COMPLAINTS NEWSLETTER

JANUARY-MARCH 2023 VOL: 5 NO 1

IN-HOUSE PUBLICATION OF COMPLAINTS UNIT, NIGERIAN SHIPPERS' COUNCIL



Export Cargoes:

NSC FACILITATES THE RELEASE OF OVER 50 IMPOUNDED CONTAINERS

.....SAVES OVER N1BN FOR EXPORTERS.

The Nigerian Shippers' Council has intervened in the release of over fifty (50) export laden containers for members of the Niger Shippers' Association, which was detained at the premises of Millennium Shipping & Marine Services Limited, Marina, by the Nigeria Police in Lagos recently.

In a formal letter of complaint sent via the Council's North Central Coordinating Office, Jos, Plateau State, titled "Petition Against Lagos State Commissioner of Police" jointly signed by the President & Secretary of the Niger State Shippers' Association: Messrs Mohammed Makun Baro and Elder Dada Olumuyiwa Ayodele stated that " our members goods which are supposed to be exported to different parts of the World were impounded by the Lagos State Government, some of the goods are perishable goods which had put our members in serious problems with the bank loan"

The Association however added that their "clients whose goods have being impounded are thinking that our members are playing on their intelligence and has caused untold hardship to our members, crippled the economy and it is difficult for us to sell Agro goods compared to previous years. The implication on the economy was that it will increase the problem of unemployment, while Central Bank of Nigeria, Commercial banks and the Country will not benefit from the export proceeds and trucks will refuse to travel to Lagos."

However, in order to resolve the complaint amicably for the interest of Trade Facilitation and Ease of Doing Business in the Country, the Council investigated the matter with appropriate agencies involved and discovered that the exporters did not deviate and no charges were leveled against the cargoes by either the Police or any other agencies nor violate the directives of any Government agency, as such their Exports boxes be released and as a result of this intervention, the synergy and commitment demonstrated by all agencies involved, the containers were released and conveyed to the port for export.

The Council also realized that the detainment of the said containers followed an earlier directive by the Federal Ministry of Transportation and the Lagos State Government while on on-the-spot assessment of the port access roads and stoppage of barge operations along the Marina corridor to enable the contractor handling the rail projects to complete the contract on time.

The prompt intervention of the Council has not only helped the exporters, but obviate what could be considered as monumental loss to the Nation's economy as regards the exports proceeds.

As a result of the Council's intervention, over N1,000.000.000.00 (One Billion Naira) only was saved and over 50 fifty impounded export boxes were released. The complainant was grateful and thank the Council for saving the economy.

OVERTIME CARGO: SHIPPERS' COUNCIL INTERVENTION ON POWER EQUIPMENT SAVES ECONOMY OVER N406M

.....Broker Truce Between Electricity Companies, Shipping Lines & Terminal Operators



The Nigerian Shippers' Council has saved the Nation over **N**406m (Four hundred and six million) naira in demurrage and storage charges on National Grid Equipments abandoned by Transmission Company of Nigeria, (TCN) and Niger Delta Power Holding Company of Nigeria (NDPHCN) since 2012.

According to a formal letter of complaints by the Managing Director/CEO, Transmission Company of Nigeria (TCN MR. Chiedu Ugbo and the Management of Niger Delta Power Holding Company NDPCN) requesting the Nigerian Shippers Council's intervention for waiver on demurrage and storage charges on the abandoned national power project containers, the NSC swiftly moved in and resolveded the matter in 2022.

However, in a quest to amicably resolve the matter to enable the TCN & NDPCN take delivery of the

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DEMURRAGE AND DETENTION:

COMPLAINTS UNIT URGES CONSIGNEES TO EMPLOY SERVICES OF PROFESSIONAL LOGISTICS COMPANIES IN ORDER TO AVOID D&D CHARGES

The Complaints Unit of the Nigerian Shippers' Council has observed that despite the decrease in the volume of cargo throughput at the Nation's Sea ports, demurrage and detention (D&D) charges remains high. This is a serious concern to the Council as demurrage causes loss to the consignees and contributes to the increment in cost of goods and services.

Demurrage is the charge for the delayed use of the container within the terminal. This charge comes into play when the laden container is not moved out of the terminal to be unpacked within the free days.
Detention is the charge for the delayed use of the container outside the terminal. The charge comes into play when the empties are not returned to the designated holding bay with in stipulated period.

Freight forwarders and shippers are no longer strangers to the dreaded D&D charges meted by the shipping lines. These charges have become one of the most controversial topics in the shipping industry in recent years. You pay D&D charges when you exceed the period allowed for the boxes. They charges continue to accrue daily till containers are returned the containers to the shipping lines. Such high charges may be "unjust and unreasonable" for the freight forwarders, but for the shipping lines, they ensure the efficient use of their containers. D&D charges can accrue up to 20 times the value of the container itself.

Most times, these charges erode the profit margin of the importers and the cost are usually borne by the final consumers. The Nigerian Shippers' Council as the Port Economic Regulator is really concerned about these challenges, as it is a real factor that contribute to high rate of inflation in the economy. This is why the Council will continue to work relentlessly in sensitizing the importers on the need to ensure they pick up laden containers, unpack and return the empty containers to the shipping lines within the free days to avoid D&D charges. The Council observed that D&D constituted the highest percentage of the complaints handled over the past three years as contained in the NSC published annual reports of 2018, 2019, and 2020. This is attributed to the engagement of non-professional agents or freight forwarders by most importers in the clearing of their cargoes and management of the containers.

The Council therefore, urges all importers and exporters to ensure they engage professional logistics companies to handle the clearing and delivery processess of their cargoes so that all containers are returned promptly without accruing demurrage or detention charges.



OVERTIME CARGO: SHIPPERS' COUNCIL... CONT'D FROM PAGE 1

consignments, the Complaints Unit organized series of tripartite meetings with all the parties involved where it holistically x-rayed the quantum of indebtedness to five Shipping Ccompanies involved in the ocean transportation of the cargoes.

The Shipping Line Agencies involved are: Maersk Line, CMA-CGM, Hapag-Lloyd, MSC and Lagos & Niger Shipping.

The TCN was represented at the meeting by the Executive Director Finance & Accounts, Mr. Babayo Shehu, accompanied by Messrs Labaran Yusuf, Deputy General Manager, headquarters, Logistics, Increase Egbuche, Assistant General Manager, Expertise and Betty Ogueche, Aassistant General Manager, Legal.

Similarly, for the storage charges, the Terminal Operators involved include; West African Containers Terminal, Onne (WACT), Ports & Cargo Handling Services (SIFAX) Mitchelle, Sapid & Tin Can Island Container Terminal (TICT) with over N2 Billion indebtedness in storage charges.

The ombudsman in port operations expressed dismay over the negligence exhibited by those involved in the clearing process on behalf of the Government in releasing the Power Projects Equipments and warned that it will not tolerate such act of sabotage.

On the abandoned MSC containers, the Complaints Unit of the Council observed that NDPH abandoned the containers with the following Bill of Lading numbers: MEDUM11350874, MEDUIN592015, MEDURP437730 & MEDUL166795.

The Port Economic Regulator objectively intervened where management of MSC on its own granted 50% waiver to NDPHCN out of the accrued demurrage of N57,736,800.00 only.

In a related development, the same NDPHCN abandoned another 69 containers belonging to MSC that contained power projects equipment's which accrued demurrage valued at N655,466,867.00 but the Shipping Company due to the Council's intervention granted 80% waiver.

The Council was however unhappy over the demurrage owed Maersk by NDPHCN on its only 1X40FT, amounting to **N**16,815.000.00 but have agreed to offer 50% waiver on the total sum.

The Council further frowned over another abandoned 20 containers which belongs to CMA-CGM containing National Power Projects Equipment's that accrued demurrage valued at N201,801.338.80 only, the Shipping Company has graciously granted 60% waiver to enable them take delivery.

