



COMPLAINTS NEWSLETTER



OCTOBER-DECEMBER, 2024. VOL: 11, NO 1 IN-HOUSE PUBLICATION OF COMPLAINTS UNIT, NIGERIAN SHIPPERS' COUNCIL, SINCE 2016

NIGERIAN SHIPPERS' COUNCIL RESOLVES MISTAKEN IDENTITY ON CARGO WORTH MORE THAN €105,000

...Faults Liner for error. directs issuance of new invoice



AKUTAH, PIUS UKEYIMA, Esq., MON, FCILT, FCIOTA, Ph.D ES/CEO, Nigerian Shippers' Council

The Nigerian Shippers' Council resolved a complaint of Arbitrary charges on a "Cement Mixer Equipment" worth €106,000.00 (One Hundred and Six Thousand Euros) only, imported from Italy. against Grimaldi Shipping Agency by Nepzon-Krapez Integrated Resource Services Ltd.

Addressing a tripartite mediation meeting, the Head, Complaints Unit, Dr. Bashir Ambi-Mohammed, welcomed the parties and admonished them to adhere strictly to the NSC rules of engagement, in line with International Best Practices of principles of Alternative Dispute Resolution (ADR).

He also stated that "in conformity with the Council's ongoing Mentorship Exercise, we request one of our colleagues in the Unit, Mr. Yahaya A. Wachiko, an Operations Officer, to chair the meeting."

The Chairman, Mr. Yahaya Wachiko, requested the case handler, Ijeoma Ugwu to brief the meeting on the petition by Nexon-Krapez Intergrated Resource Services Ltd.

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COLLABORATION WITH MARITIME POLICE: NSC SAVES OVER HALF A BILLION NAIRA ON 6 CONTAINERS

...Orders Release of 6 out of 7
"...Recovers full demurrage and storage for Shipping Company & Terminal
"...we appreciate NSC"..... Complainant

In addressing the request by the Nigeria Police Maritime Command, the Nigerian Shippers' Council has facilitated the release of 6 Containers valued at ₦510, 000,000.00 (Five Hundred and Ten Million Naira)

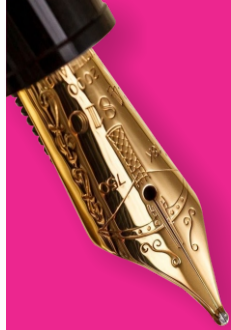
only to consignees of the Groupage Cargoes.

The Chief Superintendent of Police, Umar Tigga accompanied by the case Investigative Police Officer (IPO)

Continues on page 7



NOT FOR SALE



Editorial MESSAGE

Editorial TEAM

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EDITORIAL BOARD**
Dr. Bashir Ambi

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Barge Operators Desk*

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De-consolidators (Groupage desk)

Soniya Hassan-Akinbode;
*Terminals, Truckers,
Freight Forwarding Desk*

Oluwatoyin Ojo;
*Government Agencies and
Air Freight Cargo Desk*

GRAPHICS/TYPIST
Stoneview Production

PROFESSIONALISM IN FREIGHT FORWARDING

(Continuation of last edition)

Mandatory Requirements for Minimizing Stakeholder Complaints

To address these challenges and reduce complaints from Stakeholders, the following mandatory requirements must be instituted in the Freight Forwarding sector

- **Certification and Licensing:** All Freight Forwarders are required to obtain certifications from recognized institutions under the Council for the Regulation of Freight Forwarding in Nigeria (CRFFN) and the International Federation of Freight Forwarders Associations (FIATA). This ensures that only qualified professionals are allowed to operate in the sector to enhance quality services.

- **Standardized Code of Conduct:** The Nigerian Shippers' Council, in collaboration with CRFFN, should enforce a standardized code of conduct for all Freight Forwarders. This code should outline expected ethical practices, penalties for malpractice, and avenues for Stakeholder redress.

- **Digitalization of Freight Operations:** The use of digital platforms for tracking shipments, processing payments, and managing documentation should be mandatory. Digital solutions improve transparency, reduce delays, and provide real-time updates to clients, minimize uncertainties and complaints.

- **Frequent Audits and Inspections:** Regular audits and inspections of Freight Forwarding companies should be conducted by the CRFFN to ensure compliance with regulatory standards. This will help detect and address unethical practices.

- **Customer Service Standard:** Freight Forwarders should adopt standardized customer service policies, including clear time-lines for responses to client inquiries, dispute resolution mechanisms, and performance guarantees, to minimize delays and service failures.

- **Public Awareness Campaign:** Educating Importers and Exporters on their rights, obligations and the responsibilities of Freight Forwarders will empower Stakeholders to demand professionalism and fair practices from Service Providers.

Training for Freight Forwarders

To foster professionalism and equip Freight Forwarders with the necessary skills, a robust training program should be implemented. This training will focus on the following key areas:

- **Regulatory Compliance:** Freight Forwarders should be trained on Nigeria Customs Regulations, International Trade Laws, and Maritime Logistics Policies. Emphasis should be placed on ethical compliance to prevent issues such as under-declaration or falsification of documents.

- **Customer Relationship Management:** Training on how to handle customer's inquiries, manage expectations, and resolve disputes will improve the service delivery of Freight Forwarders.

- **Supply Chain Optimization:** Freight Forwarders must understand the intricacies of the Supply Chain, including how to minimize delays, reduce costs, and optimize shipping routes for the benefit of clients.



Dr. Bashir Ambi

- **Digital Competency:** Training on how to use modern logistics software, digital documentation, and real-time tracking tools will streamline operations, ensure transparency, and improve communication with Stakeholders.

- **Sustainable Practices:** Introducing training on sustainable logistics and environmental best practices will position Freight Forwarders to adapt to global trends and regulatory requirements concerning environmental responsibilities.

In conclusion, professionalism in Freight Forwarding is essential for reducing Stakeholder complaints and improving the efficiency of Nigeria's Maritime Sector. By implementing mandatory certification, enforcing ethical standards, promoting digitalization, and providing comprehensive training, the Nigerian Shippers' Council can ensure that Freight Forwarders operate with integrity and competence. This will not only minimize complaints from Stakeholders but also enhance Nigeria's global trade reputation.

As the Maritime Sector continues to grow, fostering professionalism through continuous education, regulation, and monitoring are crucial for maintaining a fair and competitive market. The proposed solutions and training programs will not only improve the quality of Freight Forwarding services but also ensure long-term sustainability in the Nigeria's Maritime Industry.



MISSING CARGO: NIGERIAN SHIPPERS' COUNCIL EXONERATES TERMINAL OF 30 BAGS OF GYPSUM POWDER

...Advised complainant to verify from Warehouse.

...We do not release containers with damaged seals.....APMT

The Nigerian Shippers' Council amicably resolved a complaint of missing 30 bags of Gypsum Powder used for Plaster of Paris (POP) finishing belonging to First Chem & Laboratories Technology Limited against APM Terminals.

