



COMPLAINTS NEWSLETTER



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MARITIME DIPLOMACY: NSC RESOLVES HISTORIC ₦1 BILLION DEMURRAGE DISPUTE BETWEEN TCN AND SHIPPING GIANTS

.... Regulatory Shield: NSC Averts Blacklisting of TCN Shipments to Safeguard National Power Infrastructure Industry Commendation
..... "NSC's Intervention is a Masterclass in Dispute Resolution"— Transmission Company of Nigeria (TCN)
.... Restored Confidence: "A New Dawn for Our Operations" — International Shipping Companies



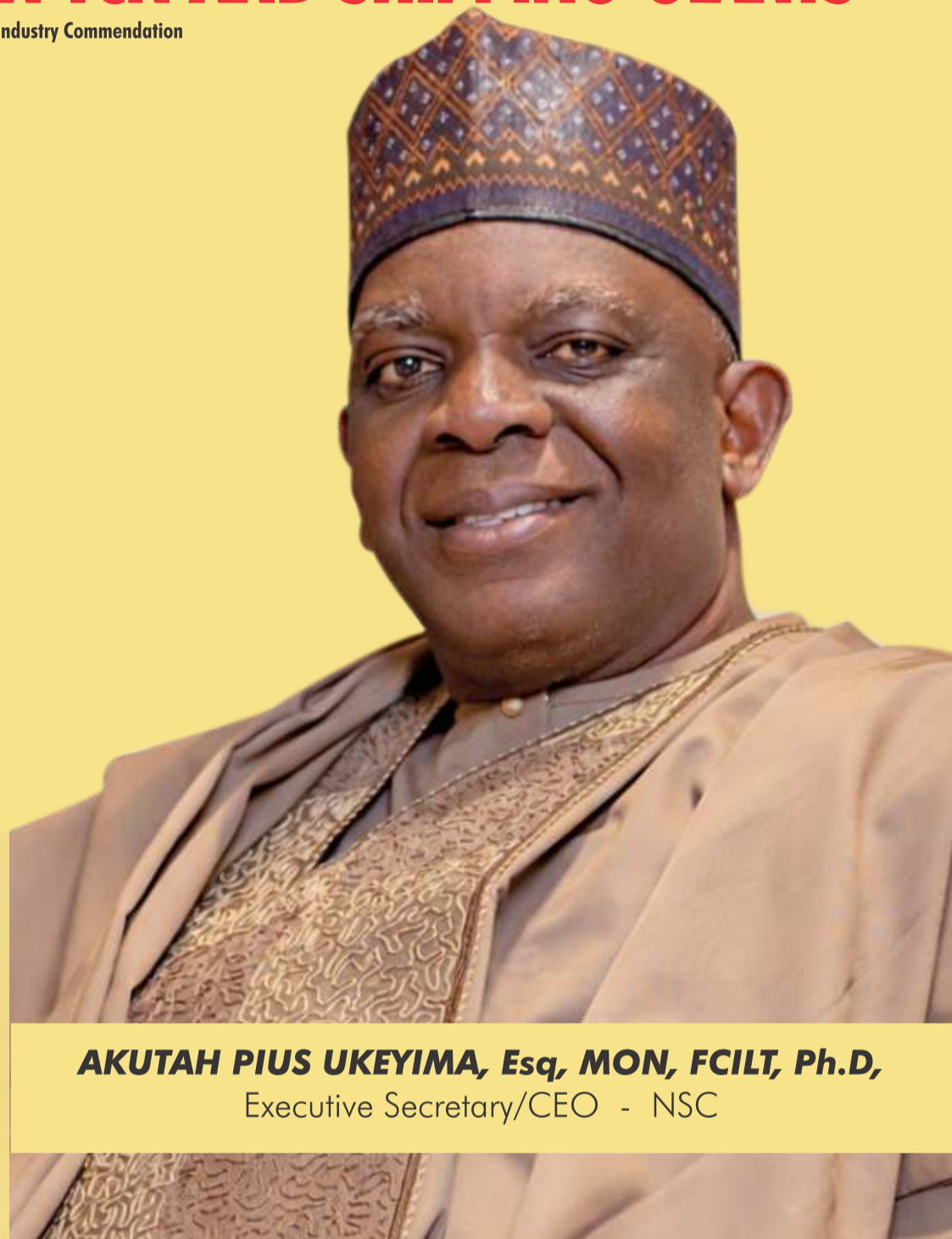
In a landmark intervention, the Nigerian Shippers' Council (NSC) successfully resolved a long-standing dispute involving accumulated demurrage charges exceeding ₦1 billion on containers belonging to the Transmission Company of Nigeria (TCN). The conflict, which lasted more than five years, had pushed several international shipping companies to consider blacklisting TCN shipments at ports of origin, a move that could have jeopardized critical national power projects.

The affected shipments contained power equipment tied to major national electricity infrastructure upgrades. According to the concerned Shipping Lines - MSC, CMA-CGM, PIL and COSCO, hundreds of TCN's containers had remained uncollected for

extended periods, some for as long as 500 days, resulting in massive demurrage, detention fees, and auction-related losses. The mediation process to resolve this impasse involved five separate meetings which brought together a Special Committee from TCN, headed by its Executive Director Finance and the concerned shipping lines in Nigeria, that resulted to an amicable resolution to the matter

At the meeting, Dr. Bashir Ambi Mohammed, Head, Complaints Unit, welcomed Stakeholders on behalf of the Executive Secretary/CEO of the Nigerian Shippers' Council, Akutah Pius Ukeyima, Esq, MON, FCILT, Ph.D. He emphasized that the Council's objective is to foster healthy

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

SHIPPERS' COUNCIL SUMMONS FREIGHT FIRM OVER ALLEGED CBM INFLATION, ORDERS COMPENSATION

... Directs Mercy Express Freight Ltd to compensate the Complainant



The Nigerian Shippers' Council (NSC) launched an intervention into a cargo-handling dispute involving Omah's Order, represented by Okonkwo Stephanie, and Best Logistics/Mercy Express Freight Ltd. The complaint centered on alleged manipulation of cargo volume (CBM), poor documentation, and a lack of transparency in the billing and shipment process.

A tripartite meeting scheduled by the NSC Complaints Unit was ignored by Mercy Express Freight Ltd., who failed to attend without notice. In response, the Council dispatched officers to the Deconsolidating Company's office to

ensure that the meeting held same day.

Upon arrival, the Head, Complaints Unit, Dr. Bashir Ambi, instructed that Management Staff of the company be present. The meeting commenced at 1:22 p.m. with introductions and an outline of the Council's mandate, delivered on behalf of the Executive Secretary/CEO, Pius Akutah Ukeyima, Esq., MON, FCILT, Ph.D.

Operations Officer Mr. Mubarak Abubakar, who handled the case, summarized the complaint saying that, the cargo was declared at 2.08 CBM, a figure the complainant disputed. Mercy Express Freight failed to provide the required supporting documents such as;

NOT FOR SALE



Editorial MESSAGE



Dr. Bashir Ambi

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NAVIGATING A NEW ERA: DECARBONIZATION, SAFETY, AND THE RESHAPING OF GLOBAL TRADE

...Integrating Maritime Decarbonization and Enhanced Cargo Safety Standards

Global trade is entering a decisive phase as the International Maritime Organization (IMO) moves forward with two far-reaching regulatory reforms: its proposed Net-Zero Framework and the mandatory reclassification of charcoal under the International Maritime Dangerous Goods (IMDG) Code. Both reforms arrive at a time when shipping lines, exporters, and customs authorities are already grappling with geopolitical disruptions and rising logistics costs. Their combined impact is reshaping freight contracts, vessel operations, and the rules of market access for developing-country exporters. References: IMO MEPC Briefings; IMDG Code Amendment 42-24.

However, the IMO's draft Net-Zero Framework marks the most ambitious environmental rulemaking in the history of maritime transport. Its two core elements—a global fuel-intensity standard and a market-based mechanism—will place a price on greenhouse-gas emissions from ships above 5,000 GT, which account for approximately 85% of the sector's carbon output.

This means carriers that fall short of GHG performance limits must purchase compliance credits, while efficient ships gain tradable surplus units. Even before its expected adoption in 2026, the framework is influencing how shipowners negotiate charter-party fuel clauses, how shippers factor carbon surcharges into procurement, and how freight forwarders plan routing for cost efficiency under future carbon pricing. References: IMO Net-Zero Framework Draft Text; MARPOL Annex VI Working Papers; ICS/GSF Carbon-Accounting Guidance.