However, in one of the tripartite meetings, the same NDPHCN was reported by Hapag-Lloyd to have abandoned 6 (six) containers at the ports which eventually attracted demurrage of N209,778.559.79 only, but they promised to get back to the Council after contacting their principal, if there could be any waiver.

While Safmarine & Michelle Terminal reported NDPHCN over abandonment of three (3) of their containers at different ports which attracted storage of N175,507,200.00 and N39,888.000.00 only, but was granted 50% waiver because of the Council's intervention.

The NSC however, reiterated that as a referee in the industry, we strongly discourage waiver requests from any non compliance stakeholder, especially when the charges are not as a result of operational inefficiency on the part of the service provider, adding that this is because the Service Providers are to make profits, pay all the statutory taxes, pay their employees, which we also believe will enhance the ease of doing business in the Country.

The Council further warned Freight Forwarders handling government cargoes to do the needful and always exhibit professionalism in handling their beat, particularly in cases that have to do with the image of the Federal Government of Nigeria on its effort in enhancing National Power Plants and distributions across the Country.

"As a result of the interventions, the Council was able to save the National Economy over **N**406M Four Hundred & Six Million Naira) only excluding inconclusive complaints that emanated from Port Harcourt and Hapag Lloyd."

Expressing their appreciation to the Council, the management of TCN & NDPHCN thanked the NSC for its interventions which according to them, will facilitates the successful execution of all power projects across the Country.



GROUPAGE CARGO: SHIPPERS' COUNCIL FROWNS AT POOR DOCUMENTATION

...Saves the complainant over N1.5M
...Tasks shippers to register with NSC
...I regret my carelessness.... Consignee
..Because of NSC Will reduce our Bill.... Consolidator

The Nigerian Shippers' Council's Complaints Unit recently resolved a groupage cargo issue which led to the reunion of all aggrieved parties, while the Complainant was saved over **N**1.5 million (One Million, five hundred) only.

The Deputy Director Complaints, Mr. Daniel J. Orume, who chaired the mediation meeting asked the complainant Ifeaustine Chuks Safety to brief the meeting on the allegation of arbitrary charges on their groupage cargo. Responding, the complainant stated that their cargo with Bill Lading No: SSS-189-1451-LAG containing 165 cartons of "Working Gloves" with Gross Weight of 9,800kg equivalent to 34 CBM shipped from Black Star International, Hamza Fous, Sialkot-Pakistan, which Mas Global Express & Logistics, Lagos served as deconsolidating Companywas issued an outrageous bill amounting to N3,777,98.00

Orume, asked the service provider if the allegations were true? But Messrs. Mas Global Express & Logistics Company Ltd, led by its Managing Director, Hon. Timothy Awogbemi informed the Council that the complainant is not the owner of the cargo because the Master Bill Lading was still with another agent, Danstars International Agencies, Lagos.

Awogbemi further stated that the cargo under their custody was sent by: FTL Colombo (PVT) Ltd, Colombo Q2, Sri Lanka and the CBM of the cargo was 28 CBM contrary to the complainant's claim of 34 CBM.

The head, Complaints Unit however asked if the complainant can provide any written document in respect of this shipment? but the complainant, Mr. Ifeanyi Chukwuemeka confirmed that he does not have any document for the shipment. "I travel to Pakistan sometime where I met the Shipper in my hotel room and that was how we started. I don't have any document, we only chat and I paid him for full container load, but now it is groupage with different CBM. I am not indebted to my shipper." he said.

Orume who was shocked by hearing that there was no single document however cautioned all Shippers' to properly document their shipment. He further urged them to register with the NSC in order to be regularly updated on all the activities of the Council and avoidsds of this type of mistake.

The Council however, concluded by asking the Consolidator: Mas Global, to review his charges downward where the amount was reduced to N3 Million naira from over N4.5M naira only.

The complainant (Chukwumeka) was grateful to the Council for the intervention and promised to do proper documentation of his cargo in future transactions, “I regret my action" he said. While Mas Global said "it is because of the respect I have for Nigerian Shippers' Council that I reduced the charges, but advised that the Council should educate potential shippers in order to avoid this type of problem."

The Council further read the resolutions and stated that the complainant should contact his Shipper in Pakistan over alleged non payment of freight in dollars and take delivery immediately

All parties were grateful to the Council for the intervention.

SHIPPERS' COUNCIL RECOVER N17,941,480M FROM COSCO SHIPPING FOR A HAULAGE COMPANY



The Nigerian Shippers' Council has recovered the sum of 17,941,480M debt from COSCO Shipping and OOCL for the Haulage services rendered by M & T Int'l Solution Ltd.

In a complaint letter to the Council by M & T Int'l Solution Ltd titled “Non-Payment of bills by COSCO/OOCL”, they alleged that the shipping companies have refused to pay their debt of 24,977,500 (Twenty-Four Million, Nine Hundred and Seventy-Seven Thousand, Five Hundred Naira) accrued over a long period of time as the amount charged for safety, transportation and delivering of their 128 empty containers to designated terminals.

In an effort to resolve the complaints amicably, a tripartite meeting was chaired by the Deputy Director, Complaints Mr. Daniel Orume with all the parties in attendance. After careful analysis of the complaint in accordance with industry standard, the Council ordered Cosco shipping (represented by Mrs. Esther Uche) to make the payment within 4 weeks. In order to adhere to the Council's instruction of making payment within the stipulated period, Cosco Shipping offered to pay the sum of 17,941,480 (Seventeen Million, Nine Hundred and Forty-One Thousand, Four Hundred and Eighty Naira), only.

The Managing Director of M & T Solution (Mrs. T. U. Oliagba) accepted Cosco Shipping's offer of 17,941,480.00k for continuity of business and on the condition that Cosco Shipping increases their quota in the trucking of empty boxes with COSCO and OOCL and requested their company to be added to the list of Licensed Barge operators.

Having received the sum of 17,941,480, the complainant expressed gratitude to Nigerian Shippers's Council via a letter of appreciation.



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1. Daniel J. Orume
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5. Clara Enwefah (Unit Secretary)
6. Hassan Aminu
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11. Musa Mohammed
12. Wachiko A. Yahaya
13. Obewu K. Onumah
14. Soniya Hassan-Akinbode
15. Toyin Ojo

MARITIME WORDS PUZZLE

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SHIPPING COMPANY MSC MAERSK CMACGM

DEBITNOTE HOLDINGBAY TERMINAL BARGE CRANE

PALLET PORTS BERTH SAILING GRIMALDI

CARRIER FORM M FREIGHT CHARGES STORAGE

DEMURRAGE DETENTION MARITIME BONDED OFFDOCK

PIER CONTAINER CARGOES IMPORT EXPORT

CONSOLIDATION EQUIPMENT DUTY SHORE RORO

DELIVERY ORDER EXIT NOTE TUGBOAT HANDLING LOGISTICS

WAREHOUSE CONSIGNMENT CLEARING INCOTERMS COST

FORWARDERS SURVEYOR SHIPMENT INSURANCE LIEN



NSC ORDERS MAERSK LINE TO RELEASE SHIPMENT UNDER DETENTION

.... Waves accumulated charges.

The Nigerian Shippers' Council (NSC) has ordered an immediate release of a consignment placed on lien by Maersk Line to the consignee's legal adviser: Maverick & Spectre Legal Practitioners, counsel to MV Agro Engineers Nigeria Limited and its Indian Partner MV Agro Engineers PVT (consignee) with immediate effect.

The Council also tasked the carrier to grant waiver because the complainant was unduly treated by the Liner as a result of a notifying party.

Maersk Line had earlier alleged that the complainant's cargo was detained as a result of an outstanding debt on previous transaction owed the Liner by the Federal Ministry of Agriculture and Rural Development and Bank of Agriculture, Ahmadu Bello Way, Kaduna, of which the Complainant serves as the Notify Party on the consignee's Bill of Lading.