At a tripartite meeting chaired by Dr. Bashir Ambi Mohammed, Head, Complaints Unit, who welcomed all parties to the mediation table, requested the case handler, Mrs. Soniya Hassan-Akinbode to brief the meeting on the grievances.

Hassan-Akinbode, said the Nigerian Shippers' Council received a complaint of missing 30 bags of Gypsum Powder with container number: DSFU1193823 on Bill of Lading No: COSU6385782840 from First Chem & Lab. Tech. Ltd.

She added that the Complainant alleged "that there were six (6) containers shipped into APM Terminals, but one (1) had the seal damaged."

The Consignee informed the meeting that they took delivery of the boxes but at the point of exiting the terminal, Security Personnel noticed a damaged seal and sent the truck driver back to the terminal. However, the agent took delivery after signing the terminal's indemnity form based on the Consignee's instruction.

Mr. Stanley Amajoronwu, an agent, informed the meeting, "I sent a mail to the Customer Care and there was no response for 48 hours. I kept providing feedback to the Consignee on the activities at the terminal. The seal was not damaged much and it could not be removed from the container. I can confirm that the container was not tampered with at the terminal."

Continuing, Amajoronwu explained that the box was released after he had signed indemnity form. He said, "I informed the Consignee not to allow any one to break the seal on the container until my arrival at the Warehouse, unfortunately, it was opened and on arrival, I was informed

that 30 bags of Gypsum Powder are missing."

The meeting asked Mr. Obiora Okafor, the Consignee to confirm what the agent said and his answer was in the affirmative.

APM Terminals was represented at the meeting by Mrs. Olayinka Akinlade and Ms. Lizzy Okah.

Akinlade informed the meeting that, APMT always monitor the status of containers to ensure that the seals are intact before exiting the terminal. She said, "We do not release containers if the seals are damaged and Customer is not satisfied."

She also stated that once a Customer is not satisfied with the status of a container, an indemnity form has to be signed before container is released.

After hours of deliberations, critical review of documents, including pictorial evidences submitted to the Council, the following resolutions were adopted that;

1. It was established that the cargo gated out from APM Terminals after indemnity form was signed by the agent.
2. The allegations were deemed unfounded, as the agent who was present at the terminal for 24 hours, confirmed that the seal was not damaged.
3. The Nigerian Shippers' Council exonerates APMT based on:
 - ✓ The indemnity letter signed by the agent at the terminal before the box was released.
 - ✓ Confirmation that the seal was not tampered based on pictorial evidences tendered by both parties.
4. The Consignee was advised to verify from the Warehouse who actually broke the seal and opened the container which led to the missing cargo valued at the sum of ₦350,000.00

NSC RESOLVES ₦6.5M MISSING EXPORT CONTAINER CASE

...Absolves Shipping Company



PILLARS BEHIND THE SUCCESS OF COMPLAINTS UNIT

1. Dr. Bashir Ambi Mohammed
2. Clara Enwefah (Unit Secretary)
3. Hassan Aminu
4. Ijeoma A. Ugwu
5. Funmilola Afolabi
6. Vincent I. Nkwocha
7. Abubakar Adamu-Biu
8. Musa Mohammed
9. Wachiko A. Yahaya
10. Obewu K. Onumah
11. Soniya Hassan-Akinbode
12. Oluwatoyin Ojo
13. Jessica Jonathan
14. Mubarak Abubakar

SUPPORT STAFF

Dickson Comfort I.
Nwokerobi Faith C.
Abdulrauf Adijat A.
Michael Immaculate U.
Adefowokan Joseph O.

The Nigerian Shippers' Council (NSC) has absolved CMA-CGM Nigeria Shipping Limited of complicity in the complaint of a missing export container valued at ₦6.5 million. The complaint was filed by Wigs World Legal Practitioners, on behalf of Que-way Global Investment Limited.

At a meeting, convened by the Council to resolve this matter, Dr. Bashir Ambi-Mohammed, Head, Complaints Unit, welcomed all Parties and advised them to strictly adhere to the rules of Alternative Dispute Resolution (ADR).

The issue revolved around a missing 40-foot export container (TCNU3567626) loaded with charcoal, which was allegedly stolen and shipped to Portugal by another exporter, FOJ Multidynamic Interchange, using Bill of Lading No LGS0172598.

During the meeting, CMA-CGM Nigeria Shipping Limited maintained that the issue was solely between Que-way Global Investment Limited and FOJ Multidynamic Interchange, and that it was not involved in the transaction related to the contentious container.

The meeting was attended by key Stakeholders, including representatives from CMA-CGM Nigeria Shipping Limited, Wigs World Legal Practitioners, FOJ Multidynamic Interchange Limited, and Hygrade Logistics Services.

After extensive deliberations, the meeting concluded that:

- (1) CMA-CGM Nigeria Shipping Limited is not involved in the issue and is hereby exonerated of any wrongdoing;
- (2) FOJ Multidynamic Interchange Limited is also cleared of all allegations;

(3) Hygrade Logistics Services (represented by Mr. Williams Daramola) was responsible for the error, leading to the contentious container mistakenly included in FOJ Multidynamic Interchange's shipment;

(4) To address the situation and mitigate the loss suffered by Que-way Global Investment Limited, it was agreed that FOJ Multidynamic Interchange would assist Daramola with Charcoal Dust from their farm as compensation due to Que-way Global Investment Limited.

The Parties also agreed to strengthen and sustain their existing business relationship.

Reflecting on the outcome, the Complainant expressed satisfaction with the resolution, stating, "I am impressed".

Continues from page 1

Briefing the meeting, Ugwu, said the complaint bothered on arbitrary shipping and terminal charges meted on the complainant's New Unpacked Vehicle/New Cement Mixer, covered by Bill of Lading number: S326207889. She further explained that an invoice of over ₦2 Million was paid by the Complainant before their equipment was stopped at the gate on the pretext that "it was erroneously captured as a truck on the manifest instead of plant/equipment." which led to an additional invoice of over ₦4 Million.

The Chairman asked the parties if that was what really transpired.? Which they affirmed.

Grimaldi Shipping Agency was represented at the meeting by Mavis Alajemba of Customer Care Department who lamented that the new invoice covered both "Rent" and other charges which the complainant

abandoned for over 50 days. She also admitted their error.

Wachiko and the Complaints Team asked series of professional questions in line with Shipping, Ports Policy and Management to the representative of the Service Provider (Grimaldi) and Nepzon-Krapez Integrated Resource Services Ltd, Daniel Madumere.

Responding to the question by the Chairman on why the cargo was abandoned for so long, the claimant attributed the delay to their inability to access the Bill Lading or Telex on time.

However, after extensive deliberations on the complaint, review of all available documents and submission by parties, the Chairman read out the following resolutions, that;

(1) Nigerian Shippers' Council identified and affirmed that there was an error of misapplication of tariff by Grimaldi while issuing invoice, as cargo was wrongly captured as "Truck" instead of "Plant" which Grimaldi later reverted.