Parallel to climate policy, the IMO is tightening maritime safety requirements following a wave of serious container fires linked to undeclared or improperly conditioned charcoal cargo.

Under IMDG Amendment 42-24, charcoal—whether lump, briquette, or

pelletized—must now be declared as UN 1361, Class 4.2, a category reserved for substances that can self-heat or spontaneously combust. From January 1, 2026, documentation, packaging, ventilation, temperature-conditioning, and stowage requirements will be strictly enforced.

Carriers have already signalled they will refuse any shipment lacking full dangerous-goods (DG) compliance, a shift that will significantly affect small and medium charcoal exporters across Africa, Asia, and Latin America. References: IMDG Code Amendment 42-24; World Shipping Council Cargo-Safety Circulars; Carrier DG Acceptance Guidelines (Maersk, MSC).

The regulatory changes also demand new levels of coordination with customs authorities. Charcoal remains classified under HS 4402 for tariff purposes, but its DG status introduces new requirements that customs systems must integrate with shipping documents, port-state inspections, and automated risk engines.

The World Customs Organization (WCO) encourages customs services to update their HS-based risk profiles, adjust their DG targeting models, and ensure dangerous-goods declarations do not inadvertently trigger unnecessary delays or misrouting. Efficient alignment will prevent cargo backlogs at ports while safeguarding compliance and safety. References: WCO HS Explanatory Notes; WCO SAFE Framework; National Customs DG Protocols and Risk Manuals.

At the trade-policy level, the World Trade Organization (WTO) has emphasized that climate measures such as maritime carbon pricing must remain transparent, predictable, and non-discriminatory.

While higher freight costs do not breach WTO rules, fragmented regional carbon regimes or inconsistent national implementation could create market distortions, especially for low-

income exporters sensitive to logistics costs. The IMO's global approach, implemented through MARPOL's tacit acceptance procedure, helps prevent regulatory fragmentation and supports a level playing field across markets. References: WTO Trade & Environment Reports; WTO Secretariat Maritime Decarbonisation Briefings. Shippers, represented by the Global Shippers' Forum (GSF), are calling for clear, coherent rules that avoid duplicative requirements or inconsistent charges.

Many shippers worry that if carriers implement carbon surcharges differently or apply them without transparency, freight procurement could become more complicated and costly. The GSF advocates for harmonized emissions-reporting standards, clear disclosure of carbon-cost methodologies, and integration of decarbonization requirements with existing ERP, ESG, and supply-chain reporting systems. References: Global Shippers' Forum Policy Statements; Industry ESG and Fuel-Accounting Standards.

In conclusion, taken together, the IMO's climate and safety reforms represent a decisive shift in maritime governance: shipping must now simultaneously reduce emissions and strengthen cargo safety.

The reforms will transform vessel deployment, accelerate the transition to alternative fuels, and reduce fire and self-heating risks in containerized cargo. Their success will depend on coordinated implementation across carriers, shippers, customs administrations, and regulators to ensure that decarbonization, safety, and trade facilitation evolve in alignment rather than conflict. References: IMO Press Releases; IMDG Amendment 42-24 Guidance; WCO/WTO Technical Publications; GSF Submissions on Regulatory Coherence.

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packing list, measurement breakdown, CBM calculation sheet, and despite repeated requests, only the Bill of Lading number was shared.

The Complainant noted that there were discrepancies between what was ordered and what was shipped. Cargo was dispatched based on the supplier's discretion without proper item descriptions, making verification nearly impossible. He added that, a representative of the Freight Firm, identified as Mrs. Rose, inflated the cargo's CBM.

The Council condemned her alleged misconduct, instructed the company to institute immediate corrective measures and reiterated that shippers have the right to reject cargo if there is credible evidence of inflated CBM, especially where such inflation results in higher freight costs and local shipping charges.

Considering that part of the shipment had already arrived in Nigeria and the rest was still in transit, the Council

maintained that a physical inspection must be conducted to verify the actual CBM and confirm whether manipulation occurred.

After deliberations, the Council issued the following resolutions:

1. After the investigation and physical cargo verification, the company was directed to compensate Omah's Order.
2. All CBM measurements on future shipments must be properly documented, photographed, and shared with the consignee prior to shipping.
3. Henceforth, Mercy Express Freight Ltd should respond promptly to all official correspondences and report operational issues or disputes directly to the Council, rather than avoiding meetings.
4. Future shipments must include packing list, cargo description,

measurement breakdown, and failure to provide these documents will be treated as a breach of standard freight-handling procedure.

5. Freight forwarders and suppliers must adopt clear, standardized cargo descriptions to prevent confusion, streamline tracking, and minimize disputes over cargo content and volume.

It should be noted that the Council conducted a physical assessment of the cargo and reviewed the company's level of compliance before reaching these resolutions.

The Council reiterated its commitment to enforcing transparency, protecting shippers' rights, and sanitizing the Deconsolidators through strict regulatory oversight.



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business relationship and provide fair and meaningful mediation using internationally recognized principles of Alternative Dispute Resolution (ADR)

In several written complaints to NSC, the Shipping Companies alleged prolonged abandonment of cargo, misuse of auction processes, and non-return of containers by TCN's contractors. They warned that persistent losses were forcing international principals to consider blacklisting TCN cargoes from origin.

The Shipping Companies also lamented that the same abandoned containers were being auctioned to the importer (TCN contractors) where the Shipping Companies receives N250, 000.00 only representing 25% of the total value of the cargo thereby ignoring outstanding hundreds of Million owed the Carriers, an act that could send Shipping Companies packing from the Country for survival. But most Shipping Companies agreed to blacklist all TCN cargoes from origin.

"We have reported this matter for over 8 years, but we are grateful, it is now the top Management of the TCN sitting in Nigerian Shippers' Council to resolve these complaints. There is now hope for our business in Nigeria."

CMA-CGM Nigeria represented at the mediation by Uche C. Amogu (Head, Credit Control Unit) and Uzzi Ogbo (Commercial Manager), stated that 35 containers had been abandoned at ports in Lagos between 179 and 500 days. The accrued demurrage amounted to ₦56,463,556.27 and additional USD 8,428.50. CMA-CGM further highlighted issues such as unreturned containers by TCN, Improper use of auction process to take delivery, delays in invoice payment, and abandonment of laden containers at the ports.

The Shipping Company therefore requested NSC to intervene and advise TCN to review Service Level Agreements (SLA)

with their contractors, enhance contract management, and ensure proper monitoring of consignment, and due process be observed post cargo clearance.

PIL Nigeria represented by Dhanesh Nair (General Manager, Finance) and Oprah Vincent (Credit Control Manager), stated that TCN failed to clear over 90 containers covered by 14 Bills of Lading at Lagos & Onne Ports within the agreed timeframe which led to accumulated demurrage of over ₦212 Million.

MSC Nigeria, represented by Jacob Iusso (Deputy Managing Director) and Mary Nneka E. (Sales and Marketing/Project Cargo Manager) stated that 105 containers were left uncleared across over 50 Bills of Lading. Of these, 40 units had been pending for more than 400 days with many already auctioned, painfully to TCN contractors.

The company reported the following:

- ₦398,679,493 in demurrage
- ₦81,871,620.82 for unreturned/late-returned containers
- ₦187,947,396 in auction-related losses
- ₦130 million on newly shipped consignments

MSC stressed that while NSC's intervention was commendable, auctioning its containers remained a "red line" and a major breach of trust.

TCN's Executive Director, Finance, Mr. Ochije O.C., praised NSC's professionalism and confirmed that the TCN management had set up a Special Committee to address all outstanding complaints - some of which date back more than a decade.

He stated that "this is a standing Committee inaugurated by the Managing Director and as the Chairman, I have the mandate to find out the true status in conjunction with the Council and amicably resolve it".

Other members of the committee who accompanied the Executive Director

Finance to the meeting were the General Manager Projects & Upgrade, Engr. M.A. Tahir, Hajiya Bintu Mustapha, Legal Department, Hajiya Lubabatu, Audit, Aminu Samaila Abarshi, Assistant General Manager (Projects), Mr. Joshua, Account/Desk officer and Mr. Dare from the Lagos Office.

TCN's Executive Director (Finance), Mr. Ochije O.C., praised NSC's professionalism and confirmed that the TCN management had set up a Special Committee to address all outstanding complaints—some of which date back more than a decade.