In a petition letter copied to the Council, the counsel to the Consignee; Maverick & Spectre Legal Practitioners stated that their client MV Agro Engineers Nigeria Limited and its Indian Partner MV Agro Engineers PVT imported “goods contained on the Bill of Lading Number: 910937877 containing 8X20FT of flat collapsible Slac and 9X40FT of high cube container Slac via DS Maersk Line Indian Private Limited (carrier) in the name of Federal Ministry of Agriculture and Rural Development, FCDA Complex, Area 11, Garki, Abuja, Nigeria. The shipment arrived at Onne Port, but Maersk Line failed to allow their clients to take delivery due to an alleged unsettled private business between Maersk Line and the Ministry."

The complainant's lawyer however stated that the "issue of the Ministry's alleged unsettled business was neither raised nor brought to the attention of the consignee. The carrier allowed the consignee to pre-pay all destination charges in respect of the shipment without notifying our client of its alleged disputes with the Ministry or its plan to seize the shipment upon arrival at the port."

Responding, Maersk Line representative Mr. Kehinde Olubineye confirmed the complaint's claimed and said " this is to provide feedback on progress to verify customer claims raised in relations to outstanding on account, from our records, both organizations are the same and have transacted with us intermittently using both organizational names, there is intention to delay release of shipment to our esteemed customers." Maersk Line however added that we would appreciate if Nigerian Shippers' Council can assist us in securing outstanding amount from the customer and remain open to the Council facilitating dialogue between the Maersk Line and Federal Ministry of Agriculture and Rural Development, (FMOA).

Mediating, the Council's Complaint Unit however ruled that it is the cargo owners that arranged payments relating to the shipment. The Council further maintained that by virtue of this arrangement, the property rights in respect of the shipment is vested on the complainants, the Ministry was only named as "Notifying Party” and the importer should not be held responsible for an alleged breach committed on the Bill of Lading. The position of the Unit was that the Federal Ministry of Agriculture is neither a consignee nor a shipper, hence the lien on the consignee's cargo is inappropriate, unacceptable and directed immediate withdrawal of lien and issue a Delivery Order to enable the consignee take delivery without delay.

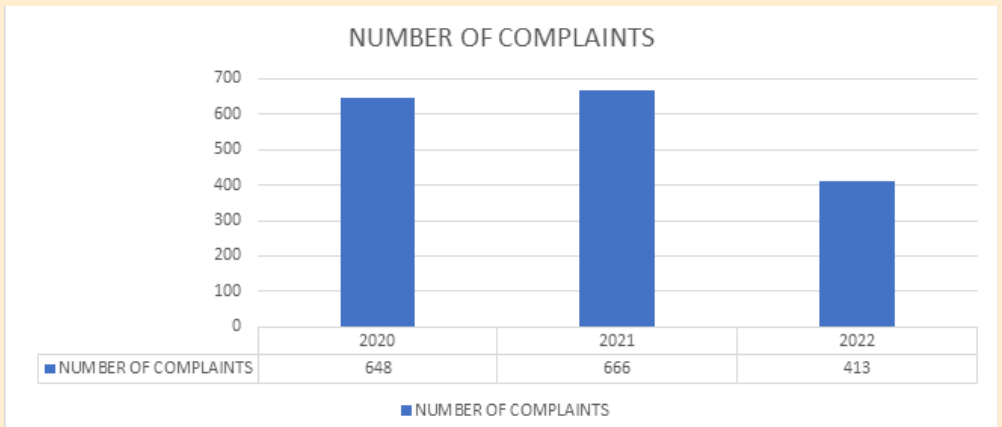
ACHIEVEMENTS

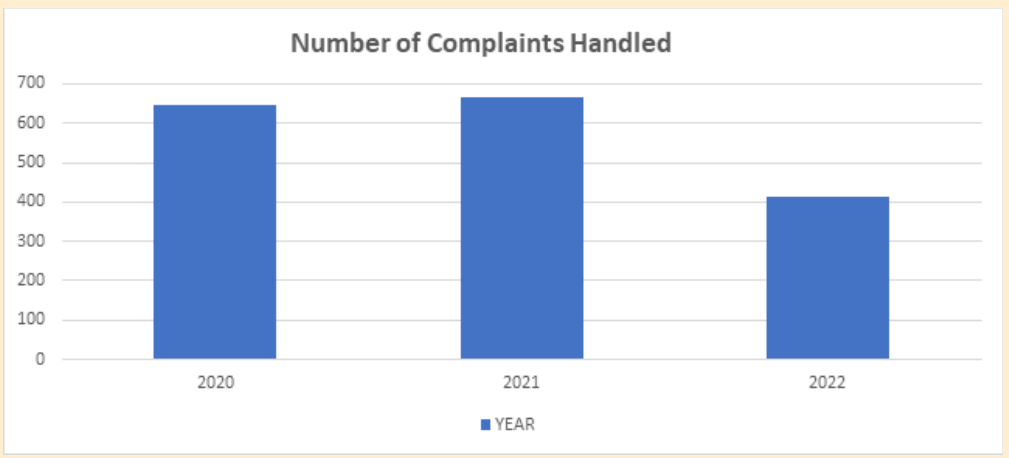
OF COMPLAINTS MANAGEMENT FOR THE PERIOD BETWEEN 2020 TO 2022

The Council recorded more than 1000 complaints handled successfully and a total amount of more than N2 billion naira was recovered or saved.

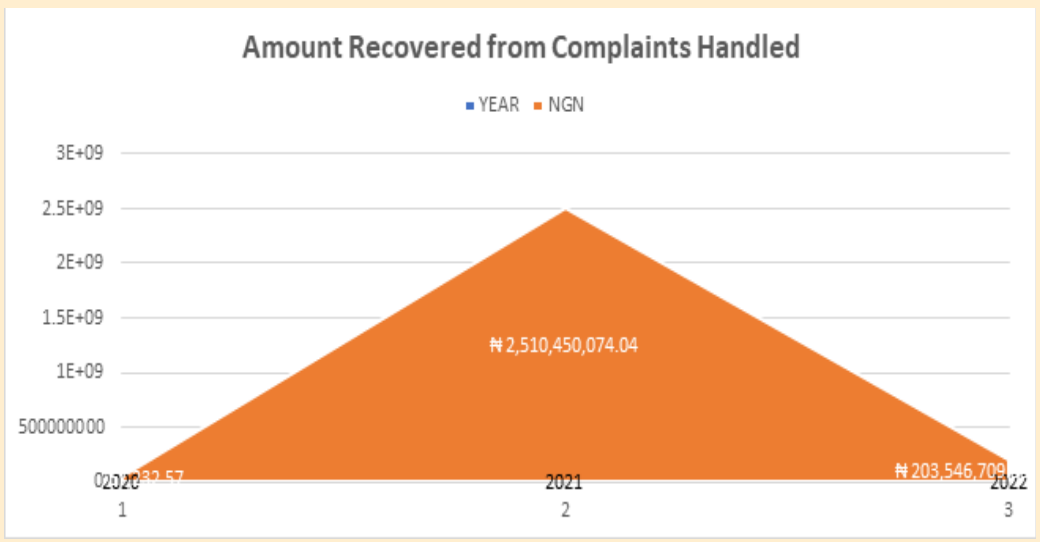


YEAR	NUMBER OF COMPLAINTS	TOTAL AMOUNT RECOVERED		
2020	648	₦ 56,967,232.57	$0.00	AED 0.00
2021	666	₦ 2,510,450,074.04	$14,880.00	AED 89,175.00
2022	413	₦ 203,546,709.88	$17,500.00	AED 0.00