(2) All charges on the cargo, including storage from arrival till 26th November, 2024 when it was established and classified as plant should be rated based on tariff for truck as reflected on the Bill of Lading.

(3) All other charges should be rated based on plant effective 27th November, 2024 when it was physically sighted and confirmed to be a Plant.

(4) Nigerian Shippers' Council urged Service Providers and Users of Shipping Services to be more diligent in order to avoid errors in transactions.

(5) All liabilities on the cargo stopped from 2nd December, 2024 when the complaint was formally received by the Nigerian Shippers' Council till 10th December, 2024.

(6) The meeting confirmed the cargo was a Plant/Machinery.

(7) Parties are advised to maintain existing business relationship.

Both Grimaldi and the Complainant were glad with the NSC's intervention on the matter.

EXPORT SCAM: NSC BLOCKADES CARGO VALUED AT OVER 90 MILLION NAIRA

... Instruct Carrier to Return Cargo to Origin

....We plead for Shippers' Council's assistance...Consignee

The Nigerian Shippers' Council instructed Hapag Lloyd Shipping Nigeria to return a shipment of 2x20Ft containers of Sesame Seeds valued at over ₦90 Million from Apapa Port, Lagos, Nigeria to Jebel Ali Port, Dubai, UAE.

The Head, Complaints Unit, Dr. Bashir Ambi Mohammed said "For the sake of mentorship, we request Mr. Vincent Nkwocha (Senior Operations Officer) to preside over the meeting."

Mr. Vincent requested the case handler, Dr. Ambi Bashir to brief the meeting about the complaint.

Dr. Ambi stated that the Nigerian Shippers' Council received a complaint from Hiflaya.com Ltd. that their 2X20 FT export containers number: TEMU1397731 and UACU3813444, containing white Sesame Seeds on B / L HLCUAPP241000097, was loaded onboard a vessel after the Carrier was instructed to cancel the shipment.

In attendance at a mediation meeting, Mr. Ken Ikebunna (Hiflaya.com Ltd) informed that, he suspected a fraudulent act by the proposed Buyer in Dubai, and had to cancel the shipment, and look for a formal way to exit the containers from the terminal in Apapa Port, store the

product in a Warehouse or look for prospective local or international Buyers.

He added that their agent had been in constant communication with the Shipping Line and handled all documentation processes regarding the shipment.

After a thorough review of the case by the Complaints Team, the agent (Ekene O. H) was invited to the Council to provide accurate information regarding the shipment where he stated,

"I forwarded emails instructing the Carrier to cancel the shipment but the containers had been loaded onboard a vessel and the Complainant can confirm this by tracking the shipment. I have all the email correspondences and documents signed as evidence to return the export boxes to avert suspicious fraud by the Buyer at the port of destination. The Council immediately engaged the Carrier (Hapag Lloyd) to block the flim flam for the sake of Trade Facilitation.

He said, "We are surprised to hear at this meeting that you did not do due diligence and as a first-time exporter, you need a Letter of Credit (LC) which is safer, secure, and guarantees your export proceeds."

After extensive deliberations, the meeting issued the following Resolutions that;

(1) The Complainant should endeavor to carry out due diligence before embarking on subsequent shipping business;

(2) The Agent shall process all documents and make necessary arrangements to take delivery of the boxes on arrival in Nigeria;

(3) NSC urges the Agent to assist in

ensuring that the processing of the Bill of Lading should be canceled and the shipper should not suffer in any form.

The Complainant was glad with the swift intervention of the Council on the complaints that had to do with Export Cargo.



LIEN:

NIGERIAN SHIPPERS' COUNCIL SAVES IMPORTER OVER \$91,000 ON ELECTRICAL SHIPMENT

..... Recovers Demurrage and Containers for Shipping Company

The Nigerian Shippers' Council successfully resolved a complaint by Munich Providence Enterprises on their 5 Bills of Lading said to contain electrical goods valued at \$91,510.09 blocked by Lagos & Niger Shipping Ltd, (LANSAL).

Addressing the Parties during the mediation meeting, the Chairman, Dr. Bashir Ambi Mohammed, Head, Complaints Unit, reminded Parties of basic principles of Alternative Dispute Resolution (ADR) and urged them to relax but requested them to be truthful to enable the Council mediate fairly.

Given an overview, Dr. Bashir said the Nigerian Shippers' Council received a complaint from Munich Providence Enterprises against Lagos & Niger Shipping Agencies Ltd, (LANSAL) alleging refusal to release their container number: ZCSU7272171 covered by Bill of Lading Number: GOSUNGB20322226.

Shedding more light on the complaint, the Managing Director of Munich Providence Enterprises, Mr. John Paul, said "a container, 1x40FT was the cause of the problem. The subject container which we do not know where it came from but linked to our Company via the Bill of Lading, was said to contain electrical goods which we instructed the Shipping

Company to block pending further investigation."

He further stated that he has paid over ₦2 Million as demurrage charges on the blocked container. He said, "We put a call across to a colleague in Alaba Int'l Market to help track the Shipper in China but he is yet to respond and demurrage is accruing on the container. LANSAL blocked our current shipment as a result of the previous transaction involving 1X40FT."

On the other hand, the representative of LANSAL, Ifedayo Ogunsawe, Claims & Insurance Manager, said the container was shipped in the name of Munich Providence Enterprises which the Shipping Line has no control over. The Consignee requested LANSAL to block the container till they resolve with the "unknown" Importer.

Also responding, the Customer Service Manager of LANSAL, Kevwe John-Olori said "the Consignee was allowed to clear and take delivery of four (4) other containers before we partially blocked the current one to enable the Consignee approach us for discussion. We only received a letter from the Nigerian Shippers' Council requesting us to explain what we know about the allegation."

LANSAL further informed the meeting that the nature of transaction, shipment details and the cargo are the same with the previously cleared ones. "they are one of our good customers, they imported over 80 containers this year."

It was further revealed at the meeting that the Consignee had five (5) Bills of Lading yet to be released by LANSAL, details and value of the cargo contained on the BOLs are as follows:

GOSUGB20413926 (\$18,200.00), GOSUNGB20413831 (\$18,405.89), GOSUGZH0449071 (\$18,197.20), GOSUGZH044975 (\$18,402.00), GOSUGZH0442284 (\$18,305.00) totaling \$91,510.09

From the documents and submissions by Parties, the meeting resolved that;

1. The Consignee, Munich Providence Enterprises should confirm to Nigerian Shippers' Council and the Carrier, the identity of the owner(s) of previous Bills of Lading to enable the Council take the next line of action.
2. The Council appreciated the Carrier and urged them to release all the containers covered by the five (5) Bills of Lading with

immediate effect for the sake of Federal Government's Policy on Trade Facilitation and Ease of Doing Business. This is necessary in order to avoid further demurrage and storage charges, since the Consignee is known to LANSAL.

