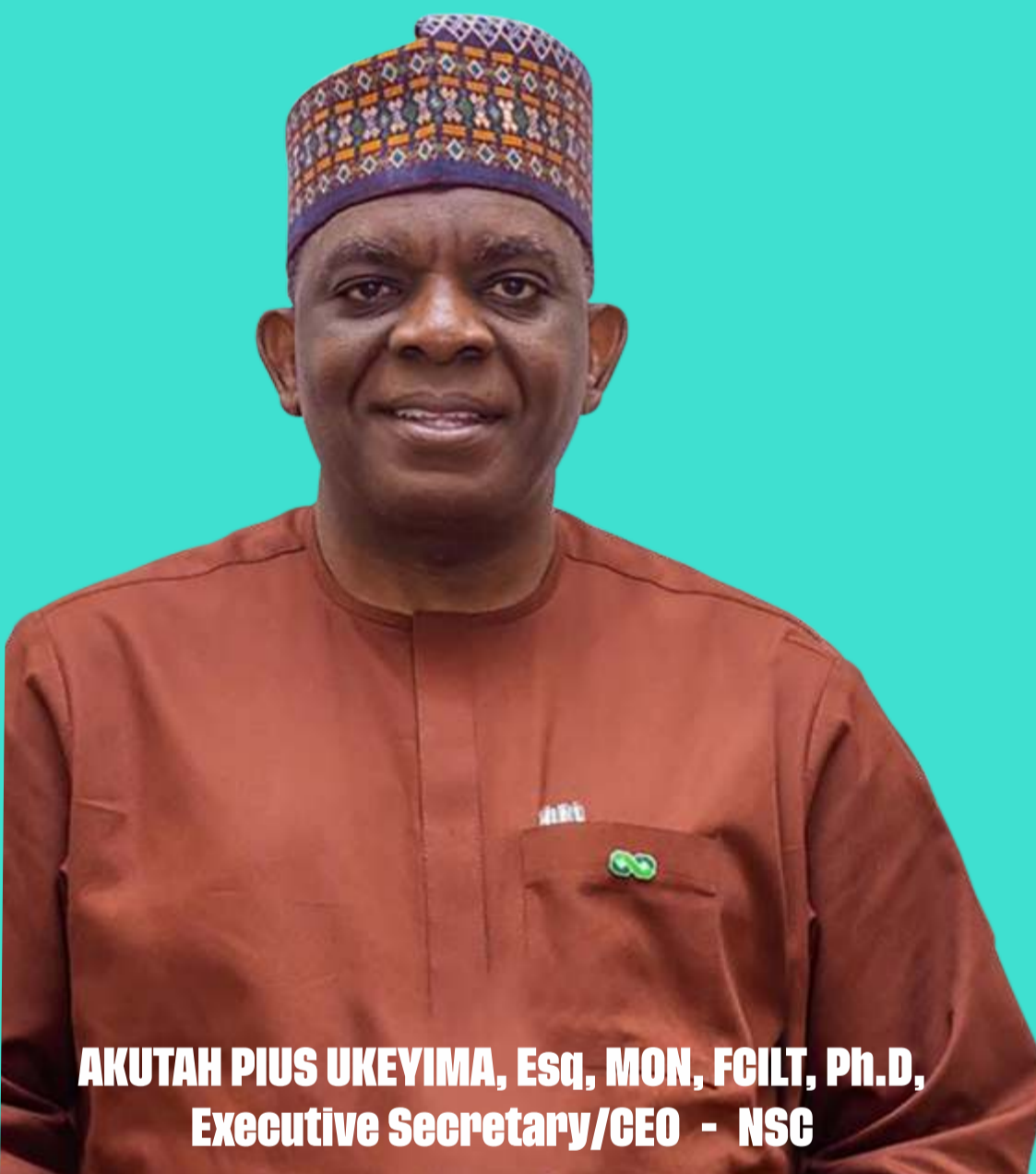




SHIPPERS' COUNCIL FACILITATES RELEASE OF 15 NEW SUVs WORTH OVER N260 MILLION FOR CAR DEALER



**AKUTAH PIUS UKEYIMA, Esq, MON, FCILT, Ph.D,
Executive Secretary/CEO - NSC**

Tuesday, April 29, 2025, the Nigerian Shippers' Council (NSC) successfully facilitated the swift release of 5X40FT containers of fifteen (15) brand-new SUVs, valued at over N269 million, for Car Loha Nigeria Limited.

The intervention followed a formal request from the Maritime Police

representatives of the Consignee, Messrs. Joseph and Abubakar of BUA Agency Ltd, at the Council's headquarters. He confirmed that the terminal had been officially notified to release the containers as directed and advised the agents to proceed for delivery of the vehicles.



Command, conveyed through a letter referenced CR:3000/MT/FHQ/ANNEX/LA/C/150, and signed by Assistant Commissioner of Police (CID), Mohammed Sani Musa, PSC, on behalf of the Assistant Inspector General of Police, Maritime. The letter requested the Executive Secretary/CEO of the Council, Pius Akutah Ukeyima, Esq, MON, FCILT, Ph.D, to facilitate release of the containers.

The five containers: ZCSU-7455399, TEMU-6283747, ZCSU-6935541, ZCSU-7388182, and TCNU-4259612, covered by Bill of Lading No. GOSUNH22072506, STC 15 new Chery SUVs, valued at N269,939,877.48.

Representing the Executive Secretary/CEO, Dr. Bashir Ambi, Head, Complaints Unit, received

Dr. Ambi also took the opportunity to caution the representatives on the importance of compliance with cargo import guidelines, urging them to avoid importing any suspicious or improperly declared items in future.

In response, representatives from BUA Agency Ltd expressed appreciation for the Council's timely and cost-free intervention. "We are grateful for your intervention at no cost," they stated.

The Nigerian Shippers' Council continues to play a crucial role in resolving port-related disputes and ensuring trade facilitation through prompt intervention that supports law abiding importers and uphold due process.

DAMAGED CARGO: NIGERIAN SHIPPERS' COUNCIL PARTICIPATES IN SURVEY OF 75,000 BAGS OF POP VALUED OVER \$250,000

... Absolves Terminal and Carrier of Liability

..."Cargo was on direct delivery; we only assisted" ...Ports and Cargo Terminal

The Nigerian Shippers' Council (NSC) participated in a joint survey of 75,000 bags of Plaster of Paris (POP), valued at over 250,000 USD, stored at the Ports & Cargo Handling Services Ltd. (PCHS) Terminal, Tin Can Island Port, Apapa, Lagos. The exercise was conducted to assess the extent of damage to the cargo.

The Council had earlier intervened on Wednesday, 25th June 2025, to resolve a key dispute involving alleged unauthorized charges. Following the Council's mediation, the consignee was absolved from paying a disputed

26,000 USD, deemed unapproved charges by the Council. The Council directed the complainant to proceed with payment of legitimate charges and take delivery of the cargo within 48 hours after the conclusion of the survey.