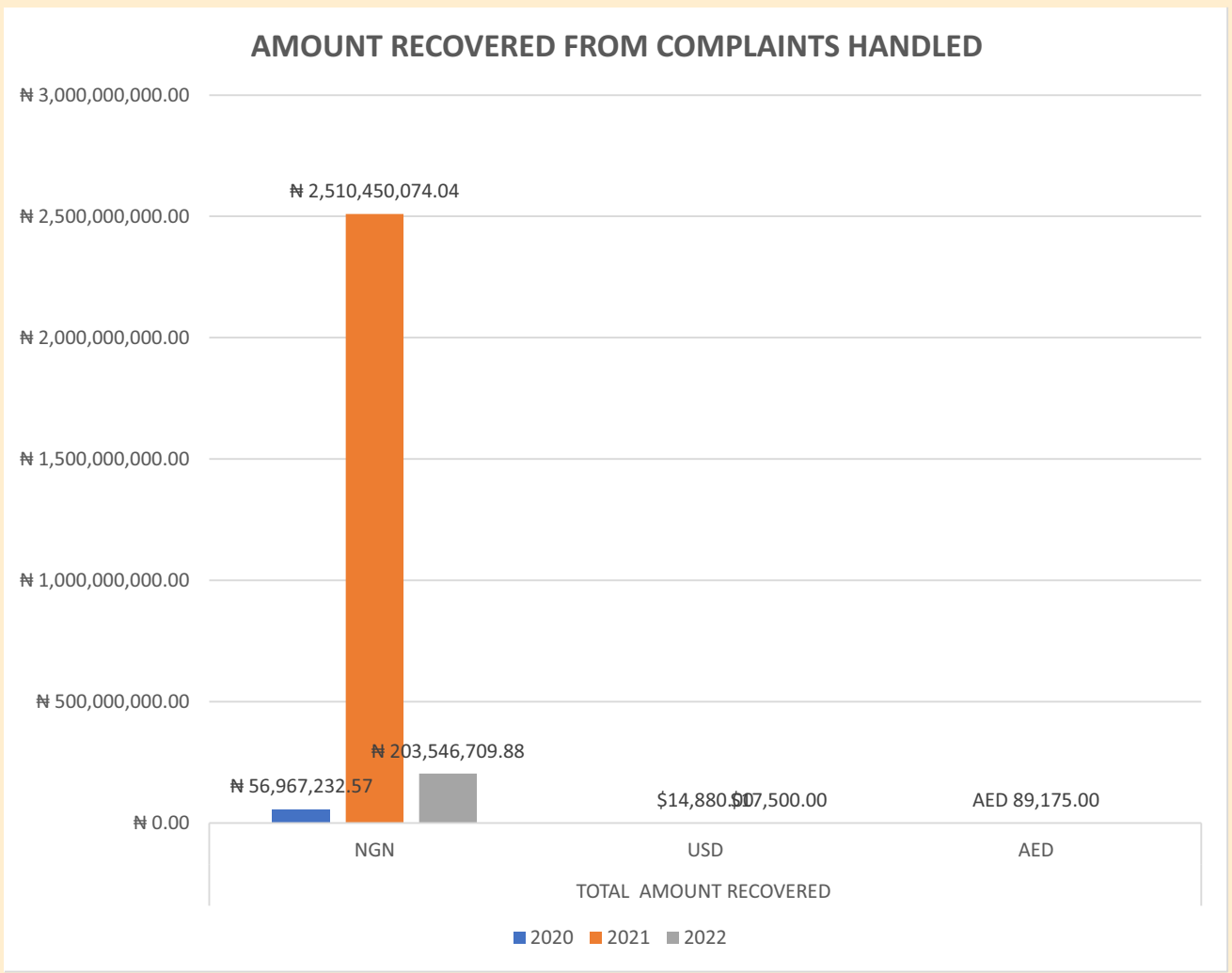




YEAR	NGN
2020	₦ 56,967,232.57
2021	₦ 2,510,450,074.04
2022	₦ 203,546,709.88



	TOTAL AMOUNT RECOVERED			
YEAR	NGN	USD equivalent in Naira	AED equivalent in Naira	TOTAL
2020	₦ 56,967,232.57	N0.00	N0.00	₦ 56,967,232.57
2021	₦ 2,510,450,074.04	N6,562,080.00	N11,167,385.25	₦ 2,528,179,539.29
2022	₦ 203,546,709.88	N8,085,000.00	N 0.00	₦ 211,631,709.88



INTERVIEW

ES/CEO COMMENDS COMPLAINTS UNIT: SAYS IT IS AN AGENCY DRIVER WITH THE BEST INGENIOUS AND INTEGRITY STAFF

'... I am very happy and proud to associate with Complaints Unit"



Rt. Hon. Emmanuel Jime is known for adding significant value to the Industry in different ramifications, few of his achievements are; improvements on the development of Inland Container Depots (ICD's), Container Freight Station (CFS), expansion of Border Information Centers (BIC's), upcoming International Cargo Tracking Note (ICTN), successful hosting of the 19th African Shippers' Day after over a decade when it was hosted in the Country, introduction of CEO's /Annual Service Award (CASA) among the staff under the supervision of the Servicom Unit, interface with the staff on their welfare and other issues via the Council's WhatsApp platform in addition to the Town hall meetings, etc.

The CASA is a reward system for various categories of awards accorded to outstanding staff, departments, Units, Abuja Liasson Office and the Zonal offices, etc. for discharging their assignments diligently, timely and in line with the Standard Operating Procedures (SOP) of the Council. It is believed that CASA would facilitates and further enhance Effective Service Delivery in the Council and promote an effective, healthy service delivery competitions and synergy towards achieving successful approach to the ease of doing business and trade facilitations in the Country.

In this rare opportunity, the Complaint's Newsletter Editorial Team had a chat with the ***number ONE image maker*** who speaks on…

EXCERPT:

Complaints Newsletter: Sir, the newsletter is a tabloid that gathers all the complaints handled by your organization, it is in hard and soft copies and can be used as a source of data collection, reference materials for complaints cases and educational research. This is the first production of the Complaints Newsletter under your regime. The Newsletter constitute one of Complaints Unit's Key Performance Indicators (KPI), we feel it is necessary we have your blessings. May we request your take on that?

ES/CEO: First, let me say welcome. I am truly excited to have the opportunity to speak to the Complaints Newsletter Committee.

Interviewer: We appreciate.

I am very proud to be associated with the Complaints Unit and the reason for my pride has arisen from the fact that because of the very sensitive nature of the industry in which we are regulating, the Maritime domain. Disputes were resolved amicably and look at the whopping sum succeeded in recovering; no stakeholder has experienced pain.

Complaints Newsletter: Sir, you mean our Industry is sensitive, how?

Yes, the industry is a very sensitive one, if you do not regulate properly, it can lead to outcomes that are ultimately very damaging as far as the Nigerian Economy is concerned. Because of the very sensitive nature of the industry, it goes with saying that commercial disputes are bound to occur. The manner in which the Complaints Unit resolve those commercial disputes can either accelerate and assist the progress that needs to be made in the sector or if you do not handle commercial disputes properly the consequences can be very devastating as far as the economy is concerned.

"Anytime you have a Unit that has a responsibility of intervening and deciding on disputes which is compromised; that automatically will mean that particular sector upon which you are regulating will suffer. This again for me stands the Complaints Unit out and we can only continue to put our full weight and support the Complaints Unit in every way possible for them not only to continue to do what they are doing for the industry but even do more."

Complaints Newsletter: Exactly.

The reports that we have been receiving particularly the commendations coming from the industry stakeholders, bears evidence that the Complaints Unit represents one of the best efforts of the Nigerian Shippers' Council in the exercise of our mandate as Port Economic Regulator. Hardly a day passes without receiving at least a letter or two from stakeholders commending the efforts of the Complaints Unit in resolution of commercial disputes in the industry and for me that is one singular reason why I am very happy and proud to associate with the Complaints Unit.

I can also explain that the reason why this has happened is because the personnel of the Complaints Unit are made up of individuals that I have complete confidence in their integrity because of their ability to resolve commercial disputes in a way that the industry will be satisfied, the right thing is being done, it means that you are populated with members of a team who have integrity and cannot be compromised because that usually is recipe for disaster. Anytime you have a Unit that has a responsibility of intervening and deciding on disputes which is compromised; that automatically will mean that particular sector upon which you are regulating will suffer. This again, stands the Complaints Unit out and we can only continue to put our full weight and support the Complaints Unit in every way possible for them not only to continue to do what they are doing for the industry but even do more.