3. The meeting strongly advised the Consignee to keep proper record of their shipments (electronic and manual) for easy documentation.
4. The meeting agreed that the Consignee exhibited honesty by making available a copy of CAC Certificate and further requested the Liner to block the previous 1X40FT container and release the new shipment valued at \$91,000. LANSAL may wish to waive demurrage for the Consignee on the contentious 1X40FT container.
5. Consignee is expected to return the empties within the stipulated period and their Container deposits be processed and paid immediately.
6. Parties are encouraged to maintain healthy and robust business relationship.

Parties were grateful for the Council's intervention.

SHORT SHIPMENT: SHIPPERS' COUNCIL INTERVENES ON \$.6M EXPORT CARGO DISPUTE

...Recovers over \$14,000 storage & demurrage for the Complainant.



The Nigerian Shippers' Council has resolved a complaint of short shipment and manifest amendment between Maersk Nigeria Ltd. and J. M. Goma International Limited.

The dispute started when J. M. Goma International Limited situated at 39, Goma Yard, Lagos -Kano Road, Kontagora, Niger State engaged the Carrier for shipment of 21 units of export containers of soya beans from Lagos to India, but Maersk shipped 20 units and mistakenly left one container in Nigeria.

However, it took Maersk Nigeria over 2 months to effect manifest amendment to reflect an Import General Manifest (IGM) of 20x20 FT dry containers instead of the

originally stated 21 containers which led to the loss of value of the cargo due to depreciation of quality. It was also established that the importer almost rejected the cargo until J. M. Goma offered 50% discount on the initial agreed price.

At a tripartite meeting organized by the Council, the Chairman and Head, Complaints Unit, Dr. Bashir Ambi-Mohammed requested the case handler Mr. Hassan Aminu, Principal Operations Officer to give an overview of the complaint.

Aminu stated that "the Council received letter of complaint from J. M. Goma International Limited, that the company paid for shipment of 21 units of export containers of Soya Beans from Lagos to India, but Maersk only shipped 20 units while one container was left in Nigeria."

Aminu, further said that all efforts to take delivery of the 20 units were thwarted by the Customs in India, insisting that the buyer must provide amendment of manifest from Nigeria through Maersk.

The Complainant was represented at the meeting by the Chairman, J. M. Goma Group, Dr. Jamilu M. Goma; Messrs Ashish Pandey, Director, Mani S. and Joseph Olushola, Freight Forwarder; while Maersk Nigeria Limited was represented by Messrs Jane Iheaturu (Legal Department) and Marcus Lawrence (Account).

The tripartite meeting resolved as follows that;

(1) Maersk Nigeria to confirm the authenticity of the storage invoice of

\$12,752 tendered by the Complainant from Maersk India.

(2) Maersk Nigeria to confirm payment of detention charges of \$1,833 from Maersk India on the last exported 1X40FT unit number MRSU4012304.

(3) Maersk Nigeria refunded the Complainant the sum of \$14,585.00 being the amount paid as demurrage and storage charges at destination port in India.

(4) Nigerian Shippers' Council urges the two parties to maintain harmonious business relationship.

However, the Council was commended by the parties involved for objective resolutions.

Continues from page 1

Ikechukwu Job attached to the Nigeria Police Maritime Command Obalende, Lagos submitted a formal request to put "on hold" 7 containers at the APM Terminals pending completion of investigation.

At a meeting attended by the Officers of Maritime Police Command and the Consignees, Dr. Bashir Ambi Mohammed emphasized the need for

review of all invoices relating to the 6 out of 7 Containers. After careful review of all the documents presented by the Consignees and the letter to the ES/CEO signed by Augustina N. Ogbodo, PSC, AIG, Maritime Police Command, the Council agreed that only 6 containers namely; CAAU9279810, SUDU5644582, MEAU9181355, MSKU4593745, MSKU4797897 and DRYU4520723,

said to contain Solar Equipment and other electrical parts be released by the terminal after full payments of accrued demurrage and storage charges.

Ambi, instantly requested APM Terminals that "out of the 7 units under investigation, kindly release only 6 units if the accrued demurrage and storage charges are paid within 24 hours."

The Nigeria Police Maritime Command commended the Council and assured that "We will not relent on cracking down these syndicates."

Parties at the meeting were grateful to the Nigerian Shippers' Council and promised to take delivery within the stipulated period.

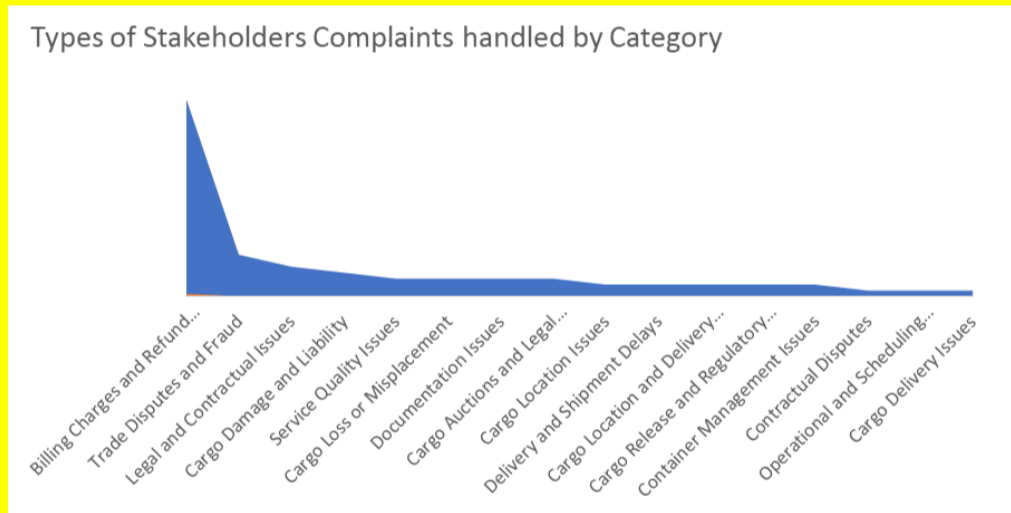
ANALYSIS OF STAKEHOLDERS COMPLAINTS HANDLED WITHIN THE LAST QUARTER (OCT - DEC.) 2024