He emphasized that TCN did not authorize the auctioning of its containers and expressed regret over past lapses.

"If an infraction is committed by one contractor, the entire TCN should not be penalized. We appreciate NSC for providing a neutral platform, and we are committed to resolving all outstanding issues," he said.

Engr. M.A. Tahir of TCN also explained that external policy changes, including increase in Cost Insurance & Freight (CIF) valuation from 1% to 4% had significant financial implications and contributed to delays. They also assured shipping companies that any contractor who abandons consignments would face sanctions going forward.

Key Resolutions Reached

After extensive document reviews and reconciliation of financial claims, the following resolutions were adopted:

1. The Nigerian Shippers' Council confirmed that lien was placed on TCN-consigned shipments through its contractors by MSC, CMA-CGM, PIL, and COSCO Shipping Companies.
2. All verified financial liabilities owed by TCN to the shipping companies have been reconciled and resolved in line with the Port Economic Regulatory Act of 2015.

3. All agreed payments must be completed on or before September 10, 2025. Any extension requires formal communication from TCN and NSC.
4. NSC urged all shipping companies to formally notify their international principals to remove TCN from all blacklists, restoring Nigeria's credibility in global shipping.
5. Auctioning of TCN containers is henceforth discouraged. All demurrage accrued prior to Customs auction procedures shall be waived.
6. NSC advised TCN to strengthen oversight of contractors and keep the Council informed of emerging industry challenges.
7. Shipping companies were assured of NSC's continued support in legitimate commercial maritime disputes.
8. All parties must comply strictly with resolutions to support Federal Government policies on Trade Facilitation and Ease of Doing Business.
9. All concerned parties, including TCN vendors must register with NSC to streamline future interventions.

TCN's Executive Director (Finance) described NSC's intervention as "commendable, professional, and timely." Shipping companies expressed relief, stating: "There is hope for our business. We are grateful."

With the settlement of longstanding demurrage liabilities and prevention of TCN's blacklisting, the NSC has reinforced its role as Nigeria's Port Economic Regulator and a central pillar in promoting trade facilitation, dispute resolution, and industry stability.

SHIPPERS' COUNCIL DIRECTS CHINESE FIRM TO REFUND MISSING CARGO, ISSUES STERN WARNING

... Directs Company to Register with Council and Honour All Future Official Invitations

The Nigerian Shippers' Council (NSC) compelled Holly Trans Limited, a Chinese-owned de-consolidation and logistics company, to refund an importer after she reported a missing Wintouch 7-inch Kids Tablet PC valued at \$53.08. The intervention followed the company's refusal to attend multiple scheduled meetings arranged to address the complaint.

The complaint, filed by an importer, Ms. Adenike Ajayi, alleged that despite being informed that her cargo was ready for pickup, she never received the item. Her subsequent inquiries revealed that the warehouse could not account for the tablet. Although Holly Trans initially advised her to wait in case the item arrived in another container, the company later confirmed the consignment had been lost. It offered compensation far below the actual value, 0.01CBM X 2, an amount the importer described as "not up to one-quarter of the cost."

Efforts by the NSC's Complaints Unit to convene a formal tripartite meeting were

repeatedly frustrated when Holly Trans declined to appear, claiming they were "on the way." Their absence prompted the Complaints Unit to visit the company's office at Suite 95, Kingsway Building, Marina, Lagos, to ensure the matter was addressed.

At the office, Head, Complaints, Dr. Bashir Ambi, insisted that key officials, including the Manager, Head of Operations, and Human Resource be present. The Country Manager for Holly Trans, Nikong Wang, eventually appeared for the meeting.

"We have the mandate of our Executive Secretary/CEO, Pius Akutah Ukeyima, Esq., MON, FCILT, Ph.D., to be here," Dr. Ambi stated as the meeting formally commenced at 12:40 pm.

During the session, case handler Ms. Ijeoma Ugwu, Assistant Chief Operations Officer, summarized the complaint, stressing that the consignment had been confirmed missing by the warehouse. When asked why no proper action was taken, Mr. Wang said the company's policy

forbids compensation for cargo valued below \$60.

Dr. Ambi questioned whether the importer had ever been informed of such a policy before entering into business with Holly Trans. The company admitted it had not disclosed the no-compensation policy.

Relying on the Council's Alternative Dispute Resolution (ADR) framework, the following decisions were reached:

1. Holly Trans Limited should refund the importer \$56 within 24 hours and notify the Council upon completion of the payment, given that no prior agreement barred compensation.
2. The Company must route all future customer complaints through the NSC Complaints Unit.
3. The Council issued a stern warning, stating that failure to honour the refund or future invitations could attract severe sanctions, including the suspension of its operating license.



4. The Council advised Ms. Ajayi and other small-scale importers to consider group cargo consolidation to improve shipping efficiency and maintain smooth business relations.

5. Holly Trans was directed to register with the Council's Consumer Affairs Department.

Following the Council's intervention, Holly Trans refunded the full amount within the stipulated 24-hour period. The complainant expressed gratitude to the NSC, acknowledging the Council's swift action in ensuring accountability and protecting importers from unfair business practices.

The Nigerian Shippers' Council reiterated its commitment to defending shippers' rights while enforcing compliance among logistics and de-consolidation firms

CONTAINER DETENTION: NIGERIAN SHIPPERS' COUNCIL RESOLVES DISPUTE OVER IMPORTED RAW MATERIALS WORTH OVER \$55,000

... "It is a Regulatory Overreach, NSC's intervention, professional and timely" - Complainant

... "Pre-importation clearance mandatory" - NESREA



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The Nigerian Shippers' Council (NSC) successfully resolved a dispute involving the detention of 35 containers of soap-manufacturing raw materials imported from Mano Palm Oil Industries, Monrovia, Liberia. The intervention followed a formal complaint lodged by Royal Express Ltd., acting as the clearing agent for Ilera Agro Processing Nigeria Ltd., Kano.

The complaint, addressed to the NSC Complaints Unit, accused the National Environmental Standards and Regulations Enforcement Agency (NESREA) and the Nigerian Agricultural Quarantine Service (NAQS) of unwarranted interference in the cargo-clearing process at the seaport. The consignee argued that the agencies had acted outside their regulatory mandates, citing constitutional provisions to support its case.

At the mediation meeting, Dr. Bashir Ambi, Head, Complaints Unit, welcomed parties on behalf of the Council's Executive Secretary/CEO, *Akutih, Pius Ukeyima*, MON, Esq, FCILT, FCIOTA, Ph.D. "We are assuring all parties of a fair, prompt, and satisfactory resolution," Dr. Ambistated.

In line with the Council's ongoing succession exercise, Operations Officer Mr. Yahaya Abdullahi Wachiko was designated to chair the proceedings. He instructed *Ugwu Ijeoma*, Assistant Chief Operations Officer, to present the complainant's brief.

According to the brief, the dispute centered on Bill of Lading No. MEDUM9066066. Royal Express Ltd. alleged that NESREA and NAQS had interfered with the clearance of cargo even though, according to the agent, neither agency is authorized to regulate

food or drug-related imports. They further argued that the agencies routinely overstep their statutory boundaries.

Representing Royal Express Ltd., *Dennis Onyebueke* expressed deep frustration over the detention of the containers, claiming that it had already caused significant financial strain through escalating demurrage and storage charges.

Onyebueke also questioned why the goods were not flagged for NESREA clearance during the Single Window documentation stage if they truly required the agency's approval. He praised the Council's swift intervention, describing it as "very professional and timely."

Responding to the claims, NESREA representative, Mr. Vonkar David clarified that only two containers, not 35, were placed on hold. He stated that the products in question contained palm oil used in soap manufacturing materials classified as hazardous under NESREA regulations.

David emphasized that NESREA acted strictly within its legal mandate to regulate and monitor the importation of hazardous substances. He noted that although Royal Express Ltd. had a good record of compliance, the importer failed to secure the required pre-importation clearance, reiterating that obtaining prior approval is mandatory for all imports under its jurisdiction.

After extensive deliberations, document review, and negotiations, the meeting produced the following resolutions:

1. Royal Express Ltd. must henceforth obtain mandatory NESREA clearance for all shipments containing hazardous

materials before importation.

2. NESREA is to improve communication with Importers and provide clear guidance on regulated products. The agency agreed to release the two detained containers immediately.

3. The clearing agent was encouraged to consult NESREA proactively on any product whose regulatory status is unclear to avoid further delays or demurrage liabilities.