As part of its resolution, the Council cautioned the Shipping Line against imposing charges in US dollars within Nigeria, a practice considered inappropriate. A joint survey was carried out to determine the actual number of damaged bags and identify the party liable for compensation.

Continues on page 2



NOT FOR SALE



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SIGNIFICANCE OF INTERMODAL CONTAINER IN SHIPPING

The significance of intermodal containers in shipping is enormous and very germane to the successful carriage of containerized cargoes by Ocean-Going Vessels.

An intermodal box, usually called a shipping container, or sometimes a freight container, could easily be identified as a "container," which is a large metal crate designed and built for intermodal freight transport. These units are also used across different transport modes, like from ships to trains to trucks, without necessarily unloading and reloading cargoes.

A few of the important uses are: boxes are primarily used to store and transport goods, materials, and products efficiently and securely in the globally accepted containerized intermodal freight transport system, while smaller numbers are in regional use as well, like a boxcar. Based on size alone, up to 95% of intermodal containers comply with ISO standards and can officially be called ISO containers.

Boxes (containers) are known by many names, for instance, some may call it "cargo container", others view it as "sea container" while some sees it as "ocean container" but to some, it is a "container van or sea van", sea can or MILVAN, the truth remains, it is a container that ease, protect, secure cargoes globally from origin to destinations through shipping.

Continues from page 1

Leading the NSC delegation was Dr. Bashir Ambi, Head, Complaints Unit, accompanied by representatives of the Consignee, a Certified Surveyor, the Shipping Line's agent (Super Maritime Shipping), and the Terminal.

During the physical inspection, 24 jumbo bags were confirmed damaged, each jumbo bag contains 40 smaller bags of POP. Some were reported as loose, caked, or left exposed before it was covered with tarpaulin to mitigate further weather-related damage.

Commenting during the exercise, the Consignee's Surveyor, Mr. Ifeanyi, noted, "Some of the bags got damaged due to mishandling, but the first dispatch had no damage at all."

Dr. Bashir emphasized the importance of pre-discharge inspection by the consignee to confirm

Although there is a term called CONEX (Box), a technically incorrect carry-over usage of the name of an important predecessor of the ISO containers, similar to the much smaller steel CONEX boxes used by the U.S. Army.

A 40Ft long (12.2m) shipping container with each of its eight (8) corners has an essential corner casting for hoisting, stacking, and securing containers stacked on a large ship. Intermodal containers exist in many types and standardized sizes, although, as at the time of filing this editorial, about 90% of the boxes that are on the fleet globally are "dry freight" or "general purpose" boxes.

Units are usually constructed with closed rectangular boxes, made of rust-retardant weathering steel; almost all 8Ft (2.4m) wide, and of either 20Ft or 40Ft (6.1 or 12.2m) standard length, as defined by International Organization for Standardization (ISO) standard 668:2020. The worldwide standard heights are 8Ft 6 inches (2.6m) and 9Ft 6 inches (2.9m) – the latter are known as High Cube or Hi-Cube (HC or HQ) containers. Depending on the source, these containers may be termed TEUs (Twenty-Foot Equivalent Units), reflecting the 20Ft or 40Ft dimensions.

When was container invented? It was in the early 20th century, 40Ft intermodal containers proliferated during the 1960s and 1970s under the

terminal availability before offloading. He remarked that, "Ideally, the Consignee should have verified the status and ensured that the terminal could accommodate the cargo. Also, the shipper should have included extra jumbo bags to cover potential damage. We were informed that the Shipping Company's agent had to purchase replacement bags due to lack of its provision on board."

The Council further discovered that the cargo was under a direct delivery arrangement, meaning it was not intended to be stored at the terminal. According to Mr. Kehinde Sumonu, speaking on behalf of Ports and Cargo Handling Services, "the Consignee asked that the cargo be temporarily moved to a shaded area, and some bags were dropped within the terminal. This makes the terminal not liable, as there is documentary evidence showing it was a direct delivery cargo. We only assisted." He added that the arrangement was



Dr. Bashir Ambi

containerization innovations of the American Shipping Company, Sea Land. Like cardboard boxes and pallets, these containers are a means to consolidate cargo into larger, unitized loads that can be easily handled, shipped, stacked, and it can be packed tightly in a ship or yard.

Intermodal boxes share a number of construction features to withstand the stresses of intermodal shipping, to facilitate their handling, and to allow stacking. Each has a unique ISO 6346 reporting mark.

The question from the above paragraph is, do we adhere to the ISO features that appear on containers? That would be discussed in future.

As at 2012, there were about 20.5million intermodal containers in the world of varying types to suit different cargoes. Containers have largely supplanted the traditional break-bulk cargo; in 2010, containers accounted for 60% of the world's seaborne trade. The predominant alternative methods of transport carry bulk cargo, whether gaseous, liquid, or solid, for instance, by bulk carrier or tank ship, tank car, or truck. For air freight, the lighter-weight IATA-defined unit load devices are used.

strictly between the shipping line and the consignee, saying, "We rendered help to ease the process. Our goal is to get the cargo out quickly so we can free up terminal space."

The terminal management appreciated the Nigerian Shippers' Council for its on-site presence and contribution to the resolution process, especially under poor weather condition.

In conclusion, the Council requested immediate release of Terminal Delivery Order (TDO) and advised complainant to evacuate the cargo without further delay to avoid additional deterioration.

All parties expressed gratitude to the Nigerian Shippers' Council for facilitating an on-the-spot assessment and ensuring an amicable resolution.





NIGERIAN SHIPPERS' COUNCIL PARTICIPATES IN CARGO SURVEY OF RETURNED EXPORT UNITS OF SESAME SEEDS WORTH OVER ₦18 MILLION

The Nigerian Shippers' Council (NSC) on Thursday, April 10, 2025 participated in a joint cargo survey of 2X20FT export containers of sesame seeds, valued at approximately 75,000 USD (₦118.8 million). The containers were mistakenly shipped by Hapag-Lloyd Shipping Nigeria Limited to Jebel Ali Port in Dubai, UAE, instead of the intended destination in India without documentation.

This development follows a formal complaint received by the Council, which prompted the intervention. A resolution reached mandated

Hapag-Lloyd Shipping Nigeria Limited to immediately return the wrongly shipped cargo from Dubai to Nigeria and ensure a comprehensive survey of the containers upon arrival, in collaboration with all relevant Stakeholders to ascertain the condition of the goods.

Consequently, a joint team led by Dr. Bashir Ambi, Head, Complaints Unit conducted the exercise at APM Terminals, Apapa which involved breaking of seals on both containers in the presence of multiple Stakeholders,

including the Consignor (Exporter) and their private Surveyors, staff of APM Terminals, Hapag-Lloyd Nigeria, Nigeria Customs Service (Export Desk, Lilypond), Department of State Services (DSS), and Licensed Customs Agents. During the survey, samples of the returned sesame seeds were collected by Surveyors for laboratory analysis to determine the quality and weight of the cargo, which has remained sealed since its original shipment in September 2024.