1. AMOUNT SAVED/ RECOVERED

AMOUNT SAVED IN NAIRA		AMOUNT SAVED IN FX	
₦	525,494,766.763	\$	199,213

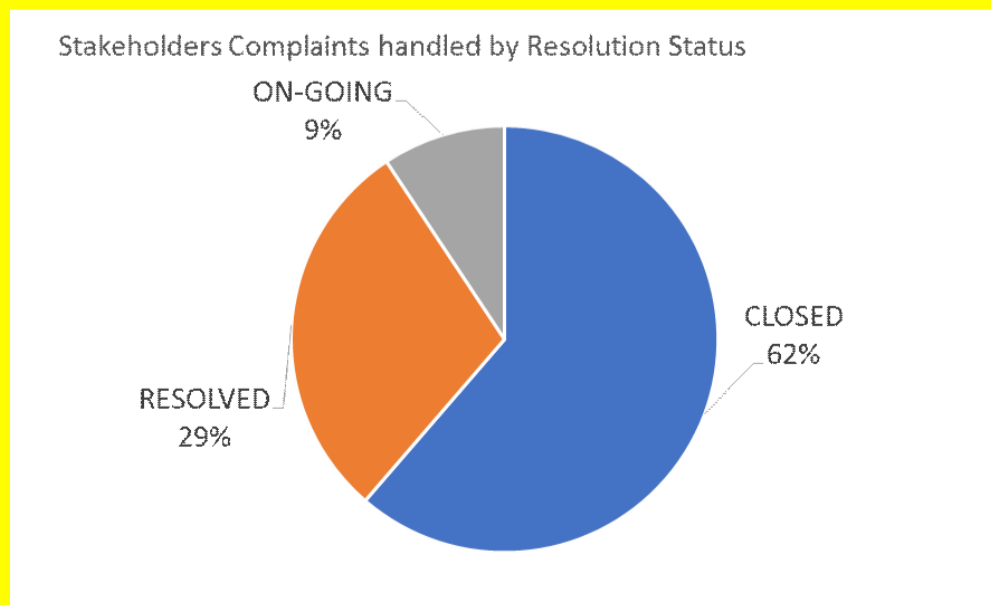
2. SUMMARY OF TYPES OF COMPLAINTS HANDLED

CATEGORY OF TYPES OF COMPLAINTS	Count of COMPLAINT	% Count of COMPLAINT
Billing Charges and Refund Issues	33	45%
Trade Disputes and Fraud	7	9%
Legal and Contractual Issues	5	7%
Cargo Damage and Liability	4	5%
Service Quality Issues	3	4%
Cargo Loss or Misplacement	3	4%
Documentation Issues	3	4%
Cargo Auctions and Legal Disputes	3	4%
Cargo Location Issues	2	3%
Delivery and Shipment Delays	2	3%
Cargo Location and Delivery Issues	2	3%
Cargo Release and Regulatory Issues	2	3%
Container Management Issues	2	3%
Contractual Disputes	1	1%
Operational and Scheduling Issues	1	1%
Cargo Delivery Issues	1	1%
Grand Total	74	100%



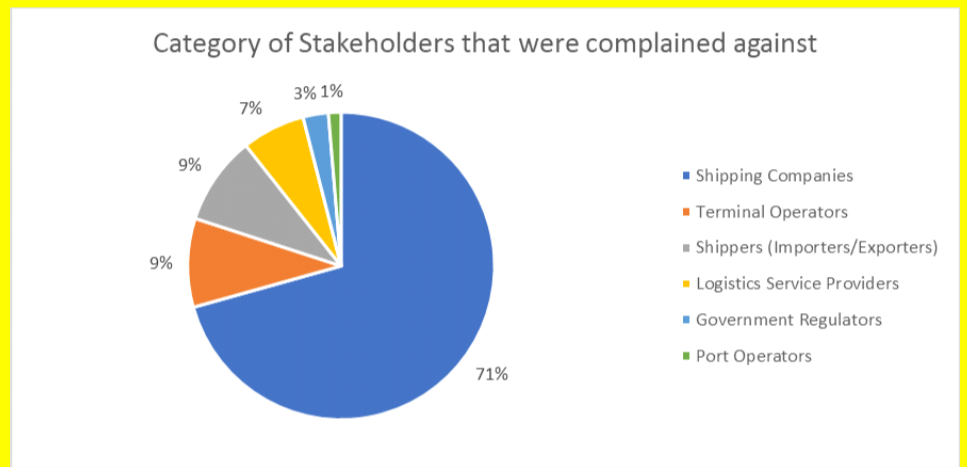
3. RESOLUTION STATUS OF COMPLAINTS HANDLED

STATUS	Count of COMPLAINTS	%
CLOSED	46	61%
RESOLVED	22	29%
ON-GOING	7	9%
Grand Total	75	100%



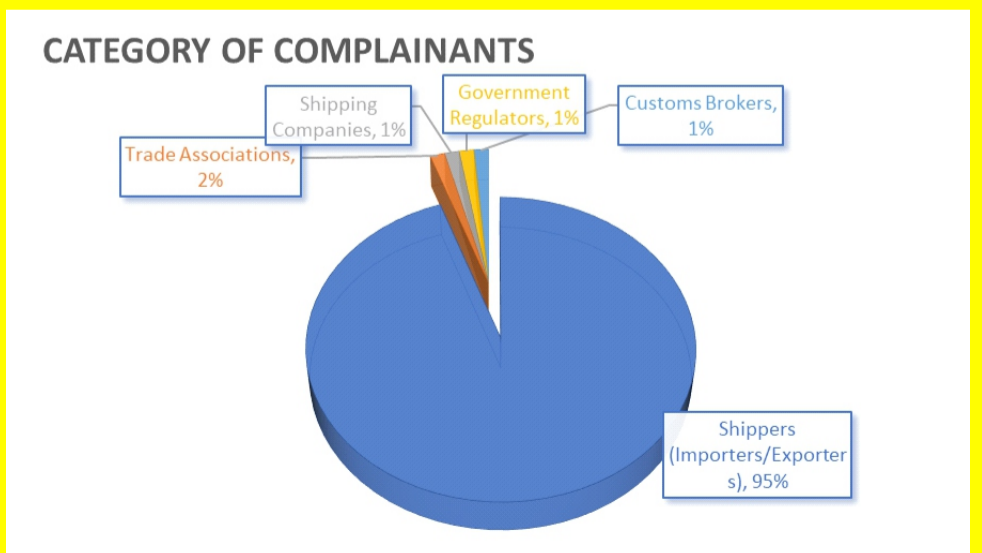
4. STAKEHOLDERS COMPLAINED AGAINST

CATEGORY	Count of COMPLAINT	% Count of COMPLAINT
Shipping Companies	53	71%
Terminal Operators	7	9%
Shippers (Importers/Exporters)	7	9%
Logistics Service Providers	5	7%
Government Regulators	2	3%
Port Operators	1	1%
Grand Total	75	100%



5. STAKEHOLDERS WHO LODGED COMPLAINTS

Category	Count of COMPLAINTS	%
Shippers (Importers/Exporters)	71	95%
Trade Associations	1	1%
Shipping Companies	1	1%
Government Regulators	1	1%
Customs Brokers	1	1%
Grand Total	75	100%



SHIPPERS COUNCIL VISITS APAPA CUSTOMS COMMAND, SEEKS COLLABORATION FOR TIMELY RESOLUTIONS OF RELATED COMPLAINTS.

... We will block any erring agency if Shippers' Council request..... Comptroller Olomu

In continuation of its advocacy visits, the Complaints Unit of the Nigerian Shippers' Council recently visited Apapa Customs Command for effective and seamless resolution of related Complaints.

The Team was led by the head of the Unit, Dr. Bashir Ambi Mohammed, an Assistant Director, who informed the Customs Command "we bring greetings from our Executive Secretary/CEO, Akutah Pius Ukeyima, Esq., MON, FCILT, FCIOTA, Ph.D

He felicitated with the Command for winning three awards namely: Overall Best Award for Comptroller General of Customs, Award on Trade Facilitation and Award for the highest Revenue Generation Area Command in the Country and the promotion of three Deputy Comptrollers in the command to the rank of Comptroller.

Dr. Ambi also stated that, in line with the mandate of the Council, the Unit is seeking for more collaboration with the Command in addressing challenges like double or triple allottees on Customs Auctioned Cargo (es), non-compliance by some Customs License Agents. He further briefed the Command on the need for an effective collaboration in order to add value to the Federal Government Policy on Trade Facilitation and Ease of Doing Business in the Country to minimize complaints from Stakeholders in the Industry.

He also pointed out that recently "we have received complaints on double allottees of Customs Auctioned Cargoes and it has become worrisome and challenging, if there is collaboration with the Command, this would be easier to resolve than allowing it go to the public.

"We are also requesting from the Command, names, official email addresses and mobile phone numbers of 2 officers to be profiled on the Complaints real-time platform, the Port Service Support Portal, (PSSP)".

He expressed concern on the activities of some Customs Licensed Agents who are non-compliant in handling cargo (es) documentation, port processes, and non payment of statutory dues to the Shipping Agencies or Terminals, etc, we have had series of such complaints and we request where necessary, the erring agencies be sanctioned or blacklisted."

Responding, the Customs Area Controller, CAC Babatunde O. Olomu,



Olomu, however, informed the Team that, on the auction, the Comptroller General is concerned about this uprising of double or triple allottees and has directed that a very strong check be put in place to address this matter. "In-terms of the Customs auctioning, the list is usually publicized and the cargo owner is given a consideration and alerted to take delivery within 90 days before it scales into overtime cargo. Once it goes into overtime, a window is given and the list will be published on at least 2 National Dailies, and on the Customs website, etc, for the

owners to know that the cargoes would be auctioned if no action is exhibited."

On the PSSP, the CAC said once the letter is received by his command, there would be an immediate response to the request for officers.

The Deputy Comptroller, Revenue, Wale Adenuga also added that they have noticed the worrisome activities of some Customs Licensed Agents and have been blacklisted. He also stated that the DC, License and Permit has been directed to interface with agents. He said "Customs are not relaxed because we are doing everything to sanitize the system"

The CAC thanked the visiting the Team, stating, that "we can block any confirmed erring agent once you notify the Command and we can unblock the license when Shippers' Council clear them of the offence. We are grateful to the Nigerian Shippers' Council for the visit".

He concluded, "CAC Babatunde Olomu and the entire officers and men of the Apapa premier port sends our sincere gratitude and unalloyed appreciation to the NSC Complaints Unit for their Visit to the command.

"We hope to leverage on the already established channels of communication to further deepen our relationship as well as facilitate trade for the betterment of our Nation."

"WE ARE VERY COMFORTABLE WITH NIGERIAN SHIPPERS' COUNCIL"

...Commends its Mediatory Role.....Shipping Company

The Management of Pacific International Lines (PIL) has commended the Nigerian Shippers' Council on its Complaints Handling Mechanism and requested the Council to help in addressing rampant cases of non-return of containers by some Consignees.

This statement was made by Mr. Kevin Taylor, Managing Director, PIL Nigeria, during an advocacy visit to the Shipping Company by the Complaints Team led by Dr. Bashir Ambi Mohammed, an Assistant Director and Head of the Unit.

In his opening address, Ambi thanked the Shipping Company for their compliance whenever resolutions are reached and prompt response to correspondences from the Council and urged them to keep it up. He informed PIL of the Port Service Support Portal (PSSP), where Shipping Companies and other critical Stakeholders in the Industry are

expected to forward names of their officers for profiling on the real-time platform for prompt complaints resolutions.

Bashir, also reminded the Shipping Company that as an unbiased regulator, our joy is to objectively address Stakeholders' grievances promptly, fairly, and amicably to all parties involved.

Responding, Mr. Kevin Taylor, the Managing Director, welcomed the Complaints Team and thanked the Council for routine interventions on Stakeholders complaints and other roles.

Taylor, however, stated " we are very comfortable with the Council. We expect a lot from the NSC."

He added, "We want the Council to assist us in getting our lost containers and demurrage." He lamented that in 2023, the Shipping Company recorded over 346

unreturned containers and requested for sensitization of consignees and agents on the importance of returning empties to the holding bays and payment of debts.

PIL Shipping Company was represented at the meeting by the Managing Director, Kevin Taylor, the General Manager, Finance, Dhanesh Nair, and Olawunmi Akinyemi, Manager, Operations.

The Head of the Complaints Team gladly informed the Shipping Company that NSC has approved thorough investigation of PIL's complaint of unrequited empties. Currently, officers are on the field, you will hear from the Council very soon. He also requested the Shipping Company to forward their complaints to the Executive Secretary/CEO for prompt attention.



INTERVIEW

"SHIPPERS COUNCIL'S PROFESSIONALISM IS TOP-NOTCH, HAS BEST DISPUTE RESOLUTION PLATFORM" ...Complainant.

The Managing Director of Nexon Krapex Integrated Resources Services Ltd, Lagos Mr. Madumere Chika bared his mind on how he viewed the Nigerian Shippers' Council intervention roles. He made the assertion during an interview he granted on the successful resolution of his complaint against Grimaldi Agency Nigeria Ltd.

EXCERPTS:

Complaints Newsletter: Good day sir. You are welcome to the Nigerian Shippers' Council. Please, can you introduce yourself?

Complainant: My name is Madumere Chika, I am the MD/CEO of Nexon Krapez Integrated Resource Services Ltd. based in Lagos.

Complaints Newsletter: You are welcome, sir. Can you tell us what actually brought you to the Nigerian Shippers' Council's Complaints Unit today the 8th of December, 2024?

Complainant: Thank you so much. Actually, what brought me here was an issue which I had with Grimaldi Agency Nigeria Ltd over an invoice. I was told to pay for another invoice after the first invoice, I paid when I was taking delivery as a result of their mistake. I tried to resolve the issue with them but it seems difficult. Then I came to Shippers' Council.

Complaints Newsletter: The invoices that you mentioned, the amounts were not included. So, what are the exact amounts?

Complainant: The first invoice that was issued to us was 2.4 million naira, we paid but then they issued another invoice of 4.5 million naira.

Complaints Newsletter: Please, can you tell us what was the nature of the cargo?

Complainant: It was a Cement Mixer Truck.

Complaints Newsletter: So, how do you feel about the resolution reached today?