For me, this will be the reflection I will like to offer as far as my appreciation of the work of the Complaints Unit is concerned.

"The personnel of the Complaints Unit are made up of individuals that we have complete confidence in their integrity because of their ability to resolve commercial disputes in a way that the industry will be satisfied that the right thing is being done, it has to be that you are populated with members of the team who have integrity and cannot be compromised because that usually is recipe for disaster."

Complaints Newsletter: Thank you very much Sir. The Unit under your able leadership last year was able to recover for the stakeholders and the National Economy over N203, 546,709.88 and $17,000 without carrying out any enforcement or closing any of the stakeholder's businesses. Can you please tell us the secret behind that, no enforcement yet there was compliance?

ES/CEO: Again, like I said, the Complaints Unit has in its ranks some of the best brains that Nigerian Shippers' Council can be proud of. What that means in effect is that the ability to resolve matters in a way that is satisfactory to stakeholders has become pretty much the part of the culture of the Complaints Unit.
When you are able to resolve matters in a way that can bring satisfaction to stakeholders' as I indicated earlier, number one: when you are not biased in the way of your adjudication of matters, number two: you are not compromised; that to me is even greater than anything else because once you are compromised, then your ability to be impartial, ability to look at the facts passionately and to arrive at a conclusion that everybody will be comfortable with is impossible. So, I am once again stating with every amount of responsibility available to me that the Complaints Unit has proven itself to be an agency driver that has within its rank some of the best ingenious staff of the Shippers' Council, that is reflected in the manner in which they have been able to achieve this objective.

Secondly, carrying out an enforcement by shutting down stakeholders' businesses in any case must be the last resort. I have already told you that the industry, the maritime space, the shipping industry is one of the most sensitive industries in the Nigerian Economy. The data available shows that over 90% of the International Trade carried out in Nigeria is done through shipping and so it beholds on us to be very responsible in the manner in which we are regulating the space. A slight dislocation in the industry will lead to monumental economic consequences that nobody will be happy with, so it is better to develop the skills that enable us to negotiate and arrive at a fact-finding mechanism that enables us to be on top of the cases that have been reported to us without necessarily having to resort to the last method of enforcing resolutions that have been breached.

We are also very fortunate in this industry. I must add that the stakeholders have now come to the recognition and the realization that the Nigerian Shippers' Council is a partner in progress, they have actually imbibed and bought into the culture of regulating this industry that the Council has become easily identified with. So, once you have been able to build the confidence in the minds of the people that you are regulating, that already gives you a heads up and a head start as far as your ability to bring about resolution of matters are concerned. The confidence that the Nigerian Shippers' Council through the Complaints Unit has engendered in the sector is actually responsible for our ability to be able to resolve crisis without necessarily having to bring out the big stick. Of course, it does not mean that we are incapable or unable but it is just simply not necessary because we have other tools available to us for negotiating with the stakeholders because of the confidence they have in us, we are now able to resolve matters without having to go as far as imposing the kind of sanction that can now bring disruptions in the operations of the industry.

"Hardly a day passes without receiving at least a letter or two from stakeholders commending the efforts and the work of the Complaints Unit in resolution of commercial disputes in the industry and so that for me is one singular reason why I am very happy and proud to associate with Complaints Unit"

Complaints Newsletter: *Sir, do you have any message specifically to the complaint's handlers considering their constant disregard and nay attitudes for gratifications of any kind?*

ES/CEO: Complaints staff, continue to excel, continue to be the best that you can be, you are serving the Nation in ways that every person who really understands the nature of the work that you do will be very proud. Any decent Nigerian who becomes aware that in spite of all of the corrupt tendencies that are associated with the work of Public Servants, will know that we have a group of public servants that are standing shoulders above rejecting every form of corrupt tendencies that are extended to them and to be able to work in a way that almost everyone in the industry is extending their commendations in the work that the Complaints Unit is doing, we are very proud. We are indeed very proud of the Complaints Unit and I can only ask you to remain steady, be constant and the reward that comes from hard work, the reward that comes from being someone who takes their duty with all the seriousness ultimately will reflect in the recognition that the Council will offer to the members of the Complaints Unit.
The mere fact that you can take pride in the work you do because of how it is advancing the course of developing the progress that is made in the industry, that for me is reward enough and of course like they say, "*to whom much is given, much is expected*". *I can also turn it around to say "to whom much is expected from, much will have to be given*", so I can assure you that within the mechanism available to us here in the Council, we will make certain, for instance the welfare of our staff generally, but with the specific application to some of the very specialized Units that we have, Management in the course of working out a reward system, that will also reflect the appreciation of the work that has been done by some of these very specialized units especially the Complaints Unit

"so I can assure you that within the mechanism available to us here in the Council, we will make certain, for instance the welfare of our staff generally, but with the specific application to some of the very specialized Units that we have, Management would be working out a reward system that will also reflect the appreciation of the work that has been done by some of these very specialized units especially the Complaints Unit."

Complaints Newsletter: *Sir, do you have any message for the general staff?*

ES/CEO: The Nigerian Shippers' Council has been known for dedication, the Council has stood out in this industry, and we have been very well documented as being the front-line agency as far as regulation is concerned. I am very proud for instance to report to the whole world that because of the work that the Presidential Standing Task Team (PSTT) is doing in the implementation of the Port Process Manual which is under the leadership of the Nigerian Shippers' Council and truly speaking the full responsibilities that has been taken by the Nigerian Shippers' Council as our responsibility. Today, the whole world is actually looking up to the miracle that the PSTT is performing in our ports.

When you are in an environment where it appears as if only negative news comes out of your system, at least, there is one shining example that is beginning to show its face then it is possible that public agencies if given the correct impetuous and the right direction will perform optimally to the satisfaction of the Nation. Once that kind of record is taken, I am very confident that the Nigerian Shippers' Council will take its pride of blessing. The only reason why we are going to be able to do that is because of the complete dedication, professionalism, etc. Commendations, Congratulations! Let us keep the course and I believe the sky is the limit as far as the recognition that will come concerning our work from the Nation.

"I am very proud for instance to report to the whole world that because of the work that the Presidential Standing Task Force (PSTT) is doing in the implementation of the Port Process Manual which is under the leadership of the Nigerian Shippers' Council and indeed truly speaking the full responsibilities that has been taken by the Nigerian Shippers' Council as our responsibility. Today, the whole world is actually looking up to the miracle that the PSTT is performing in our ports."

Interviewer: *Sir, thank you so much for dedicating time for us despite your busy schedule, we appreciate and we are assuring the Management that we will not fail in the discharge of our official assignments.*





TERMINAL CHARGES:

SHIPPERS' COUNCIL DIRECTS APM TERMINAL TO REFUND OVER 12.6 MILLION

'...Stop charges in dollars' ...Complaints Unit warns

The Nigerian Shippers' Council Complaints Unit has finally resolved a complaint received from Mathias O. Emeribe (Solicitors & Advocate) on behalf of their client, **Qualitec Industries Ltd** against APM Terminal on $ 5000 dollars daily penalty charge on an alleged out of gauge (O.O.G.) cargo at Apapa Port Terminal.

In a formal complaint letter forwarded to the Council by Mathias O. Emeribe, Solicitors & Advocate) on behalf of their client Qualitec Industries Ltd, the complainant alleged that the sum of $ 5, 000 dollars paid on daily basis to APMT as terminal charges for nine (9) days was "outrageous" on their Out of Gauge cargo.

It was also alleged that the carrier of the cargo (CMA-CGM Shipping Line) and the terminal agreed that the Consignee should provide a stand by truck by the quay side for delivery to be carried out by hook and failure to comply the consignee will pay a" penalty charge of $5, 000 dollars per day. In a bid to resolvee the matter amicably, tripartite meetings chaired by the head of the Unit, Mr. Daniel Orume, were held. At the meetings the Ddeputy Director, requested the summary of the complaints and all correspondences received.