While awaiting the outcome of the laboratory tests, Stakeholders

expressed appreciation for the NSC's active participation and oversight. The Consignee noted: "I may request a 100% survey and also request the Nigerian Shippers' Council to be present for validation of the final report and analysis of cost implications, either within the terminal or at an alternative agreed location."

The Nigerian Shippers' Council reaffirmed its commitment to protecting the interests of Nigerian exporters and ensuring accountability in cargo handling and shipping operations.



NIGERIAN SHIPPERS' COUNCIL RESOLVES DISPUTE ON DAMAGED WEIGHBRIDGE AT SEAPORT

... Facilitates Release of Truck
... We consent because of NSC – Ports & Cargo Handling Services



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

Nwokerobi Faith C.
Abdulrauf Adijat A.
Adefowokan Joseph O.
Adebayo Ayodele
Sado Favour

The Nigerian Shippers' Council (NSC) successfully intervened and amicably resolved a dispute between Green Initiative Maritime Transport Forum and Ports & Cargo Handling Services over an alleged unlawful seizure of a DAF truck.

The intervention followed a formal complaint lodged by the Green Initiative Maritime Transport Forum, accusing the terminal management of impounding their truck due to damage caused to the terminal's weighbridge.

In response, the Council's Complaints Unit visited the terminal, assessed the situation, and facilitated resolution of the matter. Speaking on behalf of the Executive Secretary/CEO of the Nigerian Shippers' Council, Akutah Pius Ukeyima, *Esq.*, *MON*, *FCILT*, *Ph.D.*, the Head, Complaints Unit, Dr. Bashir Ambi, addressed the terminal officials; "We are here under the directive of the Executive Secretary/CEO to ensure this matter is resolved. You may recall we invited all parties to a tripartite meeting at the NSC headquarters today, but no representative from the terminal showed up. We later contacted the terminal's Legal/Claims Manager, Mr. Talabi, who informed us he was indisposed. However, as a corporate entity, other staff from Customer Care and Claims departments should be able to respond to complaints. At NSC, teamwork is our operating principle, and this matter must be resolved today."

Responding, Mr. Kehinde Sumonu, Head, Customer Care, Ports and Cargo Handling Services Ltd.

(PCHS), along with five other staff members, welcomed the NSC team and apologized for the missed meeting: "...we received the notice but the handler, Mr. Talabi, is unwell. Our Managing Director and Senior Management Team are en route to a meeting at the Ikorodu Lighter Terminal, while I had another engagement at the Customs Office. However, I will cancel mine and assemble the relevant officers to address this issue."

During the meeting at PCHS, Mr. Hassan Aminu (NSC) gave an overview of the complaint saying that, a protest letter signed by Mr. Seyi Mordecai Adekanmbi, Public Relations Officer, Green Initiative Maritime Transport Forum, alleged that their DAF Truck (No: T9348 LA) was unlawfully impounded following a damage to the terminal's weighbridge. He added that, the complainant attributed the accident to absence of monitoring officers to direct drivers, which led to the issuance of a Debit Note of ₦925,000.00 by the terminal for the cost of replacing two damaged sensors of the weighbridge.

Mr. Ibrahim Abdullahi, the truck driver, and representatives of the Forum admitted the truck was involved in an accident but contested the unilateral assessment and cost imposition without a proper joint inspection.

Mr. Adebayo E. Adebayemi, a management staff of the terminal, stated that, "the truck damaged our weighbridge on 29th May 2025 and a joint inspection was conducted with the Facility Manager and the truck

driver, after which the cost for replacing the two damaged sensors was determined."

The terminal further explained that the driver took the Debit Note and abandoned the truck. He responded after the protest letter was sent to the Council.

After exhaustive deliberations and inspection of both the truck and the weighbridge, the following resolutions were reached:

1. NSC affirmed that the terminal's weighbridge sensors were damaged.
2. The Council appreciated the professional and customer-friendly approach taken by Ports & Cargo Handling Services for not escalating the situation.
3. The terminal agreed to reduce the assessed cost of the sensors from ₦925,000 to ₦500,000 to be paid by Green Initiative Maritime Transport Forum and share proof of payment with the Council.
4. The meeting recommended proper sensitization of truck drivers on how to use modern equipment at the seaport to enhance safety and security.
5. The terminal was advised to report any erring Service User to the Council for prompt intervention.
6. The Forum was advised to register with the Council.

Both parties expressed appreciation to the Nigerian Shippers' Council for its timely and effective intervention in resolving the matter amicably.



EXPORT DELAY: NIGERIAN SHIPPERS' COUNCIL INTERVENES IN £16,000 COCA-COLA EXPORT DISPUTE TO EUROPE

**...Orders Forwarder to ship 5x40FT Containers within 5 days
...We paid for logistics, freight, yet the cargo is still in Nigeria... Complainant
...Delay was caused by inefficiency of Customs' B-Odogwu server. We'll deliver...Denca Express Ltd**

The Nigerian Shippers' Council successfully mediated and resolved a dispute involving the non-shipment of 5x40FT containers of Coca-Cola Drinks (24x330ml) exported by Wigmore Trading Ltd to Slovenia in Europe worth £16,648.

The complaint, filed against Denca Services Ltd/DGC Express, was resolved at a mediation meeting chaired by Dr. Bashir Ambi Mohammed, Head, Complaints Unit, on behalf of the Executive Secretary/CEO, Akutah Pius Ukeyima, Esq., MON, FCILT, PhD.

Mrs. Soniya Akinbode, the case handler, briefed participants that Wigmore Trading Ltd, via its Chairman, Mr. Ifeora Chris, had submitted a complaint stating that five containers were handed over for

export in April 2025, and all charges were paid to Denca Services Ltd/DGC Express covering freight, logistics, and other costs. However, the cargo remained in Nigeria months later. "We paid for logistics, freight, yet the cargo is still in Nigeria," the complainant stated.

Representing Wigmore at the meeting were Mr. Ifeora, Mr. Martins (his Partner, joined virtually from the UK), and Mr. Mohammed Umar (represented the buyer in Slovenia).

Dr. Onyinye Queen Okpa, CEO of DGC Express, joined virtually due to health reasons and acknowledged the ongoing business relationship with Wigmore. She clarified that Denca Services Ltd and DGC Express are separate entities, and the latter handled the disputed transaction, despite Denca's name appearing on

the Bill of Lading.

She assured the Council and complainant that:

- i. Two containers would be shipped on Friday, July 4, 2025;
- ii. The remaining three would be shipped by Wednesday, July 9, 2025;
- iii. The delay was due to inefficiency with the Customs' B-Odogwu server. We'll deliver

Following thorough deliberation and review of shipping documents, the Nigerian Shippers' Council reached the following resolutions:

1. The Council affirmed there was a business relationship between Wigmore Trading Ltd and Denca Services Ltd/DGC Express.
2. Denca Services Ltd was

exonerated, as DGC Express handled the transaction in question.