4. All parties agreed on the need for improved communication, enhanced sensitization on documentation requirements, and closer inter-agency collaboration to prevent future disputes.

Both the complainant and NESREA representatives commended the NSC for its impartial and efficient intervention. "We appreciate the Council's support and fairness," the complainant remarked. NESREA also acknowledged the Council's efforts, describing the mediation process as "very professional."

The NSC reaffirmed its commitment to protecting the interests of shippers while ensuring regulatory compliance and smooth port operations nationwide.



NIGERIAN SHIPPERS' COUNCIL RESOLVES DISPUTE INVOLVING ₦36 MILLION CONTAINER OF NOODLE RAW MATERIALS

...Shipping Company to Bear 50% of Liability for Erroneous Terminal & Rotation Number

In a significant move to reinforce its role as a mediator in the shipping industry, the Nigerian Shippers' Council (NSC) successfully resolved a dispute involving a container valued at over ₦36 million. The complaint was filed by Camel Logistics & Shipping Services Ltd, the Consignee, against Hull Blyth Nigeria, after the shipping company issued erroneous terminal and rotation information.

The container in question, a 1X20FT containing raw materials for noodles, was valued at ₦36,468,221.00. The dispute arose from incorrect discharge terminal details provided by Hull Blyth Nigeria, which led to significant demurrage charges for the Consignee.

During the mediation session, Dr. Bashir Ambi Mohammed, Head, Complaints Unit, welcomed both parties and emphasized the Council's commitment to resolving commercial infractions within the shipping industry, offering their services at no cost. Dr. Mohammed reassured the attendees that the mediation would follow the principles of

Alternative Dispute Resolution (ADR), ensuring fairness and impartiality.

The mediation meeting was chaired by Ms. Ijeoma Ugwu, Assistant Chief Operations Officer, as part of the ongoing Succession Program within the Council. Mr. Kevin Obewu Onumah, the case handler, provided a summary of the dispute, noting that the complaint stemmed from the incorrect provision of terminal information for Container No. GAOU6887681 (Bill of Lading Number: ALY000027481).

Representatives of the Consignee, Camel Logistics & Shipping, led by the Deputy Manager, Mr. Joby Varghese and a staff member, Adamson Emmanuel, reiterated that the rotation number and terminal information, typically provided 3 to 5 days before the vessel's arrival, were only received after the vessel's arrival, which led to delays and financial losses.

Hull Blyth Nigeria, represented by Doreen Onyemachi and Nancy Abara, acknowledged the error, stating that the incorrect terminal information was sent on the same day the vessel arrived. The

Shipping Company confirmed that the correct information was provided to the Consignee's registered email, and attributed the delayed notification to a mix-up with the Consignee's email address, citing documentation challenges on the part of the Agent also contributed to the delay.

Furthermore, the Shipping Company raised concerns with regards to the Consignee's full migration to the new Customs system (B'Odogwu). Reacting to the issue raised by the Shipping Company, the Consignee confirmed that the migration was still in progress, which clarified the situation.

After extensive deliberations and thorough review of the matter, the meeting reached the following resolutions:

1. It was confirmed that a transaction occurred between Hull Blyth Nigeria Ltd. and Camel Logistics & Shipping Services Ltd.
2. Hull Blyth Nigeria was found to have erroneously provided the incorrect

terminal and rotation number.

3. The meeting observed a significant communication gap between the two parties.

4. Hull Blyth Nigeria was ordered to bear 50% of the liability, amounting to ₦399,470.00 and payment must be made by Wednesday, July 9, 2025, with proof of payment submitted to NSC.

5. NSC advised Hull Blyth Nigeria to use the correct contact details, such as email addresses and phone numbers, as listed on the Bill of Lading for all future communications.

6. Parties were encouraged to foster a harmonious and professional business relationship moving forward.

Both parties expressed their gratitude for the Nigerian Shippers' Council's timely intervention, which resolved the issue in an amicable and fair manner, stating that, the Council's mediation efforts underscore its commitment to facilitating smooth and efficient operations within Nigeria's shipping industry.



CONTAINER TRANSFER DISPUTE: NIGERIAN SHIPPERS' COUNCIL RESOLVES FUSS OVER 10 CONTAINERS WORTH \$225,000.00

...“Cargo May Be Suspicious Considering Its Origin” - Terminal

The Nigerian Shippers' Council (NSC) resolved a complaint involving 10 containers of iron scrap valued at \$225,000.00 filed by Transpota Nigeria Ltd against Mediterranean Shipping Company (MSC) and Five Star Logistics Terminal, Lagos. The disagreement centered on the transfer of the containers to Tin Can Island Container Terminal (TICT) for a 100% examination as ordered by the Nigeria Customs Service.

Presiding over the mediation, the Head, Complaints Unit, Dr. Bashir Ambi, welcomed all parties on behalf of the Executive Secretary/CEO of the Council, Akutah Pius Ukeyima, Esq, MON, FCILT, Ph.D. He assured parties that the Council would deliver a fair and transparent intervention in line with Alternative Dispute Resolution (ADR) principles.

The Officer handling the case, Jessica Jonathan provided an overview of the complaint, stating that the Council received a formal petition from Transpota Nigeria Ltd regarding how their shipment under Bill of Lading MEDUE8804373 was managed. The 10X20FT containers were moved from Five Star Logistics Terminal to Tin Can Island Container Terminal (TICT) for full examination, a transfer the consignee claimed they did not request.

Transpota Nigeria Ltd, represented by the Managing Director, Mr. Adebayo Afis, argued that they neither requested the transfer nor approved the offloading of their cargo at TICT. He added that the terminal cited inadequate equipment to handle heavy cargo as reason for the transfer.

“We spent over N8 Million despite requesting demurrage stoppage. The containers were transferred without our knowledge. We seek the Council's intervention.” Mr. Afis stated. The complainant maintained that demurrage charges should not have accrued since the transfer was neither initiated nor approved by them.

The representatives of MSC, Olumide Adefisan (Head, Customer Care) and Timothy Momodu, clarified that the containers were discharged at Tin Can Island Port as stated on the bill of lading. He added that MSC had no visibility on the exact cargo condition apart from what was declared: “We were told the containers held Metal Scrap. For Customs' ease of examination, the cargo ought to have been palletized.”

Five Star Terminal's representative, Barr. Anson A. Chibogu, explained that their facility was adequately equipped and

that Customs acted within its authority: “Customs can carry out 100% examination on any cargo. These containers originated from Brazil, a hotspot for suspicious shipments. The cargo triggered Customs' concern.”

After reviewing documents and engagement with parties, the Council issued the following resolutions:

1. NSC confirmed that the shipment of 10 containers declared as Metal Scrap actually contained pieces of iron upon examination.
2. The cargo was not palletized as advised by Nigeria Customs Service. The Consignee is advised to palletize future shipments to avoid complications.
3. NSC directed MSC and Five Star Terminal to enhance Customer Service Delivery and eliminate operational glitches to support ease of doing business.
4. The Council requested MSC and Five Star Terminal to offer waivers to Transpota Nigeria Ltd,

considering the financial burden of over N8 million incurred.

5. NSC exonerated both MSC and the terminal from liability for delays and additional costs, as Customs has the prerogative to conduct full examination on any cargo, suspicious or otherwise.
6. Both MSC and Five Star Terminal are to report compliance updates to the Council within two weeks.
7. Parties were enjoined to maintain cordial and sustainable business relationship.

Transpota Nigeria Ltd, MSC, and Five Star Logistics Terminal expressed gratitude to the Nigerian Shippers' Council for its timely intervention and balanced resolution. “NSC continues to reinforce its mediatory mandate, ensuring fair play, improved service delivery, and a more efficient operating environment across Nigeria's Maritime Sector”, they stated.

DAMAGED CARGO: NSC RESOLVES DISPUTE BETWEEN CONSIGNEE AND TERMINAL OPERATOR

... Orders Consortium to Pay Over ₦2m Compensation
... Blames Consignee for Two-Year Delay in Cargo Retrieval

The Nigerian Shippers' Council resolved a long-running dispute between Otunba West International, the consignee, and ENL Consortium Ltd., operators of one of the terminals at the Lagos Port Complex, Apapa, over four missing and damaged pallets of Veneer Sheets.

The disagreement, which dates back to February 2022, centered on a consignment of 140 pallets of veneer sheets imported under Bill of Lading No. CG21164QDGLAG33/34/35/36. According to the consignee's legal representatives, Queen Ukadike & Associates, their client, Mr. Tochukwu Awolue retrieved most of the consignment in early 2022 but was unable to collect the final four pallets because they were block-stacked and inaccessible.