Responding, the carrier, (CMA-CGM) reaffirmed the arrival of the cargo but outrightly denied any agreement on penalty charge amounting to $5,000 dollars with the terminal and confirmed all the information received on the cargo was communicated to the consignee. Orume, who chaired all the tripartite meetings however asked the terminal (APMT) to further confirm what the complainant and the carrier said.

APMT represented by the Terminal Legal Officer, Chinenye Deinde and the Commercial Manager Yemi Ogunniyi at the meeting said due to the relationship with CMA-CGM, they agreed to accept the cargo which they denied does not fall within the category of a "Non-Out of Gauge Cargo" but even bigger in size. This is because APMT is not concessioned to receive bulk but containerize cargo. They however, maintained that the condition issued to the Carrier was that the delivery of the cargo should be from ship to truck, failure of which will attract $5,000 penalty charge per day.

The tripartite meeting however resolved that APMT was only entitled to 2-day penalty charge of $5,000 when the cargo stayed at the quay side before loaded on the truck and directed APMT to refund the consignee the penalty charges amounting to N12.6 million earlier collected for additional 7 days.

The Complaints Unit on behalf of the Council reminded all the providers of sshipping services in the industry to distance themselves from charging operational fees in foreign currencies. Both the consignee and the solicitors were grateful to Nigerian Shippers' Council for the intervention, refund and sanity in the industry.





CASA 2022:
ES/CEO CONGRATULATES COMPLAINTS UNIT FOR TAKING LEAD POSITION ON KPI

.....An award well deserves --- ES/CEO



The Executive Secretary/CEO, Nigerian Shippers' Council, Rt. Hon. Emmanuel Jime has congratulated the Complaints Unit for taking first position (1st) on the Key Performance Indicator in the Units Category of the CEO's Annual Service Awards (CASA 2022), held recently at the head office, Apapa, Lagos.

Presenting the plaque to the Chief Executive, the head of Complaints Unit, Mr. Daniel Orume, a Deputy Director and his team thanked the Executive Secretary/CEO for his encouragement to the Unit in handling Stakeholders' Complaints without interference. This success would not have been possible without the support of the Executive Secretary/CEO.

Responding, the ES/CEO said "I will start by congratulating the Complaints Unit for coming up tops in the recent Chief Executive Officer's Awards (CASA) that were instituted last year. It is an award that is well deserved and urged them to keep the flag flying."

Complaints Unit is one of the independent units reporting directly to the Executive Secretary/Chief Executive Officer.

ADVOCACY VISITS

In line with the Regulatory Mandate of the Council, the Complaints Unit embarked on several quarterly advocacy visit to shipping companies and terminal operators in order to create synergy, address issues that could lead to commercial disputes and possible approach to resolving them.

OVERTIME CARGO: COMPLAINTS UNIT QUESTS CLARIFICATION ON STORAGE CHARGES FROM TIN CAN ISLAND CUSTOMS COMMAND.



The head of Complaints Unit, Nigerian Shippers' Council, Mr. Daniel J. Orume was at the Tin Can Island Customs Command , Apapa, Lagos, for clarification on the status of storage on gazetted cargoes at the Ports & terminals.

Orume, a Deputy Director and his team were received by the Customs Area Command (CAC) A. A. S. Oloyede.

He informed the CAC that the purpose of the visit to the Command was to seek clarifications on the true status of Shipping and Terminal Storage Charges meted on overtime cargoes meant for Government owned terminal and asked who legitimately should borne the logistics cost on the cargoes.

The Complaints team leader further informed the Command that the Council is committed to ensuring that all pending legitimate complaints are amicably resolved in the interest of the Federal Government Policy on Trade Facilitation and Ease of Doing Business in the Country.

He however informed CAC Oloyede that they received a complaint from a legal firm, Atta Ita & Co. (Peace Chambers) on behalf of their client : Chief Ifeanyi Ezenwabachili who was an alter ego of Bestful Resources Ltd and Magstine Resources Ltd where the complainant alleged that on their 34 containers they were asked to pay the sum of N170 Million by TICT before the containers would be allowed to be moved to Ikorodu lighter terminal and the Tin Can Customs name surfaced severally on the complaint .

Responding, CAC Oloyede welcomed the head of Complaints and his team. He further explained that customers are not expected to abandoned their cargoes for a long time and expects not to pay storage charges, because the terminals are privately owned and are expected to maximize profits. "I wonder why cargoes are abandoned like that, it could be suspicious, if not, let them pay the legitimate dues and take delivery within the stipulated period. Once cargo is abandoned without duty paid, automatically it will be taken over by the Government." he said.

Oloyede, wondered if duty was paid by the complainant on the contentious boxes.

He advised that cargo owners could negotiate with terminal operators for concession where applicable under the watch of the Complaints Unit.

He further appealed to the Council as the Nation's Port Economic Regulator not to be tired of sensitizing the Stakeholders to adhere to provisions of the law while carrying out their legitimate port transactions and commended the Complaints Unit for doing the needful by enquiring on the status of the complaints from appropriate quarters.

The CAC also stated that the Complaints Unit should not be bored on mediating on issues like this. He emphasized that with the introduction of VIN-Evaluation and other automation put in place by the Nigerian Customs Service in line with International Best Practices, the era of cutting corners by some importers is over.

The visit was successful as other pending complaints associated with the customs command at Tin Can were amicably resolved.

Orume, however thanked CAC Oloyode for personally attending to his team despite his tight schedule and promised that henceforth, all complaints related to the command will be channelled through the Complaints contact officer at the Command for amicable resolution.

ADVOCACY : COMPLAINTS UNIT VISITS MEDITERRANEAN SHIPPING COMPANY

.....Seeks collaboration for effective service delivery

The Nigerian Shippers' Council's Complaints Unit has called for a healthy collaboration with the Management of Mediterranean Shipping Company (MSC) in order to enhance effective service delivery for the development of the Nation's Economy.

The head of Complaints Unit, Mr. Daniel Orume, made the call when he led his team on an advocacy visit to the Shipping Company recently, in Lagos.

Orume, who is also a Deputy Director in the Council maintained that the Complaints Unit embarked on advocacy visits to Service Providers in order to minimize the volumes of complaints that the Council is receiving from the users of Shipping Services.

The advocacy, he added, was also in line with Councils mandate as the Port Economic Regulator.

He further stated that the Unit organizes mediation meetings for the settlement of infractions between aggrieved stakeholders in the Industry which has being adding value to the Nigerian Economy and enhances rapport among the players in the Industry.

According to him, the Unit entertains only complaints that have merits from all the Stakeholders in the Industry.

In his response, the Managing Director, Mediterranean Shipping Company (MSC), Mr. Andrew Lynch appreciated the visit by the NSC's Complaints Unit.

Lynch, stated that the multinational shipping company is putting in their best towards making their services competitive in-order to continue adding value to shipping business in Nigeria.

According to him, the Mediterranean Shipping Company has over the years established excellent working relations with Nigerian Shippers' Council. This relationship, he added, has added value to their operations in the country.

He also stressed that MSC has put in place sophisticated technology to facilitate their Shipping operations in the Country and that interest of their customers matters most to them as a service provider.

ADVOCACY VISITS: SIFAX GROUP SEEKS NSC INTERVENTION ON FOREX AND OVERTIME CARGOES

The Complaints Unit of the Council has paid an advocacy visit to Sifax Group of Companies their main terminal office, Tin Can Island Port, Apapa, Lagos.

The head of Complaints, Mr. Daniel Orume a Deputy Director , was received by Mr. Bode Ojeniyi, the Sifax Group Executive Director and his Management welcomed the Complaints team and commended Mr. Orume for his style of resolving Complaints in the Council.

Sifax Group however appreciated the Council over the visit and requested NSC's intervention on accessibility to forex from the Central Bank of Nigeria for the purchase of ports equipment's and spare parts.

Ojeniyi, also requested Council's intervention on non receipt of 25% of auction value on overtime cargoes that have been transferred to Ikorodu Lighter Terminal based on the NPA directives. Sifax further lamented that the transfer cost is borne by the terminals in the Country.