3. DGC Express was instructed to provide shipping evidence for the two containers scheduled for export by close of business and copy both Wigmore and the Council.
 4. Evidence of shipment of the remaining three containers must also be submitted to Wigmore and copy the Council.
 5. DGC Express must reconcile and refund any outstanding due to Wigmore Trading Ltd.
 6. The Council urged both parties to maintain a healthy business relationship going forward.
- Wigmore Trading Ltd expressed gratitude to the Nigerian Shippers' Council for its timely intervention and resolution of the matter.



NSC RESOLVES CONTAINER RETRIEVAL AND DETENTION CHARGES BETWEEN COSCO SHIPPING AND CONSIGNEE

...**"Perfect intervention."** – COSCO Shipping

... **"We are happy."** – Consignee

The Nigerian Shippers' Council (NSC) mediated and resolved a dispute between COSCO Shipping Nigeria Limited and a Consignee, Mickey Excellency, over retrieval fees and detention charges related to a 1X40FT container abandoned in Jebba, Kwara State.

The matter stemmed from a formal complaint filed with the NSC regarding the retrieval of an empty 40 FT container number- OOCU8242779, which was located by COSCO's Retrieval Team during their routine nationwide surveillance for abandoned and unreturned containers.

Ms. Jessica Jonathan, Operations Officer at the NSC, revealed that an invoice of ₦1.8 million was initially issued to the Consignee, excluding additional detention charges due to the container's delayed return from Jebba to Lagos.

The Complainant, Mickey Excellency, was represented by their Chairman

and Mr. Badru Odurayo, owner of the haulage company responsible for transporting the container. COSCO Nigeria was represented by Mrs. Blessing O. Omeje.

Mr. Badru explained that the container had been subcontracted for delivery, but the driver experienced mechanical issues and diverted to Kogi State for a planned triangulation. However, the process was aborted after it was discovered that the container did not belong to COSCO. Although the driver was given ₦150,000 for fuel to return the container, it was eventually recovered by COSCO's Retrieval Team with Police assistance.

Mrs. Omeje, representing COSCO, confirmed that the container gated out on July 12, 2024, and was not returned despite multiple reminders. The unit, valued at 6,700 USD, was eventually recovered on October 29, 2024. She maintained that COSCO adhered strictly to its Standard

Operating Procedures (SOP) throughout the process.

The Mediation meeting was chaired by Mr. Hassan Aminu, Assistant Chief Operations Officer who reaffirmed the Nigerian Shippers' Council's commitment to impartial and fair resolutions.

After over three hours of deliberation, the following resolutions were reached, that;

1. NSC expressed concern over the growing trend of Consignees failing to return empty containers within the agreed timeframe;
2. The Consignee is to pay ₦1,612,500, representing the verified cost of retrieving the container from Jebba to Lagos against the initial ₦1.8 million invoice;
3. Ten (10) days detention charges be paid to cover the retrieval period;

4. All accrued detention charges from the container's delivery date to the date of recovery must be settled;

5. COSCO Shipping was commended for its diligence in recovering the container and reducing incidences of loss;

6. NSC urged all Consignees to engage only registered and traceable Haulage Operators to avoid similar occurrences.

Both parties expressed satisfaction with the NSC's professional handling of the matter. COSCO Shipping Nigeria Limited described the resolution as a "perfect intervention," while the consignee affirmed, "We are happy." Both parties agreed to continue their business relationship, with renewed commitment to due process and logistics integrity.



GROUPAGE:

NSC RESOLVES A DISPUTE OF ARBITRARY CHARGES ON 17.5 CBM RAW MATERIALS FOR SCHOOL BAGS

....Saves the Consignee Millions of Naira

.... " Pay 50% and take delivery within 48 hours"NSC

...."We appreciate. If not for NSC, we would have abandoned the cargo."...Le Look Nig. Ltd

In its continued commitment to ensuring fair trade practices and dispute resolution in the Maritime Sector, the Nigerian Shippers' Council (NSC) successfully mediated a complaint involving alleged arbitrary groupage charges of ₦4.2 million imposed on raw materials imported for school bag production by Le Look Nigeria Ltd.

The dispute centered around a groupage cargo of 17.54 cubic meters (CBM) of fabric webbing and machine accessories imported from Shenzhen, China, and handled by Fortune Global Shipping & Logistics Nigeria Ltd, Lagos.

The Consignee, Le Look Nigeria Ltd, lodged a formal complaint with the NSC's Complaints Unit after being billed ₦180,000 per CBM, totaling ₦4.2 million, by the Deconsolidator. According to the complainant, they were also denied access to their cargo upon arrival unless the full payment was made.

In a tripartite meeting chaired by Dr. Bashir Ambi-Mohammed, Head, Complaints Unit, the NSC reviewed the complaint with both parties.

"We received a formal complaint regarding excessive charges placed on a groupage cargo, and our job is to ensure that all Stakeholders are treated fairly using internationally recognized Alternative Dispute Resolution (ADR) principles," said Dr. Ambi.

Fortune Global Shipping, represented by its LCL Manager, Mr. O. Kingsley, defended the charges, stating that Le Look was not their direct client as the shipment was booked by a third party at the port of origin. He also noted that their fees include shipping line charges, terminal handling, transportation, and warehousing in a facility they claim is one of the most modern in the industry.

Initially, Fortune Global offered a 10% waiver, amounting to ₦400,000, but following pressure from the NSC and further consultation with their management, the company agreed to a

50% discount, reducing the final payable amount to ₦2.1 million.

After careful deliberation, the NSC issued the following resolutions:

1. Fortune Global is directed to visit the Market Analysis and Tariff Administration Division of NSC's Regulatory Services Department to align its pricing with approved tariff and nomenclatures.
2. Le Look Nigeria Ltd, a Customs Authorized Economic Operator (AEO), is to pay ₦2.1 million (50%) and take delivery of the cargo within 48 hours.
3. NSC commended Fortune Global for granting the 50% discount.
4. Fortune Global is advised to always allow Consignees access their consignments before final payment and clearance.
5. The company is encouraged to register with the NSC's Consumer Affairs Department as part of its obligations under the AEO program.
6. Le Look Nigeria Ltd is encouraged to continue future dealings with

Fortune Global under improved terms.

Dr. Ambi reiterated that while the Council does not influence waiver decisions, it has a duty to intervene when shipping charges are "unguided or belligerent."

"All invoicing activities must halt once a dispute is formally reported to the NSC and under investigation," he added, underscoring the Council's role as a neutral mediator.

Reacting to the resolution, Chief Mrs. C. F. Ezenwa, Chairman of Le Look Nigeria Ltd, expressed gratitude to the Council, "We appreciate the routine interventions of the NSC. If not for the Council, we would have abandoned the cargo due to the arbitrary charges. We don't want to go out of business."

The resolution was also hailed by the De-consolidating Company, Fortune Global Shipping for its professional handling and swift intervention.



SHIPPING AGENCY COMMENDS NIGERIAN SHIPPERS' COUNCIL, PLEDGES SUPPORT FOR PORT SERVICE SUPPORT PORTAL (PSSP)

all players in the industry. We promptly and objectively address grievances for amicable resolution," said Dr. Ambi.

"We are yet to receive ENL's list of nominated officers, and we urge you to expedite this process," he added.

Welcoming the NSC delegation, Mr. Mark D. Walsh, Executive Director (Port Operations) at ENL, commended the Council's ongoing efforts in industry regulation and Stakeholder engagement.

"We always respect the NSC. Kindly resend the PSSP correspondence - we will respond accordingly," Walsh assured. "After the fight, we respect the NSC. We do whatever you want us to do because you are the regulatory body in the industry," he added, affirming ENL's commitment

to regulatory compliance. Also present at the meeting was Barr. Boye Uzamot, ENL's Administrative Manager, who echoed support for the initiative.

The NSC team acknowledged ENL's low volume of complaints and encouraged the company to maintain its commendable operational standards.

The visit concluded with a commitment from NSC to promptly resend the letter requesting officers to be profiled on the PSSP and continue fostering collaboration with ENL and other Stakeholders in the maritime sector.

In a continued effort to enhance Stakeholders engagement and improve the resolution of port-related complaints, the Nigerian Shippers' Council (NSC) has conducted an advocacy visit to the management of ENL Consortium, a key player in Nigeria's Maritime sector.

The visit, led by Dr. Bashir Ambi Mohammed, Head, Complaints Unit, focused on sensitizing ENL on the upcoming Port Service Support Portal (PSSP) - a digital platform designed to facilitate real-time, cost-free

complaint resolution across the port and shipping industry.

During the meeting, Dr. Ambi emphasized the strategic importance of the PSSP, noting that the platform aims to enhance transparency, accountability, and timely response to industry grievances. He called on ENL to formally nominate at least two Officers to be profiled on the portal, as expected of all key Stakeholders.

"As an unbiased regulator, our mandate is to ensure fairness among

NIGERIAN SHIPPERS' COUNCIL PAYS WORKING VISIT TO TIN CAN ISLAND CONTAINER TERMINAL

...Discusses Strengthened Collaboration, Stakeholders Sensitization, and Industry Value Addition

In a bid to strengthen synergy and improve service delivery across the Port Sector, the Complaints Unit of the Nigerian Shippers' Council (NSC) embarked on an advocacy visit to the Management of Tin Can Island Container Terminal (TICT).

The engagement focused on enhancing collaborative efforts, particularly in the areas of complaints handling, adherence to regulatory resolutions, and Stakeholder education.

Welcoming the NSC team to TICT Corporate Headquarters, Ms. Oyindamola Ekundayo, Head, Customer Care Services, was joined by senior team members - Mr. Dotun Akinbosun, Ms. Antonia Richard, Ms. Merit Eshame, and Ms. Folusho Adeeso.

Dr. Bashir Ambi Mohammed, Head, Complaints Unit, commended TICT for its continued cooperation and adherence to resolutions reached at Stakeholders' meditation meetings.

"We anticipate an even stronger partnership, especially in handling Stakeholders' grievances. While complaints are inevitable, our objective is to reduce them significantly and thereby supporting trade facilitation and improve the ease of doing business in Nigeria" Dr. Ambi said.

He also emphasized that Service Providers should not hesitate to report defaulting Service Users,

provided there is sufficient evidence to support any claim of wrongdoing. As part of the visit, the NSC acknowledged receipt of TICT's nominees for profiling on the Port Service Support Portal (PSSP) – a digital platform designed to promote transparency and accelerate the resolution of industry-related complaints by integrating all port Stakeholders.

Further discussions explored strategies to educate Importers and Exporters on their professional responsibilities, with a strong emphasis on discouraging deliberate accumulation of demurrage and storage charges.

At the conclusion of the meeting, both parties reaffirmed their commitment to upholding high operational standards and working together to build a more transparent, efficient, and Stakeholder-focused port environment.



INTERVIEW

NIGERIAN SHIPPERS' COUNCIL RESOLVES FUSS ON DAMAGED MERCEDEZ BENZ, DIRECT TERMINAL TO REQUITES OVER 50 MILLION NAIRA TO THE CONSIGNEE

... "NSC is just, prompt, and professional in treating complaints." ... Complainant

Stakeholders' legitimate grievances are being treated with utmost passion and professionalism. In this interview, the interviewee was at the Council with a legitimate complaint, and it was attended to.

Excerpt:

Sir, can you introduce yourself?

Complainant: My name is Mr. Jude Nkadi, Managing Director of Gabthop Exclusive Resources, a registered Car Dealer.

Why are you at the Nigerian Shippers' Council?

Complainant: I am here against Clarion Shipping. I imported a vehicle, and it was badly damaged in the course of clearing by Clarion Shipping West Africa. I had to

bring the case to the Nigerian Shippers' Council for mediation. The Council has been on top of the issue. They have passed their resolution, and I am currently waiting for Clarion Shipping to comply before the expiration of the deadline.

Before the mediation, could you explain exactly what happened?

Complainant: The cargo was a 2017 Mercedes-Benz GLE. The Nigerian market value is about ₦80,000,000 while the importation value was around ₦65,000,000. Unfortunately, the car was badly damaged beyond repair. When we brought the case before the Council, mediation meeting was held, and resolution reached based on the evidence provided and

other supporting documents. The Council directed the Clarion Shipping to pay ₦50,300,000 as compensation. I appreciate.

When you say 'badly damaged', can you shed more light?

Complainant: Yes. There is something called the panoramic roof in executive cars. When such a part is damaged, I doubt if it can be repaired; it is basically scrap. If it were just the other parts like the doors, windscreen, and bonnet, but for that roof, you cannot get it replaced.

At this point, what exactly do you want the Nigerian Shippers' Council to help you achieve?

Complainant: My Company is requesting a replacement for the vehicle, which is beyond repair due to severe damage. The Council has conducted its assessment and instructed Clarion Shipping to make the payment. All I want is for that payment to be done. Although the NSC considered only the receipted costs.

Are you satisfied with the mediatory role that the Nigerian Shippers' Council played today?

Complainant: To be sincere, yes. I am satisfied, and I keep praising them. If I had known how promptly and quickly they act, I would have been here long ago. I appreciate how quickly and firmly they acted. They stayed on top of the situation and ensured the shipping company was engaged. I spoke directly to them and followed up. I really appreciate their efforts. NSC is professional, prompt, and just.

What is your general assessment of the Council's role in this matter?

Complainant: Sincerely, kudos. I

really appreciate the effort displayed, and NSC ensured the Clarion Shipping complied. They also ensured the matter was treated quickly and fairly.

Do you have any advice for other importers/exporters who may face similar challenges with off-dock terminals or shipping companies?

Complainant: Yes, I have a channel they don't have, and I will tell them about it. I would advise them to make use of the Nigerian Shippers' Council. Before now, most of us only complained to our agents or wrote letters directly to shipping companies without receiving response. However, I now know of a channel that works, and I will recommend it to all my business friends.

Were you charged for the mediation service?

Complainant: No, I wasn't charged. My lawyer submitted a letter to the Council, and they responded. They acted promptly and even offered us refreshments while attending to us. I truly appreciate their support.

Thank you very much, sir. Could you please confirm your name once again?

Complainant: My name is Mr. Jude Nkadi.

Thank you for your time, Mr. Jude Nkadi. We wish you the best in all endeavors.



COMPLAINTS HANDLING: STAKEHOLDERS APPRECIATE THE COUNCIL



LETTER OF APPRECIATION

"I am writing this letter to express my appreciation the way you made everything possible to intervene in APMT Apapa on the release of my containers, MRKU8664648, MRKU8135290, MSKU5127570, MRKU8175673, SUDU1621526, MRKU6835401, MRKU9224999, TEMU1364492, which was blocked by Maritime Police Command. 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 I am glad to be associated with you in recent time."

Yours faithfully,

UKAMAKA HOPE

FOR: JOMA EXPRESS COMPANY LIMITED

LETTER OF APPRECIATION WITH RESPECT TO THE PREVIOUS COMPLAINT ON NIGERIA RAILWAY CORPORATION UNUTILIZED PAAR/BILL OF LADING NUMBER CWTNGLOSL156803 AND PSGF12103821.

"We sincerely wish to show appreciation with respect to the above and to inform you that the Nigeria Railway Corporation have paid the ₦30,821,145.00 (Thirty Million, Eight Hundred and Twenty-One Thousand, One Hundred and Forty-Five Naira) and utilize the said bill of lading number CWTNGLOSL156803.

We thank you for your immediate response to our complaint and kindly request that you close the case file based on the necessary evidence of payment provided by the Nigeria Railway Corporation.

Thank you for your understanding and usual co-operation."

Your faithfully,

FOR: MAS GLOBAL EXPRESS AND

LOGISTICS

TIMOTHY AWOGBEMI

MANAGING DIRECTOR

APPRECIATION FOR THE RELEASE OF CONTAINER NO: OOLU2928731

"This letter is to bring to your notice that the said container 1X20FT OOLU2928731 carrying one (1) Mercedes Benz E300L and other fashion items which was on hold by Maritime Police from Apapa Port Terminal has finally been released.

We really appreciate your intervention to get a swift release.

Thanks."

Yours faithfully,

SAMUEL LAWRENCE

FOR: BALLARD BUSINESS VENTURES

APPRECIATION FOR THE RELEASE OF CONTAINER NO:TCLU3348955

"This letter is to bring to your notice that the said container 1X20FT TCLU3348955 carrying beverage which was on hold by Maritime Police from Apapa Port Terminal has finally been released.

We really appreciate your intervention to get a swift release.

Thanks."

Yours faithfully,

FOR: FAST AND SPEEDY TO DELIVER SHIPPING COMPANY LTD

MRS ETIMUNU CHINENYE

charryaustine@yahoo.com

LETTER OF APPRECIATION FOR RELEASE OF CONTAINER NO: ONEU-0110220 AND MRSU-6291635

"We write to appreciate your kind gesture to have assisted us on the above-mentioned containers on

transit to the importers warehouse from maritime police.

We thank you, and we have also taken delivery from APMT, we appreciate.

Thanks for your cooperation."

Yours faithfully,

FOR: ITB & FAMILY NIG. LTD.

MANAGER

LETTER OF APPRECIATION FOR RELEASE OF CONTAINER NO TGBU2772971 FROM MARITIME POLICE

"We appreciate the effort made by Shipper's Council for the release of the above-mentioned container which was previously held by Nigeria Maritime Police, investigation has been conducted and container released.

Once again thank you for your effort."

With sincere appreciation,

FOR: BUSINESS SPREAD CLEARANCENIG. LTD.

BELLO RASAQ

LETTER OF APPRECIATION FOR RELEASE OF CONTAINER NO: MRSU4145903 FROM MARITIME POLICE

"We write to appreciate your kind gesture to have assisted us on the above-mentioned container on transit to our bonded terminal from maritime police.

We guaranteed them of our cooperation to refer the importer or her agent to go for their clearance before terminal delivery will be affected.

Thanks for your cooperation."

Yours faithfully,

FOR: S. MAYOR Y2K NIGERIA LIMITED

NDUKAJUZIE

MANAGER

LETTER OF APPRECIATION FOR RELEASE OF CONTAINER NO TGBU2772971 FROM MARITIME POLICE

"We the above-named company hereby appreciate the effort made by Shipper's Council for the release of the above-mentioned container which was previously held by Nigeria maritime police, investigation has been concluded and the container released.

Once again thank you for your effort."

With sincere appreciation,

FOR: BUSINESS SPREAD CLEARANCENIG. LTD.

BELLO RASAQ

APPRECIATION FOR THE RELEASE OF CONTAINER NOS: MSKU5628612, MRKU19791375

"This letter is to bring to your notice that the said container 2X20FT carrying roofing sheet which was on hold by Maritime Police from Apapa Port Terminal has finally been released.

We really appreciate your intervention to get a swift release.

Thanks."

Yours faithfully,

FOR: TANAKA GLOBAL ENTERPRISES

OKAFOR ANTHONY

MANAGER

LETTER OF APPRECIATION FOR RELEASE OF CONTAINER NO: MSKU4447857 FROM MARITIME POLICE

"We, Container Moves Nig. Ltd write to appreciate for the release of our container

Thanks."

FOR: CONTAINER MOVES NIG. LTD.

CHIMEZIE

MANAGER

LETTER OF APPRECIATION FOR RELEASE OF CONTAINER NO: 4 X 40 FT MSKU0273248, MEKU6661198, AND TWO OTHERS FROM MARITIME POLICE.

"We write to appreciate your kind gesture to have assisted us on the above-mentioned containers on transit to our bonded terminal from Maritime Police.

We guarantee them our cooperation to refer the importer or her agent to go for their clearance before terminal delivery will be affected.

Thanks for your cooperation."

Yours faithfully,

FOR: GMT NIGERIA LTD

SANDEEP SACHDEVA
GENERAL MANAGER
LETTER OF APPRECIATION FOR
RELEASE OF CONTAINER NO:
1X40FT TCKU8527828 FROM
MARITIME POLICE
 “We write to appreciate your kind gesture to have assisted us on the above-mentioned container on transit to our bonded Terminal from Maritime Police. We guarantee them our co-operation to refer the Importer or his Agent to go for their clearance before terminal delivery will be effected. Thanks.”
Yours sincerely,
FOR: DANDUBIZE SOLUTIONS LTD
NWOGUEMMANUEL IFEANYI
MANAGER

LETTER OF APPRECIATION
 “We want to express our heartfelt appreciation for your invaluable intervention during the release of our container which have a significant difference. Container No: TRHU4291773 (1X40FT) Said to Contain: AUTO SPARE PARTS Thank you for your assistance, which have positively influenced the course of the release of the said container, we really appreciate.”
Yours faithfully,
FOR: RABEE AHMED BUSINESS LINKS
NWACHUKWU CHARLES
MANAGER

LETTER OF APPRECIATION FOR
THE RELEASE OF CONTAINER
NO: 2X40FT MRKU 5799865, MRKU
5912606 FROM MARITIME
POLICE.
 “We write to appreciate your kind gesture to have assisted us on the above mentioned containers at APMT Terminal from Maritime Police. We guarantee them our cooperation to refer the importer or her agent to go for their clearance before terminal delivery will be affected. Thanks for your Cooperation.”
Yours faithfully,
FOR: EZENWA AUTOMOBILE NIG. LTD.
NWOKENNAMDI
MANAGER

APPRECIATION FOR THE
RELEASE OF CONTAINER NO:
MRKU9575334
 “This letter is to bring to your notice that the said container 2X20FT MRKU9575334 carrying electrical items which was on hold by Maritime Police from Apapa Port Terminal has final been released. We really appreciate your intervention to get a swift release. Thanks.”
Yours faithfully,
FOR: FAST AND SPEEDY TO
DELIVER SHIPPING COMPANY

LTD
MRS ETUMMU CHINENYE
07039145839
LETTER OF APPRECIATION FOR
RELEASE OF CONTAINER NO:
1X40FT, CAAU5934719 FROM
MARITIME POLICE.
 “We write to appreciate your kind gesture to have assisted us on the above mentioned containers on transit to our bonded terminal from maritime police. We guarantee them our co-operation to refer the importer or her agent to go for their clearance before terminal delivery will be effected. Thanks for your co-operation.”
Yours faithfully,
FOR: KRIST PAT HENRY
VENTURES LTD
SANDEEP SACHDEVA
GENERAL MANAGER

LETTER OF APPRECIATION
 “We the above-mentioned company want to express our heartfelt appreciation for your invaluable intervention during the release of our container which have a significant difference. Container No: TEMU8536675 (1X40FT) Said to Contain: HOUSEHOLD ITEMS Thank you for your assistance, which have positive influence during the course of the release of the said container, we really appreciate.”
Yours faithfully,
FOR: RABEE AHMED BUSINESS LINKS
NWACHUKWU CHARLES
Manager

LETTER OF APPRECIATION
REFERRED TO THE CASE FILE
WITH ASSOCIATED PORT AND
MARINE DEVELOPMENT
COMPANY SERVICES LTD. ON
THE 1 X 20FT CONTAINER NO:
CAIU2185158 SHIPMENT FROM
BANGALADESH FOR DELAY IN
SENDING ORIGINAL BILL OF
LADING OR TELEX RELEASE TO
CLEAR OUR CONTAINER
ALREADY LANDED IN THE
PORT THEREBY INCURRED
HEAVY DEMURRAGE
 “We hereby write to appreciate the Nigerian Shippers' Council for the great impact and effort they made to make sure the matter was resolved. It was a very interesting approach by the Council's Team that moved to the APMD's office after the refusal to honour a meeting invite to the Council to deliberate on the complaint. Finally, it was the effort of the Council that ensured the matter was resolved. Thank you for your co-operation.”
FOR: CHINUS LIMITED
NONSOEKWOZOR

LETTER OF APPRECIATION FOR
RELEASE OF CONTAINER NO:
4 X 4 0 F T M R S U 8 9 6 6 9 8 7
MSKU1730858, GGCU6553516 AND
MRSU3147352 FROM MARITIME
POLICE
 “We write to appreciate your kind gesture to have assisted us on the above-mentioned containers on transit to our bonded terminal from maritime police. We guarantee them our co-operation to refer the importer or her agent to go for their clearance before terminal delivery will be effected. Thank you for your cooperation.”
Yours faithfully,
For: DANI GLOBAL RESOURCE
NIG LTD
CHINEDU CHUKWUENI
MANAGER

LETTER OF APPRECIATION
 “We write on behalf of our client Uni-Medical Healthcare Ltd. and our humble self to show our appreciation towards seeing that our client got the best services from APMT for not charging storage for the five days delay caused by them. Following the Council's involvement, APMT granted us five (5) days waiver being the actual days wasted and already has taken delivery. In the light of the above, we want to

officially inform you that we are through with this matter and want to thank you for rekindling our hope in the industry by standing against what is wrong. We remain sincerely yours,”
FOR: BEST SYNERGY LTD
YUSUFU GARBA
DIRECTOR (OPTS)

APPRECIATION FOR RELEASE
OF CONTAINER NO :
TGBU4085547
 “We the above-mentioned consignee wish to appreciate the Nigerian Shippers' Council for the release of 1x40ft container held by the Maritime Police. The auctioned container by the Nigeria Customs Service was on transit to Kano Free Trade Zone before it was put on hold. Thank you for your hard work. We value your effort in ensuring that our request was giving a kind consideration.”
 Best regards.
Yours faithfully,
For: UPWARD INTEGRATED
SERVICE
PHILEMON BAKO
Manager

APPRECIATION FOR RELEASE
OF CONTAINER NO :