Counsel to the consignee, Barrister Adesioye Oluwatobi, told the Council that when the consignee's agent returned to the terminal in July 2022 for the remaining cargo, they were informed the pallets had been released to another

clearing agent. The consignee maintains that upon being invited for inspection, the pallets presented were not only in a badly damaged state but were also of a different grade and quality from the imported goods. Mr. Awolue added that although ENL Managers offered a replacement, the alternatives fell short of the original specifications.

ENL Consortium, represented by Mr. Ajayi Adetoye and Barrister Gracious Ijalana, disputed these claims. They acknowledged that the consignee's agent visited in July 2022 but insisted that the cargo remained intact. Mr. Adetoye said the agent later complained that the pallets were damaged but failed to return after being advised to complete a damage form to facilitate compensation. ENL maintained that the goods were never released to another party.

Amid the conflicting narratives, the NSC dispatched a fact-finding team led by the Head, Complaints Unit, Dr. Bashir Ambi, for an on-the-spot assessment. The inspection confirmed that the pallets were in a loose and badly damaged

condition. Mr. Awolue again insisted the materials inspected were not those originally shipped.

Following extensive deliberations, the Nigerian Shippers' Council issued a set of resolutions aimed at closing the matter and restoring confidence between both parties.

The Council ruled that:

1. A valid business relationship existed between Otunba West International and ENL Consortium Ltd.
2. The four pallets belonging to the consignee were indeed block-stacked at the terminal, delaying access at the time of retrieval.
3. The Council expressed strong dissatisfaction with the consignee and their agent for leaving the goods unattended for over two years, an action it said runs contrary to Nigeria's trade facilitation principles.
4. ENL Consortium was commended for duly notifying the consignee when the pallets became accessible for delivery.

5. The Council's inspection confirmed the cargo was in a damaged condition.

6. In the interest of trade facilitation, ENL Consortium will compensate the consignee with the value of the four pallets, estimated at ₦2,121,000.00 based on the commercial invoice.

7. ENL Consortium must make the payment and forward evidence of payment to the NSC.

8. The consignee was advised to import only cargo that can be promptly cleared to avoid storage delays stemming from inadequate funds.

9. Both parties were urged to strengthen their business relationship and adopt best practices to prevent future disputes.

The Council emphasized that timely cargo clearance remains essential for port efficiency and reiterated its commitment to mediating disputes in the interest of trade facilitation and stakeholder confidence.



EXPORT TO ITALY: NIGERIAN SHIPPERS' COUNCIL RESOLVES ₦21M CHARCOAL DISPUTE

...Orders Faster Dangerous Goods Processing by Shipping Line

...Warned Shipper against future negligence

..."Resolving issues in the Industry by NSC is encouraging & Unbiased"... Hapag Lloyd

The Nigerian Shippers' Council (NSC) resolved a dispute between Cristo Allied Resources Ltd and Hapag-Lloyd Nigeria Shipping over 2X40FT containers of charcoal valued at more than ₦21 million scheduled for export to Italy. Addressing the aggrieved parties during the tripartite meeting, the Head, Complaints Unit Dr. Bashir Ambi Mohammed said, "on behalf of Akutah Pius Ukeyima, Esq, MON, FCILT, Ph.D, we welcome you to the Council's Alternative Dispute Resolution Center (Complaints Unit). Be assured of getting fair intervention."

Presenting the case, Assistant Chief Operations Officer, Ms. Ijeoma Ugwu, said the Council received a petition from Cristo Allied Resources alleging prolonged delay and rising terminal storage charges on containers number: FANU1887621 and HLBU1820755.

The complainant claimed that Hapag-Lloyd failed to communicate key implications of labeling their shipment as *Dangerous Goods (DG)*, and that DG forms were

repeatedly rejected after earlier approvals, causing delay and accumulation of charges. They argued that the shipping line should bear the cost of storage arising from the DG approval delay.

Responding, Hapag-Lloyd representatives, Ms. Deborah Olajumoke and Mr. Charles Owuegbu, denied all allegations, insisting the containers were "triangulated" and not initially declared as charcoal. They presented an IMO directive, verified during the meeting, classifying charcoal as *Dangerous Cargo* from January 1, 2026.

The Company added that due to rising cases of falsified DG documents, all such cargo now undergoes verification at Bamidele Laboratory, which sometimes causes delays. Hapag-Lloyd also noted discrepancies in the documentation, stating the forwarder listed was not the complainant.

Representing TICT, Mr. Tunde Owueye disclosed that the terminal had already

granted a 50% waiver on storage to more than 100 export containers as part of its contribution to trade facilitation and ease of doing business in Nigeria.

After more than three and a half hours of deliberations, the Council issued the following resolutions that:

1. The Council affirmed a valid transaction between Cristo Allied Resources and Hapag-Lloyd on the two containers.
2. The meeting observed that the containers were gated in via triangulation, contradicting the Complainant's earlier claim.
3. TICT was encouraged to further consider additional waiver on accrued storage for container HLBU1820755.
4. NSC expressed displeasure with the lengthy DG confirmation process by Hapag-Lloyd and directed that all DG documentation approvals from Bamidele Laboratory must henceforth be completed within 24 hours.

5. TICT was exonerated from all allegations regarding the disputed cargo.

6. Hapag-Lloyd was urged to strengthen communication with Shippers, particularly on sensitive IMO guidelines, and to copy NSC on all such communications.

7. NSC expressed dissatisfaction with the Complainant's negligence over export procedures.

8. Cristo Allied Resources was ordered to register with NSC within 24 hours, failing which sanctions would apply.

9. The Council appealed for improved business relations among parties to ensure smoother future transactions.

Both parties expressed gratitude for the Council's intervention. Hapag-Lloyd praised the process, noting that "the efforts of the NSC at resolving issues in the industry is encouraging and unbiased." Mr. Olatunji Yemi, Managing Director of Cristo Allied Resources, said he was "truly happy" with the Council's timely intervention.

STREET TURNED DISPUTE: NIGERIAN SHIPPERS' COUNCIL RESOLVES CASE INVOLVING 4 WATER-TREATMENT CONTAINERS VALUED OVER ₦173 MILLION

...Directs Shipping Company to Verify EIR

..."Demurrage Would Have Stopped Automatically If We Had Knowledge of the Triangulation" - PIL

The Nigerian Shippers' Council (NSC) successfully mediated and resolved a dispute involving four "street-turned" containers valued at over ₦173.6 million, following a complaint lodged by Chinus Nigeria Ltd against Pacific International Lines (PIL).

The containers, originally imported for water-treatment purposes, were allegedly hijacked by a third party and triangulated for export without the shipping company's knowledge, a development that created conflicting return dates and complications around demurrage refunds.

The meeting opened with Dr. Bashir Ambi, Head, Complaints Unit, speaking on behalf of the Executive Secretary/CEO of the Council, Akutah Pius Ukeyima, Esq, MON, FCILT, Ph.D. Dr. Ambi reiterated the Council's commitment to Alternative Dispute Resolution (ADR) principles and appointed Mrs. Soniya Akinbode, Operations Officer, to chair the session.

The case handler, Ms. Jessica Jonathan briefed the meeting, explaining that Chinus Nigeria Ltd imported 4X20FT containers (PCIU1567961, CAIU3252610, PCIU1124644, GLDU9710283) containing

Caustic Soda used for water treatment, valued at ₦173.6 million.

Jessica added that, after import clearance, and while the empties were being returned, the containers were diverted and used for export "street turn" by a third party without PIL's authorization. Chinus Ltd had prepaid demurrage, but the shipping line could not refund them as the containers appeared to have different return dates due to the unauthorized triangulation.

Chinus Ltd, represented by Mr. Monday E. Nweke, confirmed the complaint and presented Equipment Interchange Receipts (EIRs) from APM Terminals showing the containers were received for export contradicting PIL's date.

PIL Nigeria, represented by Mr. Dhanesh Nair (GM, Finance) and Mr. Vincent Opreh, stated that the company's Standard Operating Procedure (SOP) for triangulation was not followed. "We were not informed about the triangulation, and our system automatically stops demurrage once such notification is received," Mr. Dhanesh said.

He added that PIL only received communication from the exporter

claiming the triangulation took place, and noted they had not received any EIR from APM Terminals confirming the earlier dates. PIL requested time from the Council to verify the authenticity of the EIRs.

