COMPLAINTS NEWSLETTER

APRIL-JUNE 2023 VOL: 6 NO 1 IN-HOUSE PUBLICATION OF COMPLAINTS UNIT, NIGERIAN SHIPPERS' COUNCIL

NIGERIAN SECURITY PRINTING & MINTING SEEKS COUNCIL'S INTERVENTION OVER RELEASE OF SHIPMENT

... DSS directs us not to release the containers — Shipping Company
... Shippers' Council's intervention saved the Minting Company over N24M

The Nigerian Security Printing and Minting Plc, has requested Nigerian Shippers' Council's intervention for the release of nine (9) containers of Security consignments withheld by Grimaldi Shipping Agency Nigeria.

In a letter of complaint signed by Babalola Luqman Niran, the Chief Executive Officer of International Bulk Cargo Logistics Limited, an agent to Nigerian Security Printing and Minting Plc, alleged that Grimaldi refused to release their nine 9 containers covered by the following Bill of Ladings: S321620064 & S321620063.

The Security Printing and Minting Plc, further lamented that they had secured Customs release and had obtained the Shipping and Terminal charges of N10,425,950.00 via the Grimaldi website, yet the carrier was hard-nosed over the fuss.

The complainant however stated that on approaching the carrier's office, they demanded for Part-Shipment Bill of Lading number S321620063 which legally covers only one 1 box out of the 9 boxes, as the 2 Bill of ladings are required for the whole boxes to be released.

The Minting Company further complained that upon presentation of the part-shipment Bill of Lading, an invoice amounting to N24,956,510.00 was issued on the eight containers with abnormal ratings of 149 days, while the 9 containers have been withheld because of the part-shipment Bill of Lading, which accrued huge demurrage and storage charges.

In order to resolve the complaint amicably, a tripartite meeting was held where all the parties were in attendance. The meeting was chaired by the head of Complaints Unit, Mr. Daniel J. Orume, a Deputy Director, who appealed to all parties to be patient for stronger business relationship between the Providers and Users of Shipping Services.

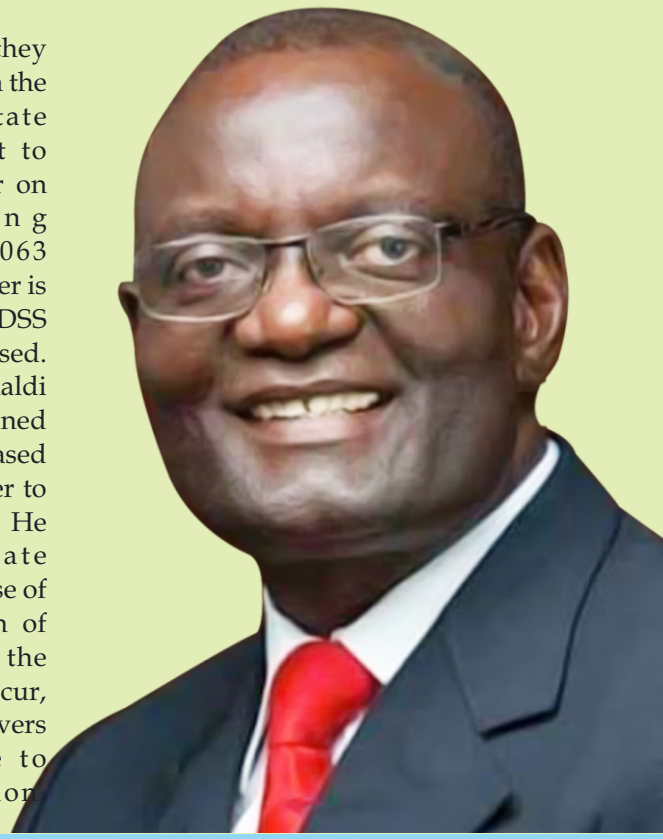
Responding, Mr Babalola Luqman, Managing Director of IBC, an agent to NSPM Plc in company of two other staff of the Nigerian Security Printing and Minting Plc, Messrs Ethel L. Peterside and Japhet Mfon affirmed to the complaint and requested for Council's intervention.