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R	S	U	L	Y	T	C	A	D	W	R	N	O	T	K	E	N	S
D	C	C	A	L	C	E	O	L	I	B	W	V	E	R	R	R	C
H	A	H	F	H	J	L	Z	D	R	E	P	I	F	A	U	N	A
C	R	O	E	W	R	H	O	U	A	L	P	N	P	U	T	Q	L
I	P	L	O	M	E	F	Y	T	U	C	O	R	G	H	G	A	C
T	O	E	L	Y	O	W	R	Y	J	P	E	A	I	E	B	E	A
O	S	U	J	H	R	A	B	I	O	T	I	C	V	K	N	P	R
I	P	R	G	B	J	L	N	R	H	H	L	A	O	O	G	I	E
B	O	Y	C	C	C	G	G	T	V	N	N	R	V	T	R	B	O
I	R	H	I	I	A	A	R	L	O	G	F	I	I	I	O	E	U
P	A	A	G	G	R	L	T	E	D	T	S	N	G	P	Y	N	S
E	N	L	A	A	U	G	P	A	G	F	R	A	E	E	N	T	E
T	G	I	L	L	N	R	L	K	D	A	R	O	R	E	E	H	P
I	I	N	E	E	C	A	O	A	D	R	R	J	P	P	K	I	I
S	A	E	P	P	L	V	U	E	D	S	O	I	W	H	L	C	B
A	L	K	O	I	E	E	Y	E	S	O	H	M	O	L	I	P	E
R	E	H	H	P	Q	L	O	C	H	A	P	J	O	U	R	C	N
A	H	F	T	E	C	I	H	P	R	O	M	I	D	U	S	H	T
P	T	S	N	O	I	N	M	I	L	O	P	Y	H	P	S	A	H
O	A	H	E	R	B	I	V	O	R	E	S	E	J	P	W	E	O
T	B	W	B	R	I	S	T	L	E	W	O	R	M	S	M	T	S
C	O	N	O	E	L	P	S	U	O	M	O	R	D	A	N	A	K
E	S	F	J	K	Y	G	O	L	O	H	P	R	O	M	O	E	G
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| ABIOTIC | BARBEL | BENTHO PELAGIC | BRYOZOA |
| BRISTLEWORMS | AMPHIPODA | CARINA | CALCAREOUS |
| ALGAL GRAVEL | CARNIVORE | CALCEOLI | CARUNCLE |
| GREGARIOUS | CARPOSPORANGIAL | HERBIVORES | ANADROMOUS |
| CATADROMOUS | CATWORM | CHAETAE | DACTYLUS |
| HYPOLIMNION | CHEMOANTOTROPHIC | DIMORPHIC | ISOBATH |
| LOCH | HOLEURYHALINE | ECTOPARASITE | ECAD |
| ECOTONE | EMBAYMENT | EPIBENTHIC | EPIBENTHOS |
| EPIBIOTIC | EPIFAUNA | EPIPELAGIC | EPITOKE |
| GEOMORPHOLOGY | GONOCHORISTIC | GROYNE | MYSIDA |
| NEKTON | OVIGER | PALPS | PLEON |

TXGU5263559

"We the above-mentioned consignee wish to appreciate the Nigerian Shippers' Council for the release of 1x40ft container held by the Maritime Police.

The auctioned container by the Nigeria Customs Service was on transit to Kano Free Trade Zone before it was put on hold.

Thank you for your hard work. We value your effort in ensuring that our request was giving a kind consideration."

Best regards.

Yours faithfully,

For: ASEIBUOFU SERVICES LIMITED

PHILEMONBAKO

Manager

LETTER OF APPRECIATION FOR RELEASE OF CONTAINER NO: 2X40FT MSKU1730858 AND GGCU6553516 FROM MARITIME POLICE.

"We write to appreciate your kind gesture to have assisted us on the above-mentioned containers on transit to our bonded terminal from maritime police.

We guaranteed them our cooperation to refer the importer or her agent to go for their clearance before terminal delivery will be affected.

Thanks for your cooperation."

Yours faithfully,

For: DANI GLOBAL RESOURCE NIG.LTD

CHINEDU CHUKWUENI

MANAGER

LETTER OF APPRECIATION FOR THE RELEASE OF CONTAINER NO: CAAU6578736 (1X40FT) FROM MARITIME POLICE

"We write to appreciate your kind gesture to have assisted us on the above-mentioned container at APM Terminal from maritime police.

We guaranteed them our cooperation

to refer the importer or her agent to go for their clearance before terminal delivery will be affected.

Thanks for your cooperation."

Yours faithfully,

For: WHYTELINE WATERSHORE LTD

CHIDINWAFOR

Manager

APPRECIATION FOR RELEASE OF CONTAINER NO.: CAIU5865544

"We the above-mentioned consignee do solicit for the release of (1X40FT) container from Maritime Police.

Thank you for your work. We value your assistance and the kind consideration given to our request."

Best regards.

Yours faithfully,

For: OGBELEMEH GLOBAL INVESTMENT LTD

CHUKALOUIS

MANAGER

08023454196

LETTER OF APPRECIATION FOR RELEASE OF 4 X 4 0 FT CONTAINERS NO: MSKU0273248, MEKU6661196 AND TWO OTHERS FROM MARITIME POLICE.

"We write to appreciate your kind gesture to have assisted us on the above-mentioned containers on transit to our bonded terminal from maritime police.

We guaranteed them our cooperation to refer the importer or her agent to go for their clearance before terminal delivery will be affected.

Thanks for your co-operation."

Yours faithfully,

SANDEEP SACHDEVA

GENERAL MANAGER

LETTER OF APPRECIATION FOR RELEASE OF 2 X 4 0 FT CONTAINERS NO: MRSU3147352

AND MRSU8966987 FROM MARITIME POLICE

"We write to appreciate your kind gesture to have assisted us on the above-mentioned containers on transit to our bonded terminal from maritime police.

We guaranteed them our cooperation to refer the importer or her agent to go for their clearance before terminal delivery will be affected.

Thanks for your cooperation."

Yours faithfully,

For: DANI GLOBAL RESOURCE NIG LTD

CHINEDU CHUKWUENI

MANAGER 07069630239

LETTER OF APPRECIATION

"I write to express my heartfelt appreciation for the intervention of the release of our container number TCIU 8770475 from the maritime police.

The container in APM Terminal, through your intervention make the job so easy for us, we can attest to your expertise and cooperation.

We are very proud of you and wish you can do more to stop the blocking of containers."

Yours faithfully,

For: JOMA EXPRESS COMPANY LIMITED

Management

APPRECIATION FOR THE RELEASE OF CONSIGNMENT WITH CONTAINER NO: MAEU9223846 FROM MARITIME POLICE

"We hereby use this means to show our appreciation for your efforts in releasing our consignment from the Maritime Police. We appreciate and express our gratitude.

Thanks."

Yours faithfully,

For: HAMZATEX AUTOMOTIVE GLOBAL VENTURES

MANAGER

APPRECIATION FOR THE RELEASE OF CONTAINER MRSU6236725

"We write to sincerely appreciate the Nigerian Shippers' Council for the kind assistance in facilitating the release of our container, MRSU6236725, which was held by the Maritime Police.

Your prompt intervention and support made a big difference, and we are truly grateful. It shows your commitment to fairness, transparency, and smooth operations within the maritime industry.

Thank you once again for standing by us. We look forward to more positive engagements in the future."

Yours sincerely,

For: MSAD MERCHANDISE

MANAGER

APPRECIATION FOR THE RELEASE OF CONSIGNMENT WITH CONTAINER NO: MSKU7470763 FROM MARITIME POLICE

"We use this medium to show our appreciation for your efforts in facilitating the release of our consignment held by the Maritime Police. We express our sincere gratitude to the Council.

Thank you."

Yours faithfully,

For: MOVING SUCCESS AUTO LINK INTERNATIONAL

ENTERPRISES

MANAGER



NOTICE TO ALL STAKEHOLDERS: GRATIFICATION? NO, WE APPRECIATE

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



"It was a nice discussion with the Shipping Lines, and TCN promised to act positively on the grievances of the shipping lines, and we hope that the blanket restriction on TCN consignments will be off."

-Transmission Company of Nigeria (TCN)