Dr. Ambi commended PIL Nigeria for being one of the most compliant shipping companies in complaint resolution matters.

After extensive deliberations, and as agreed by the meeting the following resolutions were reached:

1. NSC confirmed that a valid transaction occurred involving the four containers.
2. The meeting observed a communication gap was identified between PIL Shipping and the importer's agent.
3. PIL Shipping is mandated to

authenticate the EIRs submitted by the agent and revert to NSC within 48 hours.

4. If the documents are verified as genuine, PIL must refund the agent; if they are not, the agent will bear the cost.

5. Parties were urged to maintain a cordial and professional business relationship.

Both Chinus Nigeria Ltd and PIL expressed appreciation for the Council's timely intervention, stating that, the Nigerian Shippers' Council continues to strengthen dispute-resolution mechanisms across the maritime sector, promoting accountability, transparency, and harmonious commercial relationships.

INTERVIEW

NIGERIAN SHIPPERS' COUNCIL MEDIATES BETWEEN ROYAL EXPRESS OPERATIONS MANAGER, NESREA AND QUARANTINE SERVICES

...**"Nigerian Shippers' Council is up to their game; Nigeria is still working."**

The Nigerian Shippers' Council (NSC) successfully mediated a dispute involving the Operations Manager of Royal Express Limited, Mr. Dennis Onyebueke, and two regulatory bodies, National Environmental Standards and Regulations Enforcement Agency (NESREA) and the Nigeria Agricultural Quarantine Service (NAQS). In this interview, the Complainant bare his mind and expressed deep satisfaction with the Council's swift intervention.

Good morning, sir. Please introduce yourself.

Complainant: Good morning. My name is Mr. Dennis Onyebueke, Operations Manager at Royal Express Limited.

Why are you at the Nigerian Shippers' Council today?

Complainant: I came for a resolution following a petition I wrote against two government agencies, NESREA and Quarantine. I was invited today for mediation on the matter.

Could you explain in detail the complaints you brought before the Council?

Complainant: I submitted a complaint regarding the unwarranted interference by NESREA and Quarantine, particularly issues of extortion and the holding of 35 containers at the port. As clearing agents, such delays create bottlenecks, lead to demurrage, and can even cost us clients. Time is everything in clearing. So, we wrote to the Nigerian Shippers' Council to intervene.

You mentioned NESREA. From all indications, NESREA has specific regulatory interests. What exactly was the nature of the cargo involved?

Complainant: Crude palm oil.

Is that a raw material or a finished product? What is it used for?

Complainant: It goes both ways. Palm oil has enormous uses. Beyond cooking, many manufacturing companies rely on it for different types of production.

Are you satisfied with the mediation carried out by the Nigerian Shippers' Council today?

Complainant: Very satisfied. In fact, when I submitted the petition, I doubted whether it would receive any attention.

To my surprise, I was called in for a meeting today. It shows the Nigerian Shippers' Council is up to their game, Nigeria is still working. I'm pleased with the outcome of the mediation.

What advice would you give to other agents facing similar challenges?

Complainant: Speak up. Don't die in silence. Even though things may not always work as they should in Nigeria, some agencies are still doing the right thing. Whether or not you get the result you hope for, speak out and clear your conscience.

Did the Nigerian Shippers' Council charge you for these services?

Complainant: No, not at all. Their services are free of charge.

Are you delighted with the resolution reached today?

Complainant: Absolutely.

Will you continue in the importation and clearing business?

Complainant: Certainly. That is the only job I do.

This mediation seems to have created a relationship between you and NESREA. How do you feel about that?

Complainant: Honestly, it's an honour. They say there's no peace without a fight. If I had kept quiet, I wouldn't have met the people I met today.

What is your final takeaway from your experience with the Nigerian Shippers' Council?

Complainant: My takeaway is that the Nigerian Shippers' Council is still on the right track. From what transpired today, I can say there is truly light at the end of the tunnel.

Thank you. Could you please confirm your name once again?

Complainant: I am Dennis Onyebueke, Operations Manager, Royal Express Limited.



SHIPPING DISPUTE: SHIPPERS' COUNCIL SUSPENDS INTERVENTION ON CASE CLASSIFIED AS THEFT AND FRAUD

...Withdraws from Mediation as Police and Court Take Over Investigation
...Advises Agent to return Container

The Nigerian Shippers' Council (NSC) formally withdraws from mediating a high-profile shipping dispute involving Prime Agencies Nigeria Limited, Unity Bonded Terminal, and Maersk Nigeria, after the matter was officially classified as a criminal case of "theft and fraud" placed under Police and judicial intervention by the Complainant.

The decision followed a tripartite meeting convened at the NSC Headquarters in Lagos. The session, held at the Complaints Unit Meeting Room, was chaired by the Head, Complaints, Dr. Bashir Ambi, who welcomed all participants and reiterated the Council's statutory mandate to facilitate fair trade and resolve industry-related disputes. He noted that the meeting had the approval of the Council's Executive Secretary/CEO, Pius Akutah Ukeyima, Esq., MON, FCILT, Ph.D.

Presenting the case summary, Ms. Ijeoma Ugwu, Assistant Chief Operations Officer and case handler, disclosed that Prime

Agencies Nigeria Limited petitioned the Council alleging conspiracy, stealing by diversion, false accusation, and unlawful business obstruction by Unity Bonded Terminal.

Prime Agencies' representative, Mr. Kenneth Nwando, told the Council that the crisis began after a Maersk container assigned to one of the company's contracted transporters went missing. According to him, the transporter absconded with the container. He further alleged possible internal collusion, pointing to the issuance of two conflicting Equipment Interchange Receipts (EIRs), both bearing the names of Unity Bonded Terminal staff.

Responding on behalf of Unity Bonded Terminal, Barrister Ndubisi Augustine stated that the issue is part of a larger, ongoing investigation into a container fraud ring. He revealed that two suspects are already in police custody. Augustine

argued that Unity Bonded Terminal cannot be held liable since the last known custodian of the container, Prime Agencies' transporter, has fled.

Representing Maersk Line, Mr. Marcus Lawrence confirmed that the missing container had not been returned to the Shipping Line. He explained that Maersk had provided Prime Agencies with two resolution options; Recover and return the container, or pay the depreciated value (DV) of the unit.

Once either action is taken, he said, the operational blockage placed on Prime Agencies' account would be lifted. Lawrence stressed that the incident met the global shipping industry's classification for "theft and fraud", and noted that the matter is already before the police and a court of competent jurisdiction.

At the end of deliberations, the Nigerian Shippers' Council reached the following

resolutions:

1. Based on submissions by Maersk and Prime Agencies, NSC affirmed that the container in question has not been returned to Maersk Nigeria Ltd.
2. Given its status as an active police and court matter, the Council announced that it would suspend further handling of the dispute.
3. In line with its trade facilitation mandate, the Council urged Prime Agencies Nigeria Limited to intensify efforts to recover and return the missing Maersk container in order to lift the operational blockage affecting its business.

With the Council stepping back, the case now rests fully in the hands of law enforcement and the judiciary, as stakeholders await the outcome.

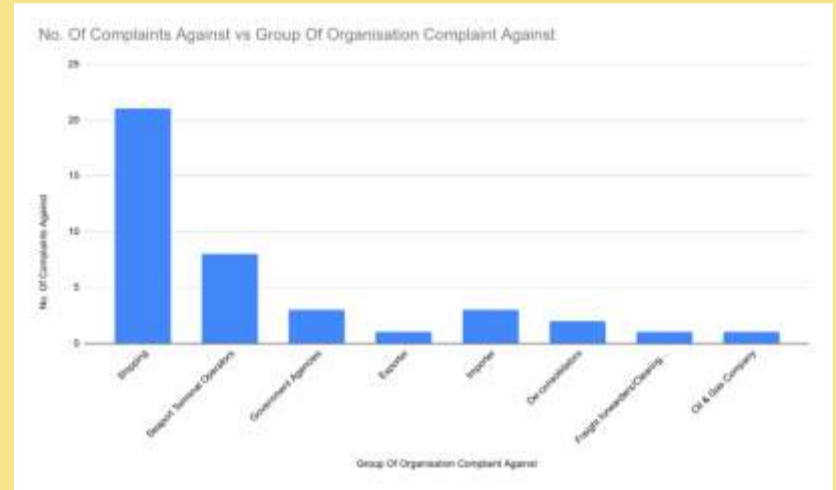
ANALYSIS OF STAKEHOLDERS COMPLAINTS HANDLED WITHIN THE LAST QUARTER FROM (JULY - SEPTEMBER) 2025

1. AMOUNT SAVED/RECOVERED

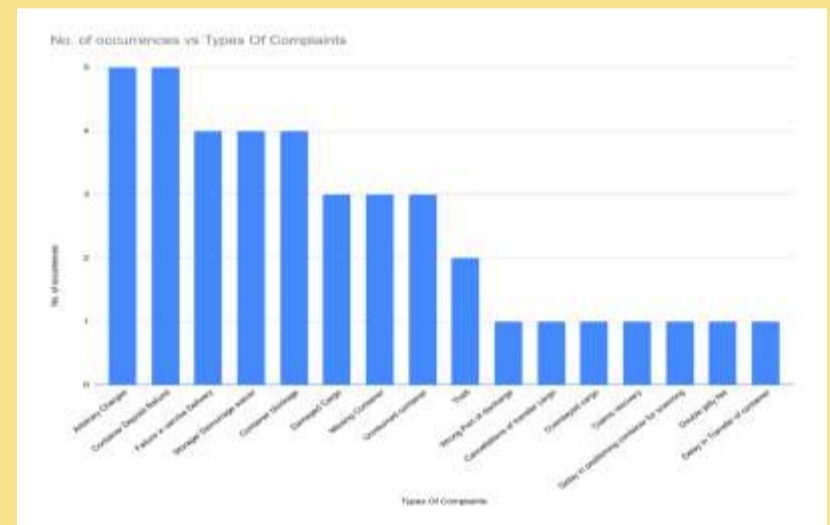
AMOUNT SAVED
N2,059,463,218.08

2. SUMMARY OF TYPES OF COMPLAINTS HAANDLED

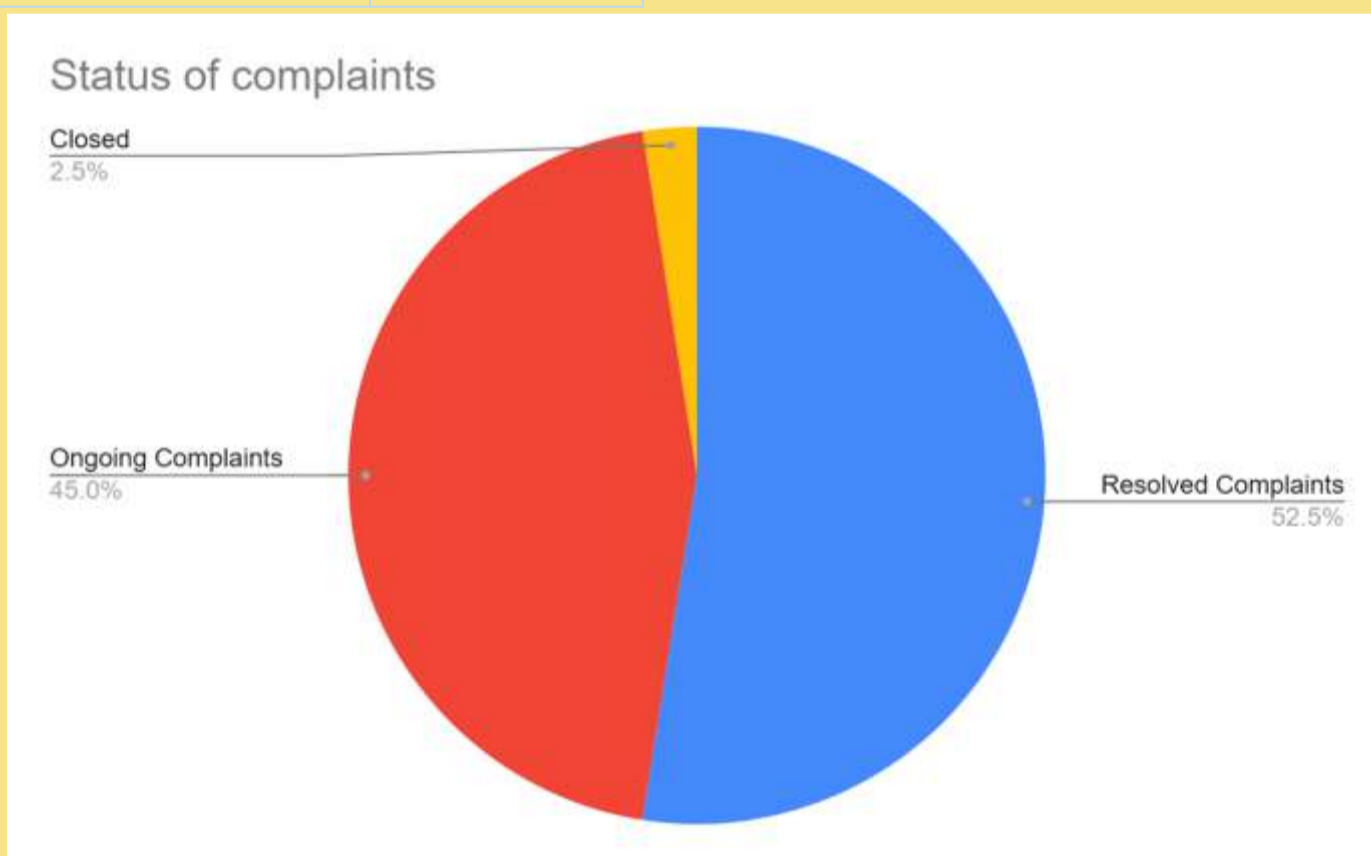
Group of Organisation Complaint Against	No. of Complaints Against
Shipping Companies/Agents	21
Seaport Terminal Operators	8
Government Agencies	3
Exporter	1
Importer	3
De-consolidators	2
Freight forwarders/Clearing agent	1
Oil & Gas Company	1



Types Of Complaints	No. of occurrences
Arbitrary Charges	5
Container Deposit Refund	5
Failure in service Delivery	4
Storage/ Demurrage waiver	4
Container blockage	4
Damaged Cargo	3
Missing Container	3
Unreturned container	3
Theft	2
Wrong Port of discharge	1
Cancellations of transfer cargo	1
Overstayed cargo	1
Claims recovery	1
Delay in positioning container for scanning	1
Double jetty fee	1
Delay in Transfer of container	1



Status of Complaints	No. of complaints
Resolved	21
Ongoing	18
Closed	1



COMPLAINTS HANDLING: STAKEHOLDERS APPRECIATE THE COUNCIL



Shippers' Council that the issues contained in our demand letter have been resolved between our client and MSC Nig. Ltd.

We appreciate your interest as a regulatory body and express our deepest gratitude in ensuring that you duly followed up on our demand letter.

We also have the firm instruction of our clients to communicate their appreciation to your esteemed office. We are grateful."

Kind Regards,

SIMEON OLUMIDE ADENIJI Esq.
FOR: OLUJINMI & AKEREDOLU

LETTER OF APPRECIATION

"We, **VICMORE WORLD INTEGRATED INVESTMENT LTD**, write to express our profound gratitude to the Nigerian Shippers' Council for your invaluable intervention in our complaint against

APPRECIATION LETTER FOR RESOLVING HIGH TERMINAL CHARGES FOR 1X20 WHISKEY TANK WITH BL-HLCULIV240466741

"We want to express our sincere appreciation for your outstanding efforts in resolving the high terminal charge of 1x20 Malt Whiskey Tank with BL-HLCULIV240466741 that we were facing.

Your dedication, expertise and perseverance were instrumental in finding a solution, and we are grateful for your commitment to excellence. Your ability to analyze the problem, and implement an effective solution was impressive.

Also, your professionalism and communication skills throughout the process were exceptional and you kept all stakeholders informed and up to date. Your contributions have made a significant impact on resolving the issue and we appreciate your hard work and dedication.

Thank you again for your outstanding work in resolving this issue."

FOR: NIGERBEV LIMITED

LETTER OF APPRECIATION

"On behalf of F.O.J MULTIDYNAMIC INTERCHANGE NIGERIA LTD, we write to sincerely appreciate the Nigerian Shippers' Council for the swift, amicable and erudite resolution of the matter brought by Wigs World Legal Practitioners on behalf of Queway Global Investment Ltd.

We would further like to recommend the good works of the Complaints Unit in resolving disputes along the value chain of shippers under the mandate of the Nigerian Shippers' Council for the ease of business. Thank you."

FLORENCE OMOLOLA JONES-IDOWU FOR: F.O.J. MULTIDYNAMIC INTERCHANGE LTD

LETTER OF APPRECIATION FOR RESOLVING OUR COMPLAINTS

"We are writing on behalf of the Management of HARLINK INVESTMENT LTD to express our profound gratitude for your intervention and successful resolution of our complaints regarding the Export Delivery Charges imposed by TICT on export containers.

Your prompt attention to this matter is greatly appreciated.

We are deeply thankful for your dedication to serving as the 'Port Economic Regulator' and your unwavering commitment to ensuring fair practices within the industry. Your efforts have not gone unnoticed and we commend you for your exemplary services.

Please, accept the assurance of our highest esteem and appreciation for your valuable assistance."

Yours faithfully,
ALH. INAOLAJI NOFIU L.
Managing Director
FOR: HARLINK INVESTMENT LTD

RE: LETTER OF DEMAND FOR REFUNDABLE DEPOSIT
BILL NO: MEDUQ8140764, VESSEL: MSC MAGARITA VOY.311A

"The above subject matter refers. We refer to our previous correspondence on behalf of our client

"Acres and Barns Nigeria Ltd" copied to your office in respect of the demand placed on me by Mediterranean Shipping Company Nigeria Ltd (MSC). We wish to inform the Nigerian

BUSIEST PORTS OF CALL IN THE WORLD

S	E	F	V	J	N	M	D	T	E	R	O	P	A	G	N	I	S
R	U	O	H	Z	U	S	E	L	E	G	N	A	S	O	L	H	W
I	F	A	H	R	F	S	H	D	R	G	J	N	E	M	A	I	X
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H	N	E	A	G	U	O	H	Z	G	N	A	U	G	I	W	S	L
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P	A	A	W	K	H	Y	Y	G	Q	I	K	O	W	B	D	A	H
I	R	V	E	L	D	O	B	Q	P	G	A	I	U	O	F	N	A
H	D	A	R	L	Q	N	O	G	I	A	S	S	R	Z	G	N	I
S	N	H	P	O	N	I	N	G	G	N	A	L	K	H	N	A	P
A	U	N	Y	A	J	A	V	R	L	N	Q	X	R	O	A	H	H
P	M	G	F	D	U	O	C	U	P	G	A	C	F	U	B	T	O
E	D	N	V	G	V	U	D	B	I	V	S	D	C	S	A	G	N
L	Q	O	N	N	B	K	Y	M	H	N	Z	S	H	H	H	H	G
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P	E	G	L	Q	M	D	Y	H	E	G	N	G	W	N	M	K	B
G	M	N	H	A	V	A	S	H	F	Z	D	B	S	K	E	O	D
N	R	O	E	G	D	R	I	P	H	D	Y	N	S	J	A	L	R
U	E	H	P	W	K	F	J	E	T	H	O	B	M	O	L	O	C
J	G	J	U	P	Y	F	N	I	Y	R	W	J	F	H	D	W	B
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A	A	A	D	J	L	Y	R	J	U	O	H	D	V	G	H	Q	T
T	T	T	G	H	N	H	N	K	G	N	U	I	S	H	O	A	K
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| SHANGHAI | NINGBO-ZHOUSHAN | SHENZHEN |
| SINGAPORE | QINGDAO | GUANGZHOU |
| BUSAN | TIANJIN | LOS ANGELES |
| HONG KONG | ROTTERDAM | JEBEL ALI |
| ANTWERP | KLANG | XIAMEN |
| TANJUNG PELEPAS | NEW YORK | KAOHSIUNG |
| LAEM CHABANG | HAMBURG | SUZHOU |
| SAIGON | TANGER-MED | COLOMBO |
| TANJUNG PRIOK | MUNDRA | NHAVA SHEVA |
| SAVANNAH | RIZHAO | HAI PHONG |

Designed by VINCENT IKECHUKWU

CLARION TERMINAL regarding the negligent handling of our container which resulted in severe damage to our cargoes. This damage caused us significant financial loss.

The mediation facilitated by the Nigerian Shippers' Council was instrumental in bringing about an amicable resolution to the dispute, wherein Clarion Terminal agreed to compensate us for the losses we suffered. We are pleased to confirm that Clarion Terminals has commenced payment of the compensation as agreed.

We would like to specifically commend Mr. Bashir and the dedicated team of the Complaints Unit for their tireless efforts during the series of meetings held to resolve the issues. Despite their busy schedules, they demonstrated professionalism and an unwavering commitment to ensuring that the matter was handled efficiently and fairly.

Once again, we thank the Nigerian Shipping Council for your professionalism and dedication, which greatly contributed to the successful resolution of this dispute."

Yours sincerely,

MR. VICTOR UNIGWE (Managing Director)

FOR: VICMORE WORLD INTEGRATED INVEST. LTD

RE: LETTER OF APPRECIATION

RE: UNLAWFUL DETENTION OF CONTAINER NOS: BSIU811419 AND PCIU9015700 CONSIGNED TO BESTMAN MERCHANT CARGO LTD ON BILL OF LADING NOS: SHSE41202100 AND SHSE41202300 DATED 22ND JULY, 2024 RESPECTIVELY ON MISTAKEN IDENTITY OF SIMILARITY OF NAMES OF COMPANIES

"We remain Solicitors to **BESTMAN MERCHANT CARGO NIG. LTD** with regards the above subject matter.

We wish to express our sincere gratitude to your good selves, for the timeous mediation with regards the above subject-matter between our client and Pacific International Lines (PIL) Limited on 3rd September, 2024. We are indeed grateful for the resolution reached and the advice for the parties to maintain a cordial business relationship.

Accept our esteemed assurance and regards."

Yours faithfully,

**FOR: NELSON OTAJI & ASSOCIATES
PP: AHANTE OKEOGHENE EGWONO ESQ.**

RE: UNFAIR TERMINAL STORAGE CHARGES ON EXPORT SHIPMENT

"We are writing to express our heartfelt gratitude for your assistance in recovering the unjustified storage fees imposed on our client by LANSAL.

Our client, SPRINGFIELD AGRO LIMITED confirmed the receipt of a total of ₦2,500,000 from Lagos and Niger Shipping Agency Limited which is against storages on three different shipments (GOSULOS24002299, G O S U L O S 2 4 0 0 2 3 3 8 and GOSULOS24002363) all thanks to your intervention in this matter.

Your 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 Shippers' Council and benefitting from your services.

Thank you once again for your assistance."

Sincerely,

**Raheem Moruf
Managing Director
RE: ERROR TRANSMISSION OF
MANIFEST- APPRECIATION LETTER**

"Trust you are good and safe. Our complaint mail dated August 12, 2024 refers.

We write to appreciate your role in resolving the matter we had with **Hapag Lloyd Nigeria Limited** which was as a result of erroneous transmission of manifest to Customs which delayed the clearance of the cargo.

Your intervention that made Hapag Lloyd to be responsible for Terminal and Shipping Line demurrages from the date we reported the error to them (August 2nd) to when we were to take the delivery, September 3rd is greatly appreciated.

God bless you, and keep you. Keep up the good work."

Yours faithfully,

**Mr. Cyprian Orakpo (Managing Director)
FOR: TRANSGREEN NIGERIA LTD.**

SHIPPERS' COUNCIL INTERVENTION ON COMPLAINT AGAINST MAERSK DELAY ON CARGO RELEASE- LETTER OF APPRECIATION

"Dangote Sugar Refinery (DSR) wish to

put on record, our appreciation of your kind intervention, leading to resolution of Maersk Line embargo on some of our recent shipments.

We cannot thank enough, the Complaints Unit of the Nigerian Shippers' Council, for always being responsive anytime DSR had course to request assistance.

Once again, we thank you for all the support."

Regards,

**Mr. Mobolaji Johnson Adeogun
FOR: DANGOTE SUGAR REFINERY PLC**

LETTER OF APPRECIATION

"We wish to use this medium to express our sincere thanks and appreciation to the CEO, and general staff members of Nigeria Shippers' Council, Apapa, Lagos, for their intervention on the issue our company PORTPASS MARITIME SERVICES had with PACIFIC INTERNATIONAL LINE (PIL) over their missing container and accrued demurrage.

We want to specifically remark the apt role played by Mr. Yahaya in proffering forum for reconciliation and settlement between our company and PIL.

We are saying thank you very much,

God bless you."
Yours faithfully,

**Mr. Okezie M. Fortune
FOR: PORTPASS MARITIME SERVICES LTD**



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