Orume, however asked the representative of Grimaldi Agency Nigeria Ltd, Mr. Nitin Senan, the Deputy Managing Director, to shed light on the allegation, where he said "the containers on the two bill of ladings could not be released separately because of the clause linking the two together"

Nitin, added that they received a letter from the Department of State Services (DSS) not to release the container on bill of lading number S321620063 and until another letter is received from the DSS before the containers could be released. On the arbitrary ratings, the Grimaldi Deputy Managing Director explained that the 149 days rating was done based on the previous transactions in order to forestall late return of their boxes. He said, Grimaldi decided to rate Government Agencies higher because of the past experience of late return of empties. He further stated that the ratings cover damages that may occur, while the provisional demurrage covers ten 10 days. However, due to Shippers' Council's intervention Grimaldi agreed for a downward review from 149 days to 20 days.

After lengthy deliberations, the following resolutions were reached; that the advance rating is 20 days and not 149 days; that the agent/consignee should as a matter of urgency engage the Department of State Services DSS) to resolve the issue of the contentious container on B/L No S321620063 being detained to enable Grimaldi proceed with the release; that the agent should with immediate effect proceed to generate a new Debit Note reflecting the 20 days rating, pay online and; lastly, the agent/consignee should in line with the commitments made at the tripartite meeting return the empties without delay.

All parties at the meeting were grateful for Nigerian Shippers Council's intervention, which led to pleasantries.



LIEN AND DEPOSIT: DANGOTE GROUP DRAGS SHIPPING COMPANY TO NIGERIAN SHIPPERS' COUNCIL

...We have recovered the laden containers and deposit of over N2.5M...Complaints Unit

The Dangote Group of Companies has dragged Hapag Lloyd -Nigeria Shipping Ltd to Nigerian Shippers' Council for blockage of their Containers and denying their deposit refund belonging to one of their subsidiaries, Dangote Sugar.

Dangote Sugar Refinery Plc complaint was signed by Mr. Ravindra Singhvi, the Group Managing Director/CEO, who lamented Hapag Lloyd -Nigeria's "unjustified action of withholding DSR outstanding refund of N2,512.185.00 (Two Million, Five Hundred and Twelve Thousand, One Hundred and Eight-Five Naira) only due to indebtedness by another subsidiary (Dangote Petroleum) within Dangote Group."

Singhvi, further stated that holding the Sugar Refinery container deposit is unjustifiable because the Company has a different registration number with the Corporate Affairs Commission, so the liability of one subsidiary should not be transferred to another entity.

One of the Hapag-Lloyd Nigeria Shipping Ltd Management staff, Mr. Ash Narain who earlier stated that "any refund for Dangote entities is currently on hold, until they clear the old outstanding. We will not proceed with refund until we have payment for Dangote Petroleum account."

The Business Administration Manager of Hapag-Lloyd Nigeria Shipping Ltd, Mr. Ajadi Kehinde Samuel added that they placed lien on Dangote Sugar Shipment as a result of outstanding debt incurred by other subsidiaries of the group. "We have requested Dangote Group Management to respond to our payment requests for numerous months. The waiver has been increased to 75% as per Dangote's last request."

He also added that few among the containers that were placed on lien are, LC2200156973, DE1201124200, BO12012CEFE7 and ZENNGNGN1 21184. Others are EUR2202ATNJ0, EUR2202ATNJ0 and RTM220293854 whose outstanding balance on container deposit was N2,512,185.00 (Two Million, Five Hundred and Twelve Thousand, One Hundred and Eight-Five Naira) only.

The Nigerian Shippers' Council intervened and amicably resolved the complaint which prompted the Complainant (Dangote) to send an appreciation letter.



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Mr. Daniel J. Orume

CONTAINER DEPOSIT REFUND & NON-RETURN OF EMPTIES: A CHALLENGE TO THE NATIONAL ECONOMY

The Complaints Unit of Nigerian Shippers' Council observed over the period that Container Deposit Refund has become serious concern to most Importers and their agