

# COMPLAINTS NEWSLETTER



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## COLLABORATION WITH MARITIME POLICE: SHIPPERS' COUNCIL FACILITATES RELEASE OF 36 CONTAINERS WORTH OVER N150 MILLION

" .... Vehicles, Motor Cycles, Supermarket items, used car engines, Spare parts, etc constitutes part of the cargoes.

In continuation of collaboration between the Nigeria Police Maritime Command, the Nigerian Shippers' Council acting on letters received from the office of the Assistant Inspector General of Police (AIG) (Maritime Command, Lagos) Garba Musa Yusuf signed by DCP Obasi C. Theodore and ACP Mohammed Sani Musa facilitated the release of 36 Containers to different Consignees.

Addressing some of the Consignees who were directed by Maritime Police Command to come for clearance from the Council, the Head, Complaints Unit, Dr. Bashir Ambi said, " On behalf of the Executive Secretary/CEO, Akutah Pius Ukeyima, MON, Esq, FCILT, Ph.D we welcomed you to the Council. NSC received a letter from the Maritime Police Command titled "Investigation Activities: Case of Conspiracy, Forgery, and Economic Sabotage," request to release Containers"

Dr. Ambi informed the meeting where the affected Consignees and

their Agents attended that "we urge you to return their empties after taken delivery. We will send a letter and a mail immediately to effect the release. You may recall that the Police Command requested for the Containers to be blocked recently. The Containers released are: MSKU-5286377, MSKU-8585221, MRKU - 6385109, MRKU-8166748, MRSU-0054370 & MRKU-4964565. You are expected to take delivery immediately at the APM Terminals after fulfilling all requirements for release."

The units released contained Cargoes such as Supermarket items, used car engines, vehicles, Motorcycles, Spare parts and many others.

The Consignees and their Agents were grateful for Nigerian Shippers' Council's fair, prompt and free intervention.



From left: Musa Yusuf Garba, AIG Maritime Police and Akutah, Pius Ukeyima, Esq, MON, FCILT Ph.D, ES/CEO - NSC

## FOREIGN INVESTOR SEEKS SHIPPERS' COUNCIL INTERVENTION ON AUCTIONED 20X20FT CONTAINERS OF RAW MATERIAL WORTH OVER \$250,000.00



On Friday, January 31st, 2025, the Complaints Unit held an impromptu meeting with executives from Reliance Global Dubai and Primlaks regarding their auctioned 20X20FT containers of raw materials for mattresses. The company's cargo is facing a worldwide ban by MSC Shipping Lines due to accrued demurrage and storage charges on the Nigerian auctioned containers.

The chairman of the meeting, Dr. Bashir Ambi, stated that on behalf of the Executive Secretary/CEO of the NSC, Akutah Pius Ukeyima, Esq, MON, FCILT, FCIOTA, Ph.D., he welcomed the visitors to the Council. Following a brief introduction, he inquired, "With this impromptu visit, we hope no cargo is inexplicably held, missing, or tampered with? We also hope you have made all the statutory payments to the Government and Service Providers?"

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NOT FOR SALE



# Editorial MESSAGE

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## UNDERSTANDING THE GROUPAGE SHIPMENT IN GLOBAL MARITIME OPERATIONS

Although, we are yet to come across a specific International Convention (s) that dictates precise Cubic Meter (CBM) for Less Container Load (LCL) Shipments, several factors and general practices within the Maritime and Shipping Industry guide this. Expert views generally aligns on the following:

### Key Considerations from Maritime/Shipping Experts:

- **Economic Efficiency:** The primary driver for LCL is to ship cargo volumes that don't justify the cost of a Full Container Load (FCL). Some experts are of the opinion that LCL is most economical for shipments that are significantly smaller than the capacity of a standard 20-foot container (which has an internal volume of roughly 33 CBM).
- **Cost vs. Volume Threshold:** There is no universally fixed CBM threshold, but a general consensus among experts suggests that once a shipment volume approaches or exceeds 10-15 CBM, it becomes economically prudent to consider an FCL shipment. This is because the per-CBM cost of LCL often increases with volume, and at a certain point, it becomes more cost-effective to pay for the entire container, even if it's not fully utilized.
- **Minimum Chargeable Volume:** Many Freight Forwarders have a minimum chargeable volume for LCL Shipments, typically 1 CBM. Even if your shipment is less than 1 CBM, you will likely be charged for 1 CBM.
- **Practical Limits:** While theoretically, you can ship any volume as LCL, very small shipments might be more efficiently handled through air freight or courier services. Conversely, very large LCL shipments might face complexities in consolidation and handling at origin and destination ports.
- **Cargo Characteristics:** The nature of the cargo (weight, dimensions, fragility, stackability) can influence the optimal way to ship. Experts advise considering how the cargo will be consolidated with other shipments in the container. Fragile or non-stackable items might require more space and thus affect the CBM consideration.
- **Freight Forwarder's Role:** Freight Forwarders, as experts in consolidation, play a crucial role in advising on the most suitable shipping method (LCL vs.FCL) based on the shipper's specific cargo details and cost-effectiveness. They optimize container loads to maximize space utilization. Relevant International Conventions (indirectly applicable), while no single convention specifies CBM recommendations for LCL, several International Conventions are relevant to the safe and efficient transport of all containerized cargo, including LCL.
- **International Convention for Safe Containers (CSC):** This convention establishes minimum safety standards for the design, construction, testing, and maintenance of shipping containers. While it does not dictate LCL volume, ensuring that LCL cargo is packed into CSC-certified containers is crucial for safety.
- **Safety of Life at Sea (SOLAS) Convention:** Amendments to SOLAS, particularly regarding the Verified Gross Mass (VGM) of containers, are relevant to LCL. Shippers of LCL cargo contribute to the overall weight of the consolidated container, and accurate weight declarations are essential for vessel safety and stability.
- **International Maritime Dangerous Goods (IMDG) Code:** If any part of an LCL shipment contains dangerous goods, the regulations outlined in the IMDG Code must be strictly followed regarding packaging, labeling, documentation, and stowage within the container.
- **Customs Convention on Containers:** This convention aims to simplify Customs procedures for containerized goods, facilitating International Trade involving both FCL and LCL shipments.
- **ISO Standards for Shipping Containers (e.g., ISO 668, ISO 1496):** These standards define the dimensions and ratings of various container types. Understanding these standards helps in assessing how much LCL cargo can be reasonably accommodated within a container. In summary, Maritime and Shipping experts do not recommend a specific CBM number dictated by International Conventions for LCL. Instead, the decision to use LCL and the optimal volume depend on a combination of economic considerations, cargo characteristics, and practical shipping constraints. The general industry consensus suggests that LCL is most suitable for smaller cargo volumes (typically under 10-15 CBM), while larger volumes often benefit from FCL shipping. Shippers should consult with experienced Freight Forwarders to determine the most cost-effective and efficient shipping method for their specific needs.



Dr. Bashir Ambi

# **AUCTION "BOBBERY": ONE CONTAINER, TWO ALLOTTEES – SHIPPER'S COUNCIL ORDERS RELEASE TO RIGHTFUL WINNER**

...NSC warns Stakeholders against fake Customs Auctions.  
...*"We Appreciate NSC's Prompt, Free, and Fair Intervention"* – Allottee



The Nigerian Shippers' Council (NSC) has resolved a dispute involving conflicting auction claims over a container, ordering its release to the rightful allottee. The case, described as involving "double auction allotments," was brought to the Council by the Nigerian Police Maritime Command, Headquarters Annex, Lagos. The complaint was filed against an agent and City Track Technologies Ltd.

During the mediation meeting organized by NSC, the Head of Complaints Unit, Dr. Bashir Ambi, welcomed the parties on behalf of the Executive Secretary/CEO, Akutah Pius Ukeyima, MON, Esq., FCILT, FCIOTA, Ph.D. A representative of the Maritime Police Command also joined the session virtually, as he was in transit.

Dr. Ambi explained that, in line with the ongoing succession exercise within the Council, Mr. Hassan Aminu, Principal Operations Officer (POO), was requested to chair the meeting. He emphasized the need for strict adherence to the principles of Alternative Dispute Resolution (ADR).

Mr. Aminu then requested Dr. Ambi to provide an overview of the complaint.

Dr. Ambi reported "the Council received a letter dated 13th December 2024 from the Maritime Police Command, reference number CR:3000/MT/FHQ/LA/C/113, signed by Deputy Commissioner of Police Obasi Chuks Theodore, psc. The letter requested NSC's intervention, asking APM Terminals to place a hold on Container No. 7800808, which was under investigation for alleged conspiracy, stealing, and fraudulent diversion."

In response, the Council promptly directed APM Terminals to put the container on hold until proper documentation was presented. Later, a follow-up request was received from the Maritime Police Command, authorizing the release of the container.

NSC clarified that the intervention was in line with its mandate to protect stakeholders' cargo, ensure transparency and compliance, and promote trade facilitation and ease of

doing business in the maritime sector. During the meeting, Mr. Nkem Njoku, representative of City Track Technologies Ltd, said "we were not surprised by the container's blockage, as we had observed discrepancies in documentation. The 40FT container, carrying used clothes, was originally meant for clearance at Apapa Port, not KLT. Due to an error in the Customs auction allocation, we returned the documents to Abuja for correction."

He continued "we sent the documents via a company staff member in Abuja. However, after the correction, this individual sold the container to another person without our consent. Despite repeated follow-ups, he kept delaying until we had him arrested and brought to Lagos. After legal proceedings, the court ruled in our favor. He refunded N4 million to the buyer and agreed to secure another auction container as replacement. But when we went to retrieve the container, the terminal requested clearance from the Nigerian Shippers' Council. We have suffered and spent a significant amount on this matter." The Maritime Police Command confirmed during the meeting – via its virtual representative – that the

container was cleared for release and had communicated this to NSC in an official letter.

The Nigerian Shippers' Council assured attendees that an urgent clearance letter would be sent to APM Terminals to facilitate the container's immediate release.

The Council also issued a stern warning to stakeholders **"do not patronize touts for Customs auction documents. Always liaise directly with the Nigeria Customs Service."** Resolutions from the Meeting:

1. APM Terminals to release the container without further delay.
2. The original allottee is to settle all statutory charges with the Terminal and Shipping Company.
3. The empty container must be returned within the stipulated period to avoid future disputes.
4. The original allottee expressed gratitude, stating "we are surprised by your prompt, fair, and free intervention. We didn't even know a place like this exists in Nigeria. Thank you for not delaying and for providing this service at no cost."

# CONTAINER ACCIDENT: 3 MONTHS AFTER, AGENCY SEEKS SHIPPERS' COUNCIL INTERVENTION OVER 40FT UNIT THAT CRUSHED CAR AT MILE 2

□..**"REQUEST demurrage waiver & removal of Lien"**

□..**"IF NSC indemnifies the claimant, we UNBLOCK the agency.... SHIPPING COMPANY"**

□..**"Pay the DV of the container and continue your business.... NSC"**

The Nigerian Shippers' Council Complaints Unit recently intervened on requests for demurrage waiver and removal of lien placed on an agency, DD Gold Multi Biz Ltd, by Mediterranean Shipping Company (MSC) concerning the latter's 1X40FT container (MSCU4599953) that crushed a Toyota Camry car on the Mile 2 bridge in Lagos.

Addressing the mediation meeting, the Head of the Complaints Unit, Dr. Bashir Ambi, stated, "On behalf of the Executive Secretary/CEO of NSC, Akutah Pius Ukeyima, MON, Esq, FCILT, Ph.D., we welcome the parties to this meeting. In line with the



Alternative Dispute Resolution (ADR) Principles, rest assured of the Council's unbiased intervention. Furthermore, parties are expected to adhere strictly to the NSC's rules of engagement concerning mediation."

Dr. Ambi added, "In conformity with the ongoing succession exercise within the Council, Mr. Hassan Aminu, Principal Operations Officer, was requested to preside over the meeting." Mr. Hassan, however, requested the case handler, Mr. Mubaraq Abubakar, to summarize the complaint.

Abubakar, responded that the Council received a complaint from DD Gold Multi Biz Ltd regarding the stoppage of the refundable container deposit paid to the carrier, Mediterranean Shipping Company (MSC). The claimant alleged that the carrier was approached for resolution, but the issue persisted. DD Multi Biz explained that the container was involved in an accident on November 25th, 2024, at the Mile 2 bridge and is still in Trinity Police custody, Apapa, Lagos. Because of this, they are unable to get a refund or conduct business with MSC. The agency added that they were not party to the shipment. The complainant also stated that "another agent used my stamp and license to release the job."

MSC was represented at the meeting by Messrs Kehinde O. Iyowun (Claims

Manager) and Olumide Adefisan (Manager, Customer Care), while the agency/complainant, DD GOLD Multi Biz Ltd, was represented by Messrs Dike Stanley and Douglas Agho.

The Chairman asked the representatives of the carrier (MSC) to state their understanding of the allegation. MSC responded that they saw pictures of the container after the accident, but no one contacted them until the letter inviting them to this tripartite meeting. MSC clarified that they do not own the containers. Regarding a resolution, they presented three options to the complainant: (1) pay the demurrage on the container, (2) pay the Depreciated Value (DV) of the container because a police report does not halt demurrage, and (3) if the NSC can indemnify the claimant for their indebtedness, they will unblock the agency.

The meeting inquired from the claimant, "What would you like the Council to do for you?"

DD Gold responded that they want the NSC to intervene so that they can receive their refundable container deposit and for the NSC to interface with the Police so they can retrieve their container. The trucker offered to pay the sum of N2 million to the driver of the crushed Toyota who narrowly escaped, but the driver is insisting on N19 million as damages.

After extensive deliberations, the following resolutions were reached:

1. The Nigerian Shippers' Council affirmed that container MSCU4599953 (1x40) was involved in an accident on November 25th, 2024, on the Mile 2 bridge.
2. The Nigerian Shippers' Council urged the claimant to request the DV of the container involved in the accident to avoid further accumulation of detention demurrage costs.
3. The Nigerian Shippers' Council advised the claimant to address item number 2 with immediate effect to continue operating their license with MSC.
4. MSC is advised to adopt a more considerate approach in addressing the claimant's letter regarding accrued detention charges on the damaged unit and the DV.
5. NSC, however, frowns at the indiscriminate stamping of cargo release documents by licensed agencies.
6. Both parties are advised to continue their business relationship.

## 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

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Abdulrauf Adijat A.  
Adefowokan Joseph O.  
Adebayo Ayodele  
Sado Favour

# TRANSIT CARGO: SHIPPERS' COUNCIL INTERVENES IN NIGER REPUBLIC-BOUND RICE CONTAINER ISSUE

...Directs Shipping Company to Address Concern  
...“Customs Delay Transit Release” – Complainant

The Nigerian Shippers' Council (NSC) has recently intervened following a request for demurrage waiver submitted to COSCO Shipping and Tin-Can Island Container Terminal (TICT) by a consignee from the Republic of Niger concerning 5X40ft containers of rice in transit to Niamey, Niger Republic.