Complainant: I would say Nigerian Shippers' Council is top-notch, it has the best dispute resolution platform that we have ever encountered. You

gave both parties fair hearing, tackled the issues and proffered a fair solution.

From the day we submitted our complaint, we have been receiving emails, follow-up from the case handler. The Council has been reaching out to us. Even this morning, we received an email. It was beyond our expectation.

Complaints Newsletter: So, what would have happened if the Nigerian Shippers' Council did not intervene in this case? What would have been your alternative plan?

Complainant: We would have lost the sum of 4.5 million naira or more because we would have still paid it and obviously, they would still charge us more. And at the end of the day, it would have been a very bad experience.

Complaints Newsletter: At this point now, what advice would you have for other shippers that may likely encounter such challenges? We've heard from time to time where shippers or complainants do not know where to run to or how to handle such issues and you see them probably making payment out of their own generosity or probably a

kind of save-our-soul payment?

So, what advice would you send to shippers?

Complainant: Every shipper or business plan that is important to this country, whatever it is, you should not shy or die in silence. No, inform the Nigerian Shippers' Council, let them be aware. Take the case to them. Once you feel maltreated, once you feel overcharged, once you feel whatever the case it is, take it to Shippers' Council.

They will resolve it for you. Once you have a case, they will resolve it fairly for you and everybody will be happy. Because I will also add to that, a lot of atrocities are happening in the port these days. At the end of the day, it's the end-user that pays the price. And most of these atrocities are not generated or derived from the end-user rather, from the Terminal Operators or the Shipping Companies.

But at the end of the day, the charges, I will give you an example; we had a shipment, a thermal fluid from US. It is about 12x40FT container. In fact, that is one of the reasons why I could not take this cargo because that period, the rent I paid on that cargo

was a lot due to the banking system that was having issues and the Shipping Line could not confirm payments.

You make payments, they cannot confirm the payments one week, 10 days. Then terminal people, the same thing. You make payment, they cannot confirm. At the end of the day, it took over 29 days to clear that 12 containers.

And guess what?, every amount from the day, the vessel arrived to the day we took delivery, we paid for it. Nobody gave us any waiver or even three free days because of these issues. They collected all the amounts, knowing fully well that it was not our fault. This shipment would have been picked under seven days, but it took almost 29 to 30 days. Almost one month and some of the containers were picked up after one month due to the trucking system.

Complaints Newsletter: We sympathize with you on that and we think it was due to the general network challenge that has to do with the banking system. But be that as it may, in the course of your introduction during the meeting, you made mention of you talking to your lawyer. You wanted to involve your lawyer in this case, but your lawyer advised you to visit the Nigerian Shippers' Council.

Would you say that your lawyer did the best thing for you?

Complainant: A hundred percent. Yes.

Complaints Newsletter: So once again, can we meet you?

Complainant: My name is Madumere Daniel Chika, on behalf of Nexon Krapez Integrated Resource Services Ltd, we are so grateful to Nigerian Shippers' Council and the Complaints Team for today. In fact, right now, we are so filled with joy and happiness that we would leave Apapa now, going home happy.

Thank you so much.



COMPLAINTS HANDLING: STAKEHOLDERS APPRECIATE THE COUNCIL



commitment and professionalism. We are confident that, with your support, we will continue to navigate these challenges successfully, both now and in the future.”

Yours sincerely,
EDU BABATUNDE
FOR: ABLIMPS LIMITED

LETTER OF APPRECIATION

“We, V-Kings Global Resources and Investment Limited, with RC:893429, suited at No. 51 Adetola Street, Aguda Surulere, Lagos, Nigeria write to thank you immensely for your intervention and support on the matter between V-Kings Global

LETTER OF APPRECIATION FOR YOUR PROMPT INTERVENTION AND SUPPORT

“Ablimps Limited extends our sincere gratitude and deep appreciation for your swift and effective intervention in our recent complaint against a fraudulent buyer, Sholet El Nasr Trading. This involved our five containers, two of which arrived at Dammam port, Saudi Arabia on the 6th of October, 2024, with the remaining three (3) currently en route to the same port. We are truly grateful for your prompt response and support in addressing this critical matter.

We are particularly grateful for the timely and decisive steps taken by the Nigerian Shippers' Council, which not only helped us escalate the issue but also facilitated critical communication with the relevant authorities. Your commitment to resolving the matter has restored our confidence in a fair and just process, and we sincerely appreciate your efforts in safeguarding the interests of Nigerian businesses like ours. Your continued support will be invaluable, and we look forward to your ongoing assistance as we work to ensure the safe arrival and proper handling of all our shipments. The collaboration and backing we have received from the Nigerian Shippers' Council's effectiveness and reliability is commendable.

Once again, we thank you for your

TOP CONTAINER PORTS IN THE WORLD

S	W	E	R	Y	E	W	O	T	S	X	I	L	E	F	G	P	P
A	F	E	U	N	A	U	G	G	N	O	D	H	H	W	N	J	E
V	B	D	O	P	H	S	R	I	Z	H	A	O	A	S	I	H	M
A	H	N	K	L	B	E	P	O	F	S	M	K	D	X	J	M	I
N	U	A	G	J	D	L	G	K	G	A	N	D	D	V	N	A	A
N	F	H	N	G	H	E	N	N	H	R	V	H	E	T	A	D	C
A	G	S	I	D	A	G	O	P	T	I	A	N	J	I	N	R	I
H	R	O	Y	S	I	N	K	R	Y	C	F	J	P	Q	Q	E	A
Q	U	F	B	X	P	A	G	E	T	E	H	R	K	I	I	T	H
N	B	G	Q	M	H	S	N	W	W	G	J	G	R	N	N	T	G
E	M	B	S	U	O	O	O	T	A	L	E	P	O	Z	G	O	N
H	A	N	G	N	N	L	H	N	D	A	R	T	Y	H	L	R	A
Z	H	J	J	D	G	U	O	A	I	R	O	N	W	O	E	S	H
N	C	M	K	R	R	H	L	C	K	I	E	R	E	U	U	Q	S
E	A	D	V	A	D	I	N	G	O	M	P	R	N	E	O	T	H
H	E	D	B	F	N	E	E	H	E	Y	O	Y	A	E	G	A	W
S	B	G	N	A	L	K	T	R	O	P	O	R	T	S	A	I	D
G	G	R	M	A	H	H	B	P	A	H	I	M	K	U	R	C	J
N	N	B	V	G	D	G	E	G	W	P	R	P	M	Z	G	A	I
U	O	J	S	V	V	A	N	C	O	U	V	E	R	H	W	N	L
I	L	S	D	A	L	I	A	N	T	F	U	Z	H	O	U	G	A
S	O	T	N	A	S	W	S	A	L	A	L	A	H	U	M	U	L
H	C	O	N	A	H	S	U	O	H	Z	O	B	N	I	N	Y	E
O	O	K	E	C	R	A	B	A	R	C	E	L	O	N	A	Y	B
A	J	Y	X	I	A	M	E	N	I	H	I	E	K	D	H	R	E
K	D	O	Q	I	N	G	D	A	O	G	U	A	N	G	X	I	J