Responding, Mr. Orume expressed appreciation to Sifax for recording few complaints from the stakeholders. He however, informed Sifax Group of Companies to write formally to the Council itemizing all issues bothering their operations and the CBN, which would be tabled by the NSC Executive Secretary/CEO when he meets the Central Bank Governor on issues relating to Trade Facilitation in the Industry.



Orume, further informed Sifax Group that issues of overtime cargoes and the need for terminal's representatives to be at Ikorodu Terminal would be addressed with the customs.

He charged Sifax Group and other terminals in the country to be fair and just in-terms of transfer charges to the consignees especially when transfers are carried out without the prior consent of the consignees.

Sifax Group thanked the Council for the successful visit.

ADVOCACY VISIT: LANSAL TO COLLABORATE WITH NSC TO RAISE INDUSTRY STANDARD & SERVICE DELIVERY IN NIGERIA

In line with Complaints Unit's quarterly advocacy visit to terminals and shipping companies in the Country, the Unit was at Lagos & Niger Shipping Agencies Ltd (LANSAL) recently.

Receiving the Complaints team, the Managing Director of the Company, Mr. Todd Rives welcomed and thanked the team for such an imitative.

The head of the visiting team, Mr Danied Orume, a Deputy Director in the Council, commiserate with the management of Lansal over the demise of their former Managing Director.

He informed the Lansal of the need to do the right thing to enhance Ease of Doing Business in the Country. "As a referee in the Industry, the Council is always fair to all the stakeholders".

Orume, called on Lansal to pay consignees container deposit without delay once there is no financial indebtedness from customers. He explained the importance of Port Service Support Portal (PSSP), a real time platform for complaints handling. He however tasked Lansal to forward names and email addresses of their staff for profiling on the platform.

He further advised Lansal to stop placing unnecessary cargo lien especially on customers that are not indebted, "we do not want to accrue a third-party liability". He urged them to enhance their operations and eliminate cost.

Rives, however informed the complaints team that Lansal collaborate with NSC to raise Industry Standard and improve service delivery for customers in Nigeria. He also stated that Lansal value their customers and at times offer waiver "we continue to be customer friendly, we operate an electronic booking system, "he said.

He lamented that "we have hundreds of containers stocked with customers, while some are at the port. About 300 boxes are in Ikorodu Port and lots in



APMT" he added "we get pressure from our principals to return the empties.

Other challenges he enumerated are police stoppage on cargo, on every vessel we record over 50 cargo stoppage by the Marine Police"

The complaints team leader informed the Shipping Agencies Ltd that Council would look in to any of their complaints that has. merit.

COMPLAINTS HANDLING: STAKEHOLDERS APPRECIATE THE COUNCIL

Re: LETTER OF APPRECIATION MARINE POLICE BLOCKING OF IMPORTED RAW MATERIAL OF HIGH-DENSITY POLYETHYLENE BELONGING TO OUR CLIENT; MESSRS GONGONI COMPANY LIMITED

"Once again, we are pleased to write to you and your organization for the swift intervention of your complaints and taskforce teams in securing the release of the above cargo.

Out of 3x40FT containers of the raw material, 2x40FT containers were blocked at APMT terminal basically for no reason other than corrupt and extortion purposes.

We have refused to succumb to their antics hence the matter is brought to your attention and justice prevailed.

Certainly, Shippers' Council is the hope of shippers in challenging corrupt and extortionist practices at the ports to make our ports "user friendly" and easy to do business.

We wish to use this medium to appeal that your complaints and taskforce teams be established and strengthened at the Eastern ports as the menace of corruption and extortion by government agencies at the Onne and Port Harcourt ports is having a great toll on Shippers.

Please, accept our most and sincere appreciation for job well done in securing the release of our blocked containers of raw material."

Yours sincerely,
Sir Sam Epiah
Managing Director
CC: GMD, Gongoni Company Limited

LETTER OF APPRECIATION ON BSIU2292995 & UACU3618601 2X20FT

"We the above company want to really appreciate you for interceding towards the issue we had with Hapag Lloyd & Bollore on our job that arrived on vessel; New Jessey. More so, we sincerely want to appreciate your office for all your efforts to see that both party sub-pedal and also to waive for us. We are about taking our delivery."

Yours Faithfully,
For: Fabiola Trading Company
Manager
Ezenduji Kingsley

LETTER OF APPRECIATION

"We want to use this medium to show appreciation on how your staff intervened promptly and unblocked our 2x40FT (CSNU6968144 & FFAU2889559) which was illegally blocked by Maritime Police at COSCO Shipping Line.

We also want to acknowledge your efforts in sanitizing the maritime industry."

Yours Faithfully,
Chika Ibe
For: Cassano Agency Services

LETTER OF APPRECIATION

"On behalf of the BOT, Executive members of the Association, we write to express our profound appreciation to your organization for your intervention in the settlement for the payment of 98 days demurrage waiver granted to us by TICT on behalf of our member.

Your intervention was timely and effectual and actually led to the positive resolution of the matter. Thank you for the support and the valued relationship. We look forward to continuous improvement in this regard.

Thank you for cordial relationship."

Yours Faithfully,
For: All Ports Unified Freight Forwarding Practitioners Association
HRM Eze Mike Okorie
National President

APPRECIATION LETTER

Re: An appeal to release our export container on truck at Marina Barge

"We the Management of Biizinilahi Global Services Ltd, a member of Shippers 'Association, Oyo state, wish to convey our appreciation to Nigerian Shippers Council for their intervention on the subject matter above.

The intervention led to release of wrongly trapped export cargoes in Marina barge facility in which our container was one of several containers that were detained there. We are glad you saved our company from what could have turned to a loss of un-imaginable proportion. As the said cargoes total worth is ₦7.6 million (Seven million, Six hundred thousand naira).

We are grateful to the Executive Secretary Shippers' Council, the staff of Complaints Office and entire staff of Nigerian Shippers Council. This is service delivery by Agency of Government. We commend you to be doing on time and consistently.

Thank you, thank you."

Regards,
Jeje Ibrahim
Biizinilahi Global Services Ltd

APPRECIATION

"Ï wish to put on permanent record our appreciation for the good work you are doing in this industry. I was so glad to learn that Shippers Council was actually working on the complaint lodged by one of our corporate members; Dotran Nigeria Limited against one of these foreign shipping companies... Pacific International Lines (PIL).

You are indeed a pillar of hope for the Freight Forwarders and Customs Agents. The pressure is almost choking us out of business, the shipping companies are daily devising new methods of ripping us off, thereby, ultimately hurting our economy. Thank God Shippers' Council is rising up to this challenge but you must remain watchful because their tactics keeps changing.

We assure you of maximum co-operation."

Thanks.
Obiekezie Frank
National Secretary

LETTER OF APPRECIATION

"We hereby write to express our appreciation on the professional manner your good office handled our complaint on the recovery of ₦200,000.00 (Two hundred thousand naira) on container number: FCIU7105359 and bill of lading number: HLCUSHA1905JPAJ0, consignee: MUL-T-LOCK Nig Ltd against Classic Marine Services Ltd. Your able officers have truly exhibited professionalism in the conduct of their investigation and we are grateful for their efforts.

Looking forward to doing more business with you to facilitate trade."

Yours Faithfully,
For: Walin Waziri & Sons Investment Ltd
Haruna Bashir A, ACA
MD/CEO

LETTER OF APPRECIATION FROM CHIFEC AND SONS LTD

"We write to show appreciation for your effort in making sure that our container container number: ZCSU8477406 with Navios Destiny Vessel was transferred from Port & Cargo to Denca Bonded Terminal.

We quite appreciate your effort and still trust that you will follow up for the refund of the transfer charge of ₦345,000 which Denca charged us."

Thanks for your cooperation.