At a tripartite meeting, the Head of the Complaints Unit, **Dr. Bashir Ambi**, welcomed representatives of Icon Logistics (the Nigerian consignee) and COSCO Shipping Company. Speaking on behalf of the Executive Secretary/CEO, **Akutah Pius Ukeyima, MON, Esq, FCILT, Ph.D, Dr.** Ambi assured parties of a fair hearing in line with the Council's Alternative Dispute Resolution (ADR) mechanism.

Dr. Ambi noted that, in line with the ongoing succession process within the Council, **Mr. Kevin O. Onumah**, an Operations Officer, would chair the meeting. Mr. Onumah then asked **Mrs. Oluwatoyin Ojo**, the officer handling the case, to brief the attendees.

Mrs. Ojo stated “the Council received a request from Icon Logistics seeking intervention regarding accrued demurrage on their cargo in transit to Niamey. The NSC typically does not intervene in waiver-related matters unless there is evidence of an infraction by the service provider. In such cases, we advise service users to approach the Shipping Line or Terminal to request a waiver on commercial grounds.”

However, due to the unique circumstances surrounding this complaint, the Council decided to invite COSCO Shipping for dialogue regarding the 5X40ft containers under Bill of Lading No: **COSU6394414710**, with the following container numbers: **TIIU2231050, 00CU0514171, 00CU0623655, TIIU2168390, and 00CU0687650.**

COSCO Shipping was represented by **Mrs. Esther Uche** and **Mr. Asagwara Uchenna**, the Customer Care Manager.

Mrs. Esther Uche explained “the customer did not approach us directly for a waiver. It is expected that the consignee should have obtained Customs clearance before the cargo's arrival. We are often open to granting waivers, and would likely have considered it, especially with NSC's involvement.”

Mr. Asagwara Uchenna added “we were surprised the customer approached NSC without first reaching out to us. We attempted to contact them but received no response. We are willing to consider a waiver if the consignee provides a clear timeline for delivery after the waiver is granted, to avoid further demurrage.”

In response, Mr. Onumah clarified that it is not inappropriate for complainants to approach the NSC before contacting service providers.

Dr. Ambi then inquired about the total demurrage and the nature of the cargo.



**Resolutions from the meeting include:**

1. 1. Icon Logistics Limited (the Nigerian consignee) is to approach COSCO Shipping for an updated invoice and formally request a waiver, specifying the percentage sought, which they did.

2. The Council advises that, going forward, all transit cargo bound for the Republic of Niger should, where feasible, utilize Shipper-Owned Containers (SOC) to minimize demurrage risks.

3. The complainant is encouraged to make payment and ensure prompt delivery within the stipulated period.

4. Both parties are urged to maintain and strengthen their business relationship.

All parties expressed appreciation for the Nigerian Shippers' Council's intervention.

**Mr. Samuel**, an agent of Icon Logistics, responded “the commodity is rice. As of November last year, demurrage had exceeded ₦3,000,000. We only received the Customs permit last week and are currently unaware of the total accrued amount.”

The following key issues were discussed:

Icon Logistics, in a letter to the Council, sought intervention over accrued demurrage allegedly resulting from delays in Customs' transit release.

The Council reiterated its policy of non-intervention in waiver matters unless there is proof of service provider fault and advised the complainant to formally write COSCO Shipping requesting a waiver on compassionate grounds.

Given the claim that a government agency (Customs) caused the delay, and the substantial amount involved, the Council invited all parties for a fair hearing.



## SHORT SHIPMENT: NIGERIAN SHIPPERS' COUNCIL RESOLVES DISPUTE BETWEEN EXPORTER, MAERSK NIGERIA & APMT ON VGM FEE

... Directs the terminal / Shipping Line to refund 1,964 USD within 2 weeks  
“We appreciate NSC” ... Complainant

The Nigerian Shippers' Council has resolved a dispute between Maersk Nigeria / APM Terminals and Naija Global Logistics Limited on short shipment and refund on amended Verified Gross Mass, (VGM) on export containers.

Addressing the parties, the head, Complaints Unit, Dr. Bashir Ambi said on behalf of Akutah, Pius Ukeyima, MON, Esq, FCILT, Ph.D, we welcome you all to the Council. “We are assuring all parties of fair, prompt & satisfactory resolution”.

He further added that “in conformity with the ongoing succession exercise in the Council, we request Yahaya Abdullahi Wachiko, (Operations Officer) to chair the meeting.

Wachiko, however requested the case handler, Ijeoma Ugwu (Principal Operations Officer) to give an

overview of the complaint. Ugwu, said the case involves two export bookings of Wheat Bran with Maersk Bills of Lading number: 21174464 and 213033404 and each booking had 10x40FT containers. All containers were planned for Maersk Ganges but 6 containers were short-shipped and planned on another vessel at the cost of

1,964 USD being the Spot Booking Amendment Fee.

The meeting was further informed that 6x40ft containers were short-shipped due to non-update of VGM figures on AMPT Termview, as a result, an invoice was manually generated for the consignee to make payment. The Complainant on the other hand insisted that the VGM was populated on the Termview prior to the gate-in of the 20 containers. Ugwu added that as a result, the Complainant was issued another invoice of 1,964 dollars by the carrier Maersk Nigeria because the 6 containers were rolled over to another vessel. This development prompted the Complainant to seek the intervention of the Council to intervene on the matter for refund of the sum of 1,964 USD paid to Maersk.

Responding to the briefing by the case handler, Mr. Kalu Mba of Naija Logistics explained further that "until VGM is updated on the Termview, containers would not be allowed to gate-in to the Terminal. We paid terminal handling charges, it would not have been possible if we did not update VGM as claimed by the Service Provider".

The Chairman of the meeting asked the Service Providers, Maersk and APMT to respond to the allegation.

APM Terminals was represented at the meeting by Mr. Temitope Olatode and Barr. Lizzy Okah, while Maersk Nigeria was represented by Barr. Jane Iheaturu and Mr. Marcus Lawrence. Olatode explained that the case was attended to some years back but was not resolved, "I have been in communication with Mr. Kingsley of Naija Logistics on this matter and we expected them to approach APMT for a meeting if they were not satisfied with what was previously discussed regarding this case".

Also responding, Iheaturu said that "We do not wish to see our customers go through this kind of experience because this is not the service we promised them. The customer has grievances and it is possible they have not done business with us for a long time and this is not what we want".

The Service Providers however, requested for more time to engage with their Management for resolution, but Dr Ambi requested for the Chairman's

permission to respond. He stated that Maersk Nigeria should know that it is not a taboo for Complainants to come to the Council for redress. Also, it is not every complaint we entertain, we critically study the merits of every complaints in line with global standard on Shipping/Maritime Disputes by applying Standard Operating Procedures in the Industry, through Alternative Dispute Resolution (ADR). He insisted the case has to be resolved immediately because it has lingered for too long. "We will give you time to meet briefly with APMT and revert" he said.

After a brief sideline meeting between APMT and Maersk, they agreed to refund the complainant, Naija Global Logistics the sum of 1,964 USD paid as Spot Booking Amendment.

Dr. Ambi appreciates the Service Providers for admitting the service failure and bringing the case to a close. Naija Global Logistics on their part appreciated the Council extensively for the unbiased approach and expertise towards the amicable resolution of the matter.

At the end of the meeting, the chairman read the following resolutions as

agreed by all parties, that:

(1) The Council appreciates the cooperation of Maersk and APMT towards resolving the complaint.

(2) Naija Global Logistics Limited should with immediate effect provide the invoices and payment receipts of 1,964 USD to Maersk for refund within 24hrs.

(3) Maersk and APMT to refund the sum of 1,964 USD within two weeks and forward evidence of payment to Nigerian Shippers' Council.

(4) The Service Providers were urged to be prompt in their feedback mechanism to their customers.

(5) Parties were advised to continue their business relationship.

Maersk Nigeria Limited, APM Terminals and Naija Global Logistics Limited were grateful for NSC's intervention.

## MISSING SUV KEY: NSC ASKS TERMINAL TO PAY REPLACEMENT VALUE

... "We agree to pay..." Terminal

The Nigerian Shippers' Council (NSC) recently intervened in a case of a missing SUV key, brought by Star Warehousing and Shipping Limited against Five Star Logistics Terminal, Apapa, Lagos.

Addressing the mediation meeting, the Head, Complaints Unit, Dr. Bashir Ambi Mohammed, speaking on behalf of the Executive Secretary/CEO, Akutah Pius Ukeyima, Esq., MON, FCILT, Ph.D., welcomed all parties to the meeting. He informed them of the rules of engagement in line with the Alternative Dispute Resolution (ADR) and, consistent with the succession plan within the Council, requested Mr. Vincent Nkwocha, Senior Operations Officer, to preside over the meeting. Mr. Vincent then asked the case handler, Jessica Jonathan, to provide an overview of the complaint.

Jessica summarized the complaint, quoting the Claimant: "I was shocked on the date the Vehicle was supposed to be delivered because the Shipper and Carrier, Sallum Lines, confirmed that the Vehicle, a 2016 Honda Pilot, was loaded on Glovis Sivius as 'Run and Drive'. However, the terminal claimed the Vehicle arrived without a key, but later handed the key to our Clearing Agent."

She further quoted the claimant: "Although the key was empty because the sensor was missing, we had to tow the Vehicle from the terminal, and we notified them."

She added, quoting the claimant: "We bought a new key sensor at the sum of ₦120,000, and ₦50,000 was paid for programming."

Five Star Logistics Ltd. was represented at the meeting by their Claims Officers, Mr. Chidi Ngadi and Atuma Ifeanyi Charles.

Responding, the terminal explained that the key was initially not located because it had a VIP number. They stated that after receiving a formal complaint from Star Warehousing (the complainant) regarding the key, they later found it and asked him to sign and withdraw the complaint the same day.

After a thorough review of all the available shipping documents presented by both parties, in addition to their presentations, it was observed that there was a misalignment between the date the claim was filed and the date of withdrawal.

Based on this, the meeting was adjourned to enable Five Star Logistics get additional documents from the

carrier, Sallum, to confirm the condition of the Vehicle from the Port of loading, including the Dock receipt."

At the resumed meeting, the representative of Five Star Logistics said, "The carrier could not provide the documents after several requests. Sallum is our principal, so we had to take responsibility because we deal directly with the customer. Our Management requested that we reach out to the customer and make an offer regarding the cost of purchase and programming of the missing key sensor because we wish to continue our business relationship with Star Warehousing and Shipping (Complainant). We will pay the replacement value."

The Complainant affirmed the statement of Five Star Logistics. Their representative said, "The consignee received an offer from Five Star Logistics via email, offering to pay ₦120,000 against ₦170,000. The consignee accepted the offer, and we are awaiting payment. We appreciate the Council's intervention."

However, they also appreciated Five Star Logistics for improving their

services, noting that there are minimal complaints received against the company.

After a critical review of all the submitted documents and in line with the Alternative Dispute Resolution (ADR) principles, the tripartite meeting reached the following resolutions:

1. The Nigerian Shippers' Council appreciates both parties for their understanding in resolving the complaint.
2. Payment for the cost of purchase and programming of the missing sensor should be made within three days, and a copy of the receipt should be sent to the Council.
3. Both parties are advised to maintain their business relationship.
4. The Complainant was advised to register with the Nigerian Shippers' Council.

# UNRULY BEHAVIOR: SHIPPERS' COUNCIL SUSPENDS AGENCY FOR 1-Year.

## .... Agency barred from interfacing with the Liner, placed on watch-list

In a decisive move to sanitize the Freight Forwarding Industry and curb unprofessional conduct, the Nigerian Shippers' Council (NSC) through its Complaints Unit has suspended **Old Reliable Agency Ltd**, from interfacing with PIL Shipping Company for a period of 1 - year, the action follows a violent incident involving a representative of the agency, which occurred at PIL's Headquarters in Apapa, Lagos.

The Head of Complaints Unit, Dr. Bashir Ambi, acting on behalf of the Executive Secretary/CEO, Akutah Pius Ukeyima, MON, Esq, FCILT, Ph.D, welcomed both parties to a mediation meeting and reaffirmed NSC's commitment to upholding fairness through its Alternative Dispute Resolution (ADR) framework.

As part of the ongoing succession efforts within the Council, Dr. Ambi delegated the mediation session to Barr. Musa Mohammed (Senior Legal Officer) who chaired the proceedings. The Summary of the Complaint:

The Complaint originated from a formal letter submitted by Mr. Dhanesh Nair, General Manager

(Commercial) of PIL Shipping Company. According to the Letter, on the 11th February, 2025 Mr Gabriel - an agent of Old Reliable and Logistics Services representing Classic Diamond (Consignee) visited their office to process cargo release. During the interaction, he was notified of a pending payment at PIL's Onne Office and advised that an invoice was being prepared.

Despite this, the agent reportedly became aggressive and broke a glass door at the company's premises. Though he later pleaded for leniency, PIL deemed the behaviour unacceptable, citing concerns for staff safety and decorum.

In response, PIL initially imposed a permanent business ban on both the agent and consignee and formally requested NSC to enforce a permanent ban on the agency.

NSC's Observations and History of Non-Compliance The Council expressed disappointment upon discovering that Old Reliable Agency Ltd had previously been reported by another shipping company (Hull Blyth/Arkas Line) over container related disputes and payment

defaults. That case had similarly led to shipment blockage and required Council intervention for resolution. Given the recurrence, NSC expressed serious concern over the agency's pattern of misconduct.

### Council Resolutions:

After a thorough review of submitted documents, party statements, and corroborating evidence, the Council resolved the matter as follows

- 1) NSC strongly condemns the unethical and violent behaviour of the agent which it considers as unprofessional and unacceptable in the industry
- 2) Old Reliable Agency Ltd has been officially placed on a Watch-list. Any future violations, will lead to license revocation and blacklisting.
- 3) The Agency is suspended from all dealings with PIL Shipping Company for a 12 month period.
- 4) While NSC understands PIL's request for a permanent ban, it will not enforce such, in favour of encouraging Trade facilitation and Industry reform.
- 5) PIL and other stakeholders are advised to improve their Customer Service and communication practices.
- 6) The Consignee, Classic

Diamond, must appoint a new licensed agent to complete cargo clearance. All demurrage cost incurred will be borne by the Consignee.

7) PIL must allow the Consignee 48hrs to appoint a new agent and take delivery of the Shipment.

8) Old Reliable Agency must submit an official apology to NSC and PIL, expressing regret and affirming compliance with Industry standards.

9) Non-Compliance with these resolutions will lead to the agency being blacklisted through the Nigeria Customs Service.

10) NSC encourages PIL Shipping Company and the Consignee to continue their commercial relationship, under Agency representation.

In conclusion, the NSC reaffirms its dedication to promoting a disciplined and accountable Maritime Industry. It calls on all Industry players to uphold the professionalism and abide by established protocols.

The parties involved expressed gratitude for Council's timely intervention and resolutions.

### Continues from page 1

Responding, Mr. Bhagu Nasnani, the Managing Director of Primlaks Nigeria, who also acts as the clearing agent for Reliance Global Dubai, UAE, said, "We were directed to approach the Shippers' Council for assistance. Our Company, Reliance Global's 20X20FT containers filled with industrial chemicals for mattress production, were auctioned by Nigerian Customs.

Consequently, the Shipping Company, Mediterranean Shipping Company (MSC) Korea, has placed a worldwide ban on Reliance Global Dubai's shipments. The Company is unable to conduct business until the demurrage on the auctioned containers is paid. We are requesting a

copy of the circular regarding the forfeiture of liability by the Shipping Company on auctioned containers."

Dr. Ambi asked the complainants, "What was the Actual Time of Arrival (ATA) of the boxes? Why were the boxes abandoned at the port? Was your Company (the importer) not given the privilege of first contact before the boxes were auctioned? Who was your agent?"

Mr. Haresh Jagtani of Reliance Global Dubai responded, "The shipments arrived in October 2023, and the Consignee has not fulfilled their financial obligations to the shipper, Reliance Global Dubai. Therefore, we are still in possession of the bills of lading even though the containers were auctioned, and we (Reliance Global) did not receive any

notification."

Reliance Global seeks the Nigerian Shippers' Council's intervention, stated Mr. Haresh. "Our request is to obtain a circular that justifies the forfeiture of liabilities (demurrage) by the Shipping Company to present to MSC Korea Office. We have already lost our goods and need to settle our bank despite the loss." He further added, "We are traders and wish to maintain our business relationship with MSC, so this is not a formal complaint against MSC."

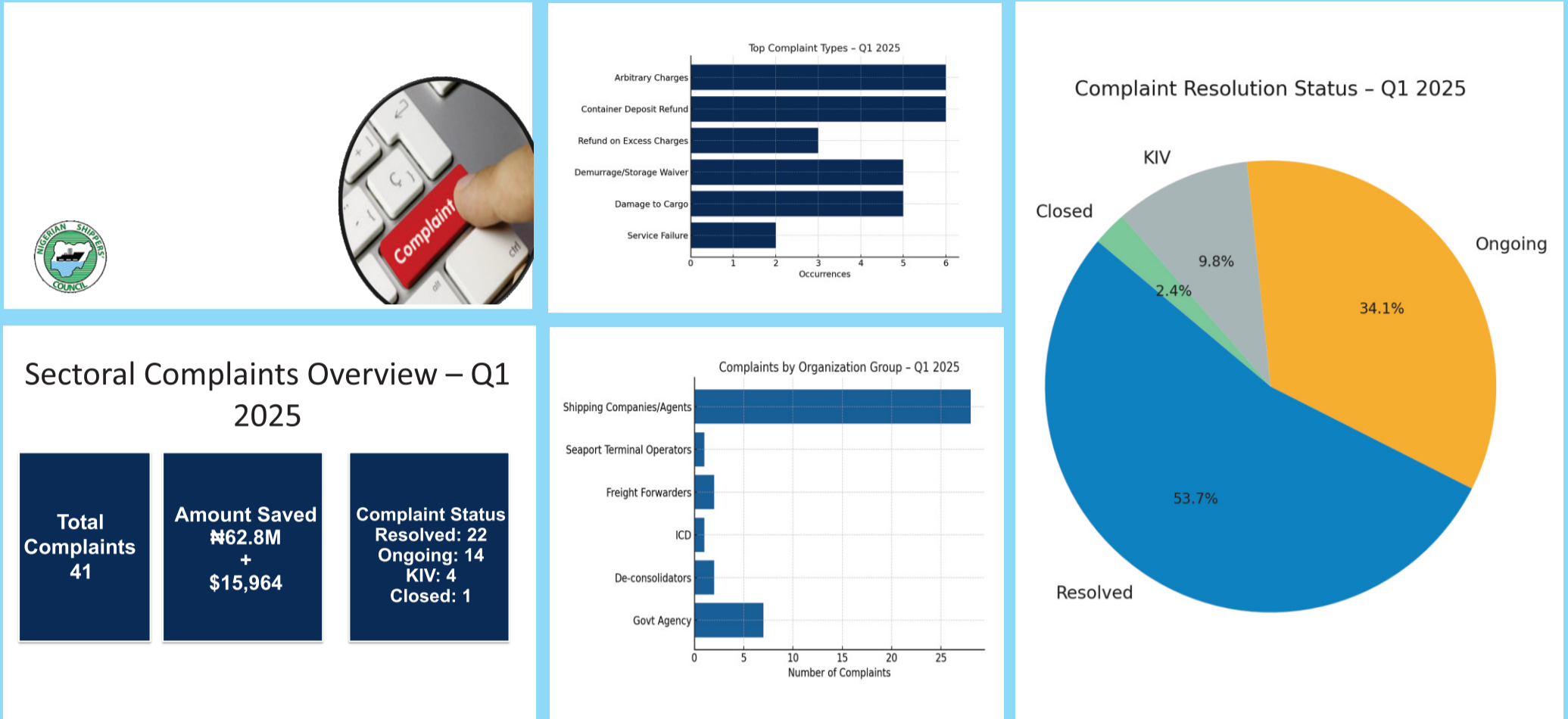
Dr. Ambi asked, "We hope the containers were not intentionally abandoned to circumvent duty payments and deny the Service Providers their legitimate dues? Customs Auction is statutory, and the allottee will pay 25% each to both the

Shipping Company and the Terminal for accrued demurrage and storage."

After thorough deliberations, the meeting confirmed the following, that:

1. The Nigeria Customs Service auction is statutory.
2. The NSC has already engaged all the necessary parties in this complaint
3. The complainant is advised to tow in line with what the law stipulates
4. The complainant is strictly advised to operate within the ambit of the law in carrying out their business activities in the industry.

# Q1 2025 SECTORAL DATA FOR COMPLAINTS HANDLED



## NSC MEDIATES IN CONTAINER TRANSFER DISPUTE BETWEEN SONIK JAPAN AND HAPAG-LLOYD SHIPPING COMPANY

▪ **CARRIER CITES VESSEL OPERATIONAL CHALLENGE;**  
 ▪ **...OFFERS 100% DEMURRAGE WAIVER**

The Nigerian Shippers' Council recently intervened on a complaint filed by Sonik Japan Nigeria Ltd. against Hapag Lloyd Shipping Company regarding the transfer of containers to a different terminal.

Addressing the mediation meeting, the Head, Complaints Unit, Dr. Bashir Ambi, stated, "On behalf of Akutah Pius Ukeyima, MON, Esq, FCILT, Ph.D., the Executive Secretary/CEO, we welcome all parties to the mediation. In compliance with Alternative Dispute Resolution (ADR) principles, we assure you of a fair intervention."

He further informed the meeting that "in line with the ongoing succession exercises at the Council, we request Oluwatoyin Ojo, an Operations Officer, to preside over the meeting." Mrs. Ojo requested the case handler, Mr. Kevin Obewu, to summarize the complaint.

Mr. Obewu informed the meeting that "the NSC received a complaint from Sonik Japan Nigeria Ltd. regarding a Breach of Contract by Hapag-Lloyd Nigeria Shipping Limited concerning Bill of Lading (BL) No: HLCUSZX2408DBMS6. They alleged the transfer of

2X40FT containers out of the three (3) on BL No: HLCUSZX2408DBMS6 to another destination without their consent. Sonik Japan added that their 3 X 4 0 F T c o n t a i n e r s - HLXU8408217, TRHU4762723, and UACU5543040, under the subject BL, arrived at Apapa Port (APMT) on October 23, 2024. Of these, container No. UACU5543040 was dropped at APMT, while the other two containers were transferred to AGL Ijaniki Terminal. They claimed that they became aware of the transfer when the Shipping Company's releasing officer informed the Complainant's Agent that the two containers had been transferred to AGL Ijaniki Terminal on November 13th and 14th, 2024."

Sonik Japan informed the meeting that they repeatedly requested the carrier to cover the expenses to transfer the said containers back

to APM Terminals, as the Pre-Arrival Assessment Report (PAAR) issued along with the BL is inseparable, but their appeal was not granted. Additionally, they claimed to have paid substantial terminal charges just to secure the 1X40FT container at APMT.

The meeting was attended by the representative of Hapag Lloyd Nigeria Shipping Limited (Mrs. Folakemi Waleola, Manager Customer Service) and Sonik Japan Nigeria Limited was represented by Mrs. Ebele G. Elenwalie and Mr. Iro Igwe.

The Chairperson asked the Complainant if the submission was correct, and Mrs. Ebele confirmed it was. She also requested Mrs. Waleola of Hapag Lloyd to respond to the allegations.

Responding to the submission,

Continues on page 9



# NIGERIAN SHIPPERS' COUNCIL VISITS TIN CAN ISLAND CONTAINER TERMINAL

**... Discussed effective collaboration for value addition to the industry**

On Wednesday, 23rd April 2025, the Complaints Handlers from the Nigerian Shippers' Council paid an impromptu visit to the Management of Tin Can Island Container Terminal (TICT), where the need for effective collaboration, particularly on Complaints, adhering to resolutions, sensitizing the stakeholders, etc., was joyfully addressed.

Receiving the Complaints Team at the terminal's Corporate Headquarters, the Head of Customer Care Services, Oyindamola Kundayo, in the company of other senior Customer Care Staff,

Dotun Akinbosun, Antonia Richard, Merit Eshame, and Folusho Adeeso, welcomed the Team's Complaints from the Council.

Earlier, in his brief address, the Head, Complaints Unit, Dr. Bashir Ambi Mohammed appreciate the terminal for complying with the resolutions reached whenever tripartite meetings are held. "We look forward to more robust collaboration, particularly on the aspects of addressing stakeholders' complaints. Although Complaints are inevitable, our joy is to have fewer complaints against the Service Providers for Trade Facilitation and Ease of Doing Business in the Country.

" The Service Providers can equally report any erring consumer of the service for sanction, if proven."

Dr. Ambi further stated that " We want to confirm receipt of your nominees to

be profiled by the NSC on the Port Service Support Portal (PSSP), an online Complaints Platform for resolving stakeholders' grievances in the industry. In PSSP, all stakeholders will be profiled for transparency and prompt resolution of Complaints. "

The meeting further discussed how stakeholders would be sensitized on what is expected from a professional importer/exporter and the need to distance themselves from accruing demurrage and storage intentionally.

Both the Nigerian Shippers' Council and the TICT have agreed to keep the flag high.



Continues from page 8

the representative of Hapag Lloyd Nigeria Shipping Limited, Mrs. Folakemi Waleola, stated that the subject shipment had one (1) unit discharged at APMT and two (2) units transferred to AGL. She informed the meeting that the Vessel LILA Canada, Voyage 2441W, with an Actual Time of Arrival (ATA) of 10/26/2024, experienced some operational challenges while at berth. Some containers had been discharged, and some were still on the vessel. While this unfortunate and unexpected challenge was ongoing, we (Hapag Lloyd) immediately issued arrival handling notices to all affected customers while doing our best to manage the situation.

The operational challenge was resolved while the vessel was at Tin Can Island Port and able to discharge the remaining containers. All the Apapa bills of lading on board were arranged for transfer to AGL Ijaniki Terminal by the Shipping Company.

Following Customs Command procedure, Hapag Lloyd notified the new Apapa Command of the operational challenge and also

prepared all documentation required to give customers easy access to the containers in Apapa. Some customers had multiple units on the vessel, and some units were dropped at APMT, while other affected containers were transferred to AGL. The subject BL is one such customer; a split electronic Bill of Lading (eBL) HLCUSZX2408DBMS6 was issued with the understanding of the command to enable efficient cargo clearance.

In addition, Mrs. Waleola said that a representative of Sonik Japan contacted Hapag-Lloyd's local office on April 2, 2025, regarding BL HLCUSZX2408DBMS6. We held a meeting with the customer in our office, and we explained the attached advisory and guide on customer action. It was at this point the customer stated that they did not receive any arrival notification concerning the handling of the shipment on their official registered email.

The Case handler later pointed out that the Consignee contact information shared by the Shipper for the shipment with short code SONIKJ1 is INFO

@THONGYANG.COM; +234 01 4192517, while the contact information on the BL is gmoer2003@yahoo.com.

After extensive deliberations and review of available documents, the meeting adopted the following resolutions that:

- (1) The Nigerian Shippers' Council (NSC) established that there was an operational challenge with the inbound vessel LILA CANADA VOY 2441W, which necessitated the stemming of two (2) containers to AGL Ijaniki Terminal.
- (2) The NSC appreciates the effort of the carrier for securing the cargo stemming within the Apapa Customs Command and covering the transfer charges.
- (3) The NSC affirmed that there was a communication breakdown between Sonik Japan and Hapag-Lloyd Nigeria Ltd.
- (4) Sonik Japan should send an email to Hapag-Lloyd requesting the eSBL and provide a valid email address for subsequent communication with Hapag-

Lloyd Nigeria Shipping Ltd.

(5) The NSC affirmed that the total accrued demurrage on the container rated until March 19th, 2025, is N6,535,150.

(6) For the sake of trade facilitation and the existing business relationship between the parties, Hapag Lloyd should consider a reasonable waiver on the accrued demurrage for Sonik Japan.

(7) The Representative of Hapag Lloyd, Mrs. Folakemi Waleola, should revert to the Council on the issue of the waiver on or before March 14th, 2025.

(8) Hapag-Lloyd should also engage the terminal AGL Ijaniki Terminal for possible consideration of the accrued storage charges.

(9) Parties are expected to maintain their harmonious working relationship.

Both parties expressed gratitude for the NSC's intervention.

## INTERVIEW

# NIGERIAN SHIPPERS' COUNCIL, MARITIME POLICE RESCUES MY CONTAINER FROM THEFT

**“...Documents forged, culprits arrested, NSC's early intervention crucial” .....Complainant**

In an effort to sanitize the Nigerian Port Industry and discourage incessant document forgery by dubious individuals which has overtime led to myriads of complaints on auction container theft, the Nigerian Shippers' Council (NSC) in collaboration with the Nigeria Police Force (NPF), Maritime Command recently assisted a Stakeholder to recover a container that was about to be stolen at the port.

In this interview, the complainant (victim) explained what transpired and the crucial role NSC and the NPF Maritime Command played to address the issue, the need to put measures in place to forestall reoccurrence, and create awareness for unsuspecting allottees in future auction exercises.

*Excerpt:*

*Good afternoon Sir, please, can you introduce yourself?*

**Complainant:** Good afternoon. My name is Nkem Njoku.

*Nice to meet you, Mr. Njoku. Which organization do you represent?*

**Complainant:** I'm with City Track Technologies.

*What brings you to the Nigerian Shippers' Council today, February 25, 2025?*

**Complainant:** I visited APM Terminal yesterday, February 24, to load my container, but upon arrival, I was informed that the Nigerian Shippers' Council had blocked the container. I'm here today to find out why and how we can resolve the issue.

*What is the nature of the container?*

**Complainant:** It's a 40-foot auctioned container carrying used clothes.

*Can you tell us why the container was blocked?*

**Complainant:** Sure. The issue started with an error in the original auction documents. The Customs paperwork mistakenly listed the port where the container is domiciled as Kirikiri Lighter Terminal (KLT) instead of Apapa Port. To correct the mistake, I sent a letter to Customs through one of our contacts, trusting that he would handle it appropriately. Unfortunately, he altered the letter before submitting it.

When I realized the error, I sent the correct details via WhatsApp and later forwarded a soft copy of the original document to Apapa. We waited for the clearance process to

begin, but when we followed up, we were told that the officer in charge was not available. Eventually, when we returned to make the necessary statutory payments, we were shocked to discover that someone else had already paid for the container.

*What steps did you take next?*

**Complainant:** We were completely caught off guard. Normally, our company handles our containers, so it was very strange. We immediately reported the matter to the Port CID and requested that the container be blocked at APM Terminal. We wanted to prevent anyone from accessing it until we understand what happened.

We also reported the case to the Maritime Police. They issued a letter to block the container as well. During the Port Police Criminal Investigation Department (CID) investigation, they recovered the original documents and questioned the person who presented them. He claimed someone else sold it to him, but he gave three different names, none of which were traceable.

The Commissioner of Police then advised us to find the actual person behind the transaction. After some investigation, we located him—his name is James Johnson. He admitted to selling the documents and, as a resolution, agreed to provide us with another container in exchange.

*Would you say that coming to the Nigerian Shippers' Council was helpful?*

**Complainant:** Absolutely. This experience showed me just how effective the Nigerian Shippers' Council can be. At first, the Port CID was not handling the matter properly, which led us to take it to the Maritime Police. They reassured us that the Nigerian Shippers' Council

was already involved, which gave us some confidence.

By the time we reached APM Terminal, we mentioned that NSC had blocked the container, and honestly, we were impressed by how quickly things progressed after that. I really appreciate the transparency and efficiency the Council demonstrated. I also noted that the Maritime Police conducted their own investigation, and their findings were consistent with what the NSC discovered. That level of coordination was impressive.

*What advice would you give to others who might find themselves in a similar situation?*

**Complainant:** My advice is simple - if you are facing a dispute like this, involve the Nigerian Shippers' Council as early as possible. The Police can be of help, but NSC has the authority and systems to step in and resolve matters promptly.

If anyone encounters a similar issue, they should report it to NSC immediately. And if the initial resolution is not satisfactory, they can request a further review to ensure the matter is resolved fairly.

*Are you satisfied with the resolutions so far?*

**Complainant:** Yes, I am.

*When do you plan to clear your cargo?*

**Complainant:** As soon as the clearance process is completed at the APM Terminal.

*Could you please confirm your name once again?*

**Complainant:** Nkem Njoku.

*Thank you for your time, Mr. Njoku. We wish you the best in all your endeavors.*



**Mr. Nkem Njoku**

# COMPLAINTS HANDLING: STAKEHOLDERS APPRECIATE THE COUNCIL



Your faithfully,

RAHEEM MORUF  
FOR: MOLHADEEN  
INTERNATIONAL NIGERIA  
LIMITED

## LETTER OF APPRECIATION AND COMMENDATION

“We the Management of Emak Concept Ltd, with hearts full of gratitude and appreciation, do profoundly write to express our gratitude for the diligence and hard work of your entire Management and Staff on your intervention to compel Port & Cargo Handling Services Ltd to refund the money we paid to them for an auction container which they did not deliver, for which they rebuffed all our effort to retrieve the money, but you did that for us.

We therefore commend your effort and pray that God gives you the grace and strength to do more.”

Yours Faithfully,  
ELDER UGOCHUKWU NNADI  
FOR: EMAK CONCEPT LTD.

## LETTER OF APPRECIATION FOR YOUR INTERVENTION ON OUR SHIPMENT WITH MAERSK NIGERIA LIMITED.

“We write to extend our heartfelt appreciation for your intervention in resolving issues concerning our shipment with Maersk Nigeria Limited, specifically regarding the following Bill(s) of Lading:

- 1KT956301: Ten (10) containers split into three Bills of Lading (1KT956301, 237381118, 23690042)
- 1KT965834: Ten (10) containers split into Three Bills of Lading.

Your unwavering support and dedication to your mandate of protecting and promoting the interests of Nigerian Shippers have once again proven invaluable. Your timely assistance and proactive measures ensured the resolution of the challenges we faced.

We are pleased to inform you that as a result of your intervention, Maersk Nigeria Limited has made a payment of \$14,585.00 on the 15<sup>th</sup> of January, 2025. This resolution has brought significant relief to our operations, and we deeply appreciate your commitment to addressing our concerns.

Your efforts reinforce the critical role of the Nigerian Shippers' Council in fostering a conducive environment for trade and logistics. We remain grateful for your continued support and look forward to further collaboration in the future.

Once again, thank you for your exemplary service.”

Yours Faithfully,

Dr. Jamilu Mohammed Goma  
For: JMGoma International Limited.

## APPRECIATION LETTER

“We, Chy-Richy Global Concepts wishes to appreciate your effort concerning our complaint made to you about the claim of missing TOYOTA VENZA, 2011 with CHASSIS NO. 4T3ZA3BB4BU048541 with B/L NO. US00380093 in Clarion Shipping West Africa Ltd which on 13<sup>th</sup> of January, 2025, a tripartite meeting was held and the resolution made was that Clarion should pay the sum of ₦3,459,123.25 on or before Friday 28<sup>th</sup>

March, 2025.

Thank you and God bless you sir for your swift intervention.”

Yours faithfully,  
FOR: CHY-RICHY GLOBAL CONCEPT.

## LETTER OF APPRECIATION

“We are writing to express our sincere gratitude for your intervention in the subject complaints against APMDC.

Sequel to your intervention, we can confirm that APMDC has reverted the initial invoice and have issued a fresh invoice based on the approved tariff of the Council. They however, highlighted the expenses they incurred in bringing out the container from the port following their issues with the Nigerian Customs and we have agreed out of our goodwill to pay a sum of One Million Naira only (₦1,000,000) just to show empathy for their loss.

The Council's dedication to resolving disputes and promoting fair trade practices is truly commendable. We are impressed by your professionalism and expertise in

handling our case.

Please, accept our sincerest appreciation for your help and support. We look forward to continual cooperation with the Nigerian Shippers' Council and benefiting from your services.

Be assured of our warmest regards.”

## MARITIME GADGETS/ EQUIPMENT

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

MARINE CAPSTAN	MARINE WINCH	CRANE	STEERING GEAR
SHARK JAW	MOORING ROPES		BOLLARD
CHAIN CHASER	FAIRLEADS		TOWERS
AZIMUTH THRUSTERS	TUNNEL THRUSTER		WARPING ROLLER
OIL SEPERATOR	MARINE INCINERATOR		LADDERS
FOAM FENDER	FOAM PROPORTIONER		COVERS
NAVIGATOR	MARINE CALORIFIER		ALARMS
SCREW	GATE VALVE		BOILER
CABLE SEAL	SHACKLES		JET PUMP
CHAIN LOADBINDERS	LIFTING HOOKS		BOLT SEAL
AXIAL FAN	MUSHROOM VENTILATORS		BUOY
			FLOATER
			DAMPER

Designed by Vincent Nkwocha

**LETTER OF APPRECIATION**

"We the Company, Itumate Integrated Services (Consignee) wish to thank you for all your efforts which leads to a successful refund of our container deposit with CMA CGM Shipping with reference IDs

- RFC 15117 B/L NO: OKA0230539
- RFC 5415 B/L NO: OKA0231859
- RFC 5411 B/L NO: OKA0231579
- RFC 10516 B/L NO: OKA0232758

The above-named Bill(s) of Lading with container deposits totaling ₦714,279.49 (Seven Hundred and Fourteen Thousand Two Hundred and Seventy-Nine Naira Forty-Nine Kobo) was refunded to our agent, Old Reliable and Logistics Services Ltd on the 19<sup>th</sup> of September, 2024.

We sincerely appreciate your efforts towards a peaceful resolution of the problems we faced and also apologize for the delay in conveying this message earlier to your good office due to circumstances beyond our control.

Thanks for your usual cooperation."

Yours Faithfully,

ONWUMELU OBINNA

FOR: ITUMATE INTERGRATED SERVICES LTD.

**LETTER OF APPRECIATION**

"On behalf of the Management of Five Star Logistics Limited, we wish to express our heartfelt gratitude for your swift intervention in resolving a case of Nigerian Customs Service auction sale of one used unpacked 2010 Ford van with chassis no: A53067, Bill of Lading No: US00655200 brought to Nigerian Shippers' Council for Conciliation/Arbitration by Messrs Akabogu & Associates against Messrs Five Star Logistics Limited.

We must commend the Council's unbiased judgement in resolving the matter"

Best regards,

ANSON A. CHIBOGU ESQ

Claims Manager

**LETTER OF APPRECIATION ON HONDA PILOT 2016 MODEL STOLEN KEYS SENSOR.**

"I sincerely thank the Executive Secretary/CEO and members of Staff of Nigerian Shippers' Council for their efforts in settling disputes between importers and terminal operators in Nigeria.

I appreciate your help in resolving this matter speedily".

Yours Sincerely,

ONUCHUKWU EMMANUEL CHUKS

**LETTER OF APPRECIATION**

"We write to express our profound gratitude to the Nigerian Shippers' Council, especially the Complaints Unit Team that exhibited maturity and professionalism in handling our complaint against non-payment of refund of excess demurrage charges paid to Ports and Cargo Handling Services Limited.

Over the years, their delay and stringent requirements for payment of refund on excess demurrage charges often leads to denial of payment. Some of their counterparts only need online application with bill of lading number, consignee name and bank account number and they pay the refund within a short period of time.

We could no longer watch our clients (importers) lose their money in this way, that was why we ran to you NSC and you proved your competence. We hope that henceforth they will redeem their image by paying the ones they have not paid and the subsequent ones within a shorter period of time as we are still continuously doing business with them.

We are pleased to inform you that the information we gathered from Ports and Cargo Handling Services Ltd. is that they have transferred a total of ₦4,553,984 to 8 of our clients from 7/2/25.

Thank you for being transparent in professionalism"

Yours faithfully,

MR. EMMANUEL IDIGO

FOR: EAGLESIGHT LIMITED.

**ARBITRARY CHARGES: LETTER OF APPRECIATION**

"We write to sincerely thank you for your professional handling and resolution of our complaint against Maersk Nigeria Limited and APM Terminals for charging arbitrary spot amendment

charges on our export shipments in 2021. As resolved, Maersk has refunded the sum of \$1,641.00 wrongly charged.

Your support to us as regulator of the Shipping and Port Industry in Nigeria is highly commendable and appreciated.

Kindly accept our warmest regards to your high office"

Yours faithfully,

KALUMBA (CEO)

FOR: NAIJA GLOBAL LOGISTICS LIMITED.

**LETTER OF APPRECIATION**

"I want to use this opportunity to appreciate the Executive Secretary/CEO, Nigeria Shippers' Council for using your good office to recover my container that was already taken away from me and the container no: MSKU8585221, and also appreciating you for using your office to create relationships between all the Maritime Sectors.

Thank you all for your good work"

Yours faithfully,

MR. IFEANYI (Director)

FOR: BRIGHTER BUILDING NIG. LTD

**LETTER OF APPRECIATION**

"I am writing this to express my sincere appreciation towards your contribution and commitment on the release of my job B/L no: 248479833, Container no: MRKU6573641 at Maersk Nigeria Ltd.

Once again, thank you for every effort that was put to order to make sure that the container was released by MARITIME POLICE HEADQUARTERS (KAMSELEM HOUSE), and has been released from hold at APMT APAPA PORT"

Best Regards,

MR. CHUKWUEMEKA AKUBUEZE

FOR: TURQUOPA NIGERIA ENTERPRISES

**LETTER OF APPRECIATION**

"We, at CT TRACK hereby write to express our heartfelt appreciation for your quick response to provide a positive resolution to our auction container TCKU7800868 that was about to be stolen away from us by a total stranger who paraded himself as our Staff to claim the container on our behalf.

We also want to use this opportunity to say thank you to your team of experienced staff for their brilliant efforts to put hold on the container at the APM Terminals which helped the Police unravel this criminal act and released the

document to us to take delivery of our container at terminal.

We thank you again for your excellent work and your added value to the Maritime Industry"

Yours faithfully,

NKEMNJOKU

FOR: CT TRACK

**LETTER OF APPRECIATION**

"We, at ROYAL CREST DYNAMICS, want to express our heartfelt appreciation for your invaluable intervention during the release of our container which made a significant difference.

Container no: MRKU4649500 (1X40ft) STC Auto spare parts.

Thank you for your assistance, which had positive influence in the course of the release of the container, we really appreciate"

Yours faithfully,

EZEKIEL ONYEBUCHI (Manager)

FOR: ROYAL CREST DYNAMICS

**LETTER OF APPRECIATION**

"I write to express my appreciation on the way the Nigerian Shippers' Council intervened in the release of Container nos, MRKU8664648, MRKU8135290, MSKU5127570, MRKU8175673, SUDU1621526, MRKU6835401, MRKU9224999, TEMU1364492, that were blocked by the Nigerian Maritime Police Command at APM Terminals Apapa.

I am very proud of you and wish you can do more because the Sector is in ruins.

Finally, I thank you so much and hope to work with you more in the future"

Yours faithfully,

FOR: JOMA EXPRESS COMPANY LIMITED

UKAMAKA HOPE (Agent).

**CONTAINER RECOVERY: LETTER OF APPRECIATION**

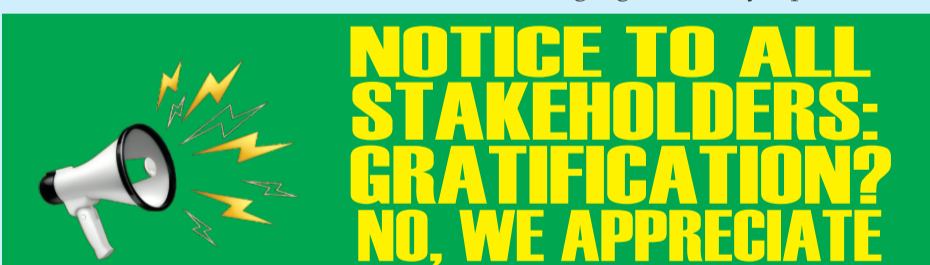
"I want to use this opportunity to appreciate the Executive Secretary/CEO, Nigeria Shippers' Council for using your good office to recover container no: MSKU5286377 that was already taken away from me.

Thank you all for your good work"

Yours faithfully,

FOR: FIRST CLASS FORWARDERS NIG. LTD

MR. IFEANYI (Director)



The 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 the 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; 07035250035, 08023021173, 07040955718, 08053030010, whatsapp - 08099858537 or email to: [complaints@shipperscouncil.gov.ng](mailto:complaints@shipperscouncil.gov.ng)



"In fairness to the Council, the proceedings were objective and fair to all parties. We appreciate the mediation from the Council as regulators."

v **MSC Nigeria**

"We at LeLook were so impressed with the professional touch exhibited by the Complaints Unit in resolving issues affecting shippers in Nigeria. They were transparent and patient with us."

v **LeLook Nigeria Ltd**