



## **FREQUENTLY ASKED QUESTIONS (FAQs)**

1. What does NSC do and what is its role in the transport sector?

**Answer:**

The Nigerian Shippers' Council is mandated through a legal and institutional framework to serve as the nation's ports economic regulator. It is an arbiter that is expected to create a level playing field for all stakeholders in the nation's transportation sector.

**(NSC Role to be included)**

2. Who is a Shipper and what is the difference between a Shipper and a Ship owner?

**Answer:**

The "Shipper" is an international term for the owner of a cargo that is transported either as an export or import while a ship-owner is the owner of a merchant vessel (commercial ship).

3. What is the difference between a seaport and an Inland Dry Port (IDP)?

**Answer:**

An **Inland Dry port** is port that is located in the hinterland with intermodal terminal connection by road or rail to a seaport and operating the same activities or services as obtained in a sea port.

**Seaports** are ports that are located along coastline where ships that carry cargo berth.

4. **Where can an Import and Export License be obtained?**

**Answer:**

Import and Export license may be obtained from concerned Federal Government parastatals and agencies which varies and involve different processes depending on the defined product.

- ✓ There is no single license that authorises the import of all commodities, the importer will be required to obtain the appropriate permit from regulatory agencies such as Standard Organisation of Nigeria Conformity Assessment Program (SONCAP), National Agency for Food and Drug Administration and Control (NAFDAC), Department of Petroleum Resources (DPR), etc..

- ✓ An export license for agricultural commodities and manufactured goods for exportation out of the Nigeria can be obtained from the Nigerian Export Promotion Council (NEPC).

5. What is ICTN and do we need it for shipment into Nigeria?

**Answer:**

International Cargo Tracking Note (ICTN) is a document that gives detailed information about cargo from its port of origin. It is not needed for shipment into Nigeria.

6. What is NSC doing about the Apapa gridlock?

**Answer:**

Efforts are ongoing to clear the gridlock. The office of the Vice President has set up the Presidential Tasks Team on Apapa gridlock led by Mr. Kayode Opeifa which NSC is a member.

7. What is a bill of lading?

**Answer:**

An official legal document that represents ownership of cargo; the negotiable document to receive cargo; a document that establishes the terms of a contract between a shipper and the shipping line. It serves as a document of title, a contract of carriage and a receipt for goods.

**8. What are the shippers' rights with respect to Container Deposit refunds?**

**Answer:**

9. Does Shippers' Council handle complaints on import and export?

**Answer:**

- Yes. NSC provides a forum for the protection of the interest of shippers on matters affecting the shipment of cargoes to and from Nigeria.

10. What investments can our company make in Nigeria through the Nigerian Shippers' Council?

**Answer:**

- The priority areas of the Nigerian Shippers' Council investments drive are in the establishment of Truck Transit Parks (TTP), Inland Dry Ports (IDP) and Inland Container Depots (ICD). We seek and welcome investment plans in these areas from competent investors of all nationalities for potential joint venture in Public Private Partnership (PPP) business model.

11. Is the Nigerian Shippers' Council involved in joint examination of cargoes at the Port?

**Answer:**

- The NSC as an Economic Regulator in the transport sector is involved in the positioning of containers for Custom's examination on scheduled time by terminal operators after the importer/exporter/agent has made a request for the joint examination.

12. How can a shipper lodge a complaint to the Council?

**Answer:**

When a shipper's right is compromised by a service provider in the transport chain in an export/import transaction, a complaint can be lodged via:

- ✓ Making a formal complaint in writing and addressed to:  
The Executive Secretary/CEO  
Nigerian Shipper's Council  
4, Otunba Ayodele Soyode Lane, Apapa  
And submitted at the Head Office or any of our Zonal Coordinating offices and Area offices nationwide.
- ✓ Email: [complaints@shipperscouncil.gov.ng](mailto:complaints@shipperscouncil.gov.ng)
- ✓ Telephone: 08188888895, 07035846468
- ✓ Live chats on NSC website
- ✓ Port Service Support Portal (PSSP)

13. How does NSC relate with other agencies in the maritime industry?

**Answer:**

NSC is a parastatal under the Federal Ministry of Transportation and works in close collaboration with other sister agencies such as NIMASA, NPA, NIWA, etc on maritime related issues.

14. Does Shippers' Council engage in any Corporate Social Responsibilities (CSR)?

**Answer:**

As a flagship economic development agency, we have made commitment to community engagements an integral part of our policy and service.

- i. Most notably, we have been consistently dedicating a sizeable proportion of our annual appropriated funds to contributing in closing the national infrastructural gaps over the years through provision of educational and health facilities and materials, and provision of clean water etc to communities across all geo-political zones of the country.

- ii. We also act to complement the efforts of the government in bringing succour to some identified vulnerable members of the society by providing them with relief materials at most desperate times.
- iii. Indeed, Nigerian Shippers' Council engages in Corporate Social Responsibility (CSR) activities. Essentially, we see CSR as a duty and we treat it as part of our core values.

15. What kind of complaints can I bring to Nigerian Shippers' Council?

**Answer:**

NSC's mandate allows it to intervene in the transport sector when it involves complaints relating to shippers, shipping activities, cargoes and service providers at the ports.

16. What does it cost to make a complaint?

**Answer:**

All complaints channelled to NSC are free of charge.

17. How long does it take to get response to a complaint?

**Answer:**

It takes not more than 24 hours for NSC to respond to complaints.

18. Does Shippers' Council represent stakeholder's interest in local and International shipping and trade related events?

**Answer:**

Yes. NSC protect the interest of Nigerian shippers both locally and internationally.

19. Who is the Council meant to regulate in the transport sector?

**Answer:**

All stakeholders in the ports sector, port service providers and users of transport services as it relates to cargoes.

20. What is the difference between demurrage and container deposit refund on cargoes?

**Answer:**

**Demurrage:** An amount charged by the shipping line if full and loaded containers are not collected by the customers and remains in the terminal or container yard after the lapse of the allowable free time or days.

**Container Deposit Refund:** An amount posted with shipping lines or their ship agent or collection agent upon the pick up or withdrawal of the container from the port or container yard. It is a

deposit to be refunded conditioned on the return of the container to the shipping line or shipper free from damages.

21. What does it mean to place lien on vessel or container?

**Answer:**

It signifies a legal claim or charge as a collateral for the payment of some debt.

22. What is the difference between an off-dock terminal and a container holding bay?

**Answer:**

An **off-dock terminal** refers to a container yard that is situated outside the port premises offering an entire item-wise package of service activities. The purpose is for handling the temporary laden container storage, loading/unloading of general cargoes under custom's clearance. An off-dock terminal receives/delivers containers and general cargoes by road, rail and waterways.

A **container holding bay** refers to a container yard having an adequate holding capacity to accommodate empty containers. Shipping companies are meant to have a yard to stock their empty containers.

23. What does deconsolidation means?

**Answer:**

- This is a logistics strategy where a shipper combines multiple small shipments within a particular geographic region into a single container shipment. The shipment is processed for final inland delivery directly from the port of entry to a store, distribution centre or to the respective consignees. This is also called degroupage cargoes.

No, my question is different.

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