Yours Faithfully,
For: Chifec & Sons Ltd
Manager

LETTER OF APPRECIATION

"We are highly grateful for your swift intervention on our letter to you which has to do with the inability of Ports & Cargo Handling Services Ltd to position our container with number FDCU0058234 and bill of lading number MEDUMC536130 for examination.

Therefore, your actions enabled the Ports & Cargo Handling Services to position the said container for examination without further delay.

May the Almighty God reward you abundantly for your selfless service to humanity. Kindly accept our esteem regard.

Thanks.

Yours Faithfully,
For: Elohim Shipping Co. Ltd
Omeni Jude
Manager

LETTER OF APPRECIATION

"We would like to take this opportunity to express our thanks and appreciation for the job well done on our bill of lading nos: ONYESHOAK8239700, GOSUSHH303056041 and GOSUXNG1606216 which were delayed for transfer. Thanks, we appreciate you so much for your time, efforts and prompt intervention.

Once again, thank you so much for your kind assistance."

Yours Faithfully,
For: Ifygold Global Impex
Chukwudi Mbaegbu
08066281836
Email: c.mbaegbu@yahoo.com

LETTER OF APPRECIATION

"Compliments of the season and warm greetings from Port Harcourt Chamber of Commerce, Industry, Mines, Agriculture and Technology (PHCCIMA).

The President, Exco and Council of Port Harcourt Chamber of Commerce, Industry, Mines, Agriculture and Technology (PHCCIMA) heartily express our profound appreciation to the Zonal Coordinator of Nigerian Shippers Council, Port Harcourt office for your active investigation and resolution of our members' claims for refund of demurrage charges.

We appreciate you for the comprehensive report sent to us and your effort in resolving the issues with the Shipping Companies and the Head Office of the Nigerian Shippers Council in Lagos. This intervention has laid to rest in various claims from members of our chamber.

Please, accept our kind regards and assurances in the highest esteem."

Yours sincerely,
For: PHCCIMA
Chief Nabil Saleh, JP, FIMC, NPOM
PHCCIMA President

LETTER OF APPRECIATION

"This letter is to show our thanks to Shippers' Council for a wonderful work performed by them. There is no agency or organization to compare with them in the area of Maritime industry, without Shippers' Ccouncil the right of importer's would have been nothing to write home about because shipping companies and terminal operators would have trample them to death.

We appreciate your good and quick intervention between us and MAERSK Line Shipping Company by stopping them from killing us due to demurrage they impose on us as a result of their own error which lasted for one good year.

Shippers' Council compelled them to cancel all the demurrage because the error was theirs."

Yours faithfully,
For: DE CHOSEN GLOBAL BOND CO.
NWANKWO EVANS
MANAGER
07031601634
evanschike@yahoo.com

LETTER OF APPRECIATION

"We want to use this medium to show appreciation on how your staff intervened promptly and unblocked our 4x40FT (MRKU4003927, MRKU2950876, APHU7157739 & CBHU5545540) which was illegally blocked by maritime police at APMT TERMINAL & COSCO; We also want to acknowledge your efforts in sanitizing the maritime industry."

Yours Faithfully,
Chika Ibe

LETTER OF APPRECIATION

"We want to use this medium to show appreciation on how the Council assisted us in resolving the issue of demurrage we had with CMA CGM and we ended up getting a 50% waiver in favour of OCTAGON GENERAL SERVICES LTD."

Yours Faithfully,
Chika Ibe

LETTER OF APPRECIATION

"We wish to appreciate the intervention of Nigerian Shippers' Council for receiving our complaints on Export Cargo (Charcoal) from Apapa to Jebel Ali Port in UAE.

Sequel to our 80% detention waiver on bill lading number HLCUAPP201101787.

However, our company is hereby using this medium to express our appreciation once again for helping us waiver. We appreciate the case handler Bashir Ambi who helped us even during public holidays to ensure that Hapag Lloyd grant waiver because the delay was not caused by us.

We pledge our allegiance to your respectable organization and also promise to continue to call on you whenever such arises.

Thank you for your support to this regard, we are indeed grateful."

Yours faithfully,
For: COLLINSNAZZY INT'L LTD
MR. DIKE EMMANUEL
MD/CEO

Re: LETTER OF APPRECIATION REFUSAL OF MSC TO ISSUE RECEIPT AND RELEASE OF 8X40FT & 5X20FT BELONGING TO OUR CLIENT: MESSRS SKYWARD RESOURCES LIMITED

"On behalf of our client **Messrs Skyward Resources Limited**, we are pleased to write to you and your organization for the swift intervention in ensuring the release of the above cargo.

Kindly be informed that the appropriate receipt has been issued by the liner's agent (MSC), having earlier declined to do so.

Once again, we thank you most sincerely for the intervention and satisfactory resolution of the issue which would have added to the already huge delay in the cargo clearance."

Your sincerely,
Fortune Oruorevarie
For: Clovereleaf Shipping Limited
CC: Skyward Resources Limited

LETTER OF APPRECIATION

"We wish to express our profound appreciation and gratitude to you sir for the immense and timely role you played in mediating between us and Maersk line shipping company.

We wouldn't have been able to resolve this outstanding challenge with the shipping company without your kind and timely intervention.

We appreciate your unreserved and unflinching support coupled with the peaceful and diplomatic approach in which this outstanding challenge was resolved with the shipping line.

We hereby use this medium to express our unreserved gratitude and pray that God Almighty continue to bless you in every way imaginable and we ask also that you continue to provide a strong shelter for the common man in this freight forwarding business in Nigeria."

Thank you.
Yours sincerely
For: LND Logistics Co.
Adolf Iroawuchi
Manager

LETTER OF APPRECIATION

"We appreciate your quick intervention on our trucks been detained at Area B Command by Cold Room Association.

Thank you for your co-operation and God bless"

Yours Faithfully.
For: Nigerian Association of Road Transport Owners (NARTO)
Prince Hassan Adekoya
Chairman, Lagos State Taskforce

LETTER OF APPRECIATION

"We humbly write to appreciate the efforts of the Nigerian Shippers Council for the timely intervention between our company, Tamdago Nigeria Ltd and Maersk Shipping Line. Your relentless effort is sincerely acknowledged and the timely proffering solution to the lingering tussle.

We appreciate the relentless effort of the Assistant Director (Complaints) in person of Alh. D. Buba, who took time and intervened on behalf of the Shippers' Council, this is an indication that Nigeria can always rely on our great Council for timely intervention in any crisis in the future.

We pray Almighty God will continue to keep and guide the entire Shippers Council in all their endeavours.

Accept the assurances of our esteemed regards."

Yours faithfully,
Faisal Baba
For: Tamdago Nig. Ltd

LETTER OF APPRECIATION IN RESPECT OF DROPPING OF EMPTY CONTAINERS

"We hereby forward our letter of appreciation to your good office in respect of our request for the difficulty we encountered in dropping MSC empty containers at SAPID TERMINAL, Abule Oshun.

The request was made via the Complaints Unit they acted swiftly and mail was sent immediately asking our truck driver to move and drop the empty containers at SAPID TERMINAL, Abule Oshun.

We are very glad for your timely intervention because your actions saved our clients from untold hardship of demurrage charges worth more than N10, 000,000.00 (Ten Million Naira) only which the shipping company would have charge on those containers.

We pray that the Almighty will continue to bless you and your team for the good work you are doing in saving our souls in the Maritime industry."

Thanks for your co-operation.

Yours Faithfully,

Rex
(Manager)
For: Rexcity Communication Ltd

2023 PROMOTION EXAMINATION & INTERVIEW

The Editorial Team of Complaints Newsletter wishes all staff that will be written their promotion examination and interview a monumental success.

Congratulations in advance

QUOTE ME

"Nigerian Shippers' Council as we know them has done a good job again. We sincerely thank you for your intervention and judgement. Please, kindly go ahead and educate all our Shippers, training them mostly on the rudiments of buying and selling. Wishing Shippers' Council mostly the CEO the best in discharging his assignment."

...Hon. Timothy Awogbemi
MD/CEO, Mas Global Express & Logistics