0 | 318.0 | 635.0 | 0.0 | 0.0 | 0.0 |
| 100 | Cabo Verde | 274.0 | 320.0 | 594.0 | 0.0 | 0.0 | 0.0 |

| S/N | ECONOMY | ABSOLUTE VALUES | | | PERCENTAGE OF WORLD TOTAL | | |
|-----|----------------------------------|-----------------|---------|----------|---------------------------|----------|---------|
| | | OFFICERS | ECONOMY | OFFICERS | ECONOMY | OFFICERS | ECONOMY |
| 101 | Lebanon | 293.0 | 286.0 | 579.0 | 0.0 | 0.0 | 0.0 |
| 102 | French Polynesia | 225.0 | 337.0 | 562.0 | 0.0 | 0.0 | 0.0 |
| 103 | Fiji | 249.0 | 301.0 | 550.0 | 0.0 | 0.0 | 0.0 |
| 104 | Kazakhstan | - | 547.0 | 547.0 | 0.0 | 0.1 | 0.0 |
| 105 | Oman | 91.0 | 404.0 | 495.0 | 0.0 | 0.0 | 0.0 |
| 106 | Jamaica | 223.0 | 240.0 | 463.0 | 0.0 | 0.0 | 0.0 |
| 107 | Iceland | 198.0 | 251.0 | 449.0 | 0.0 | 0.0 | 0.0 |
| 108 | Jordan | 209.0 | 230.0 | 439.0 | 0.0 | 0.0 | 0.0 |
| 109 | Sao Tome and Principe | 209.0 | 222.0 | 431.0 | 0.0 | 0.0 | 0.0 |
| 110 | Ethiopia | 215.0 | 192.0 | 407.0 | 0.0 | 0.0 | 0.0 |
| 111 | Israel | 201.0 | 183.0 | 384.0 | 0.0 | 0.0 | 0.0 |
| 112 | Tonga | 178.0 | 193.0 | 371.0 | 0.0 | 0.0 | 0.0 |
| 113 | Micronesia (Federated States of) | 163.0 | 193.0 | 356.0 | 0.0 | 0.0 | 0.0 |
| 114 | Equatorial Guinea | 168.0 | 187.0 | 355.0 | 0.0 | 0.0 | 0.0 |
| 115 | Gabon | 157.0 | 186.0 | 343.0 | 0.0 | 0.0 | 0.0 |
| 116 | Ghana | 139.0 | 136.0 | 275.0 | 0.0 | 0.0 | 0.0 |
| 117 | Senegal | 123.0 | 143.0 | 266.0 | 0.0 | 0.0 | 0.0 |
| 118 | Iraq | 132.0 | 103.0 | 235.0 | 0.0 | 0.0 | 0.0 |
| 119 | Montenegro | 110.0 | 116.0 | 226.0 | 0.0 | 0.0 | 0.0 |
| 120 | Niue | - | 215.0 | 215.0 | 0.0 | 0.0 | 0.0 |
| 121 | Samoa | 100.0 | 113.0 | 213.0 | 0.0 | 0.0 | 0.0 |
| 122 | Seychelles | 68.0 | 134.0 | 202.0 | 0.0 | 0.0 | 0.0 |
| 123 | Syrian Arab Republic | 92.0 | 96.0 | 188.0 | 0.0 | 0.0 | 0.0 |
| 124 | Yemen | 95.0 | 91.0 | 186.0 | 0.0 | 0.0 | 0.0 |
| 125 | Kenya | 19.0 | 166.0 | 185.0 | 0.0 | 0.0 | 0.0 |

| S/N | ECONOMY | ABSOLUTE VALUES | | | PERCENTAGE OF WORLD TOTAL | | |
|-----|----------------------------|-----------------|---------|----------|---------------------------|----------|---------|
| | | OFFICERS | ECONOMY | OFFICERS | ECONOMY | OFFICERS | ECONOMY |
| 126 | Mozambique | 85.0 | 94.0 | 179.0 | 0.0 | 0.0 | 0.0 |
| 127 | Cameroon | 97.0 | 77.0 | 174.0 | 0.0 | 0.0 | 0.0 |
| 128 | Costa Rica | 64.0 | 102.0 | 166.0 | 0.0 | 0.0 | 0.0 |
| 129 | Dem. Rep. of the Congo | 57.0 | 71.0 | 128.0 | 0.0 | 0.0 | 0.0 |
| 130 | Bahamas | 124.0 | - | 124.0 | 0.0 | 0.0 | 0.0 |
| 131 | Somalia | 51.0 | 56.0 | 107.0 | 0.0 | 0.0 | 0.0 |
| 132 | Guinea-Bissau | 48.0 | 55.0 | 103.0 | 0.0 | 0.0 | 0.0 |
| 133 | Suriname | 52.0 | 46.0 | 98.0 | 0.0 | 0.0 | 0.0 |
| 134 | Gambia | 44.0 | 54.0 | 98.0 | 0.0 | 0.0 | 0.0 |
| 135 | Eritrea | 45.0 | 47.0 | 92.0 | 0.0 | 0.0 | 0.0 |
| 136 | Hungary | 55.0 | 35.0 | 90.0 | 0.0 | 0.0 | 0.0 |
| 137 | Sudan | 45.0 | 44.0 | 89.0 | 0.0 | 0.0 | 0.0 |
| 138 | Djibouti | 42.0 | 45.0 | 87.0 | 0.0 | 0.0 | 0.0 |
| 139 | Dominican Republic | 40.0 | 40.0 | 80.0 | 0.0 | 0.0 | 0.0 |
| 140 | Turks and Caicos Islands | 36.0 | 39.0 | 75.0 | 0.0 | 0.0 | 0.0 |
| 141 | Guinea | 29.0 | 33.0 | 62.0 | 0.0 | 0.0 | 0.0 |
| 142 | Mauritania | 29.0 | 33.0 | 62.0 | 0.0 | 0.0 | 0.0 |
| 143 | Nicaragua | 24.0 | 26.0 | 50.0 | 0.0 | 0.0 | 0.0 |
| 144 | Namibia | 26.0 | 22.0 | 48.0 | 0.0 | 0.0 | 0.0 |
| 145 | Côte d'Ivoire | 24.0 | 23.0 | 47.0 | 0.0 | 0.0 | 0.0 |
| 146 | Grenada | 20.0 | 27.0 | 47.0 | 0.0 | 0.0 | 0.0 |
| 147 | Haiti | 16.0 | 18.0 | 34.0 | 0.0 | 0.0 | 0.0 |
| 148 | Bermuda | 15.0 | 15.0 | 30.0 | 0.0 | 0.0 | 0.0 |
| 149 | Congo | 11.0 | 10.0 | 21.0 | 0.0 | 0.0 | 0.0 |
| 150 | Lao People's Dem. Rep. | 8.0 | 9.0 | 17.0 | 0.0 | 0.0 | 0.0 |
| 151 | Guatemala | 8.0 | 8.0 | 16.0 | 0.0 | 0.0 | 0.0 |
| 152 | Marshall Islands | 1.0 | 7.0 | 8.0 | 0.0 | 0.0 | 0.0 |
| 153 | Switzerland, Liechtenstein | 4.0 | 2.0 | 6.0 | 0.0 | 0.0 | 0.0 |

Source: UNCTADstat Data Centre:

Based on the last quinquennial report (2015), China is the largest supplier of seafarers in the world, while Nigeria supplied 5,760 seafarers (1,998 Officers and 3,762 Ratings) and is the 42nd largest seafarers supplier globally.