SHANGHAI
PORT KLANG
COLOMBO
MANILA
SALALAH
BREMEN
LOS ANGELES
JEBEL ALI
JEDDAH
FUZHOU
QINGDAO
CAIMEP

SINGAPORE
ANTWERP
SUZHOU
TAICANG
VANCOUVER
MUNDRA
TOKYO
KAOHSIUNG
FELIXSTOWE
NANJING
ROTTERDAM
KEIHIN

NINBO-ZHOUSHAN
LONG BEACH
PIRAEUS
COLON
PORT SAID
DALIAN
TIANJIN
SAVANNAH
QINZHOU
RIZHAO
YINGKOU
HAIPHONG

BUSAN
NEWYORK
VALENCIA
SANTOS
ALGECIRAS
HAMBURG
XIAMEN
FOSHAN
DONGGUAN
SHENZHEN
HONGKONG
GUANGXI

Resources and Investment Limited and APM Terminal Apapa, Lagos-Nigeria. We want you to know that your intervention and assistance is duly appreciated by all of us, the Chairman and the entire management staff and we pray that the Almighty God will continue to give all of you long life and good health to deliver the dividend of democracy and justice to the people and Nigeria at large. Thank you and God bless you."

**PRINCE EMEKA EJIMADU
FOR: V-KINGS GLOBAL
RESOURCES AND
INVESTMENT LIMITED**

LETTER OF COMMENDATION

"We are writing to officially commend the Nigerian Shippers' Council on how it has been resolving varied complaints brought before her to the admiration and acceptance of all parties involved.

We have brought more than three (3) complaints before this Council and they were all resolved amicably to the satisfaction of the complainant and the respondent. We believe that life is not all about winning always but about the concept of give and take.

Truly, on this last complaint, we really lost a lot of resources that would have sent ASPA POP INVESTMENT LIMITED out of business due to the negligence of CMA CGM but all the same, we appreciate the efforts of the Nigerian Shippers' Council in

compelling CMA CGM to at least show empathy to our huge loss with a monetary compensation of 5,316 USD.

We believe that the Council should look critically into some of the clauses on the Bill of Lading issued by the Shipping Lines because if nothing is done, many importers will be chased out of business at the detriment of the Nigerian economy. Once again, we appreciate the efforts of the Nigerian Shippers' Council."

**SIGNED: MR. ANGYUGO OBA
FOR: ASPA POP INVESTMENT
LIMITED**

LETTER OF APPRECIATION

"On behalf of BVC Kings Ltd, we want to appreciate the Nigerian Shippers' Council for your timely efforts in making sure we got our backlog refund from Tincan Island Container Terminal (TICT) and we also appreciate Ms. Ijeoma Ugwu and the entire Complaints team for making sure we got a better result."

FOR: BVC KINGS LTD.

LETTER OF APPRECIATION

"I am writing this to express my sincere appreciation for your contribution and commitment on the release of my job B/L No: LIV000000176, Container No: ARKU23755455 at Arkas Shipping Line.

Once again, thank you for every effort that was put in order to make sure that the container was released by the shipping company."

Best regards,

**MR. VICTOR ADIUBA
FOR: BRASS LIGHT GLOBAL
VENTURES**

LETTER OF APPRECIATION

"We appreciate the Nigerian Shippers' Council Complaints Team for your assistance in helping us take delivery of our cargo which was forcefully blocked by Grimaldi Agency Nigeria Ltd on a claim to collect more additional funds from us to the tune of ₦4,145,515 (Four Million, One Hundred and Forty-Five Thousand Five Hundred and Fifteen Naira) after paying ₦2,430,460 (Two Million Four Hundred and Thirty Thousand Four Hundred and Sixty Naira) earlier. But with the help of the professionals of the NSC's Complaints Unit, the amount was reduced to ₦905,035 (Nine Hundred and Five Thousand and Thirty-Five Naira).

We will take these good deeds to other agents and importers to gain more awareness and recognition." Yours faithfully,

**CHIKAMADUMERE
FOR: NEXZON-KRAPEZ
INTEGRATED RESOURCE
SERVICES LIMITED**

LETTER OF APPRECIATION

"We refer to our letter of complaint addressed to APM Terminals, Apapa which copy was made available to you. In that letter, we made our dissatisfaction known and expressed our desire to pursue the refund of our excess demurrage using legitimate means.

We express our gratitude on your intervention in our struggle with APMT, Apapa and Maersk Nigeria Limited respectively. We can attest to your expertise and co-operation. We are very proud of

you and wish you can do more because the sector is in ruins.

Finally, we thank you so much and feel proud to be associated with you in recent times."

Yours faithfully,

**MR. EMMA EZETU
FOR: ZETUS & ASSOCIATES**

LETTER OF APPRECIATION

"Your letter dated 22nd January, 2024 on, "Re: Shippers' Complaint in respect of export of Cowpea (Black Eye Beans) from Nigeria to Dubai, UAE handled by the Kaduna Inland Dry Port (ICNL)" refers.

We write this letter to express our profound appreciation to the Council for the professional manner our complaints were handled. Indeed sir, the prompt and diligent manner our petition was attended to, is a testament of hope to us and Nigerians in general to place absolute confidence in the Council.

We reiterate that the findings and decision of the Council, as well as the steps taken thereon further bolstered up our position that justice has been manifestly done in the matter. It is our prayer that parties will abide by all the obligations imposed on them by the Council.

The outcome of the investigation has given us confidence and strengthened our trust in the Council. We undertake to collaborate with the Council to promote export business in Nigeria.

Yours faithfully,

**USMAN BABA AHMED
FOR: USBAB MULTI CHOICE
LTD**



NOTICE TO ALL STAKEHOLDERS: GRATIFICATION? NO, WE APPRECIATE

Complaints Unit Staff of Nigerian Shippers' Council have pledged to adhere strictly to our organization's policy of neither asking nor taking gift in the course of resolving Stakeholders' complaints.

Kindly assist us by **NOT** seeking to influence our Complaint Handlers with your favours. We need only Letter of Appreciation to be forwarded through the Office of the Executive Secretary/Chief Executive Officer, Nigerian Shippers' Council.

However, in a situation where gratification is pressed on Complaint Handlers, they are to declare it to the Management.

Our passion is to resolve complaints fairly without inducement from Stakeholders.

Please, report anyone who engages in unethical conduct. Send an SMS or call; 07040955718, 08023021173, 08099858537 & 07035250035 or email to complaints@shipperscouncil.gov.ng



"I am so happy today and really proud to be a Nigerian. I love the teamwork expressed today by Nigerian Shippers' Council Complaint Unit. I must say this is a very understanding and educated team. I accept the resolution today."

-Nexzon Krapez, Integrated Resources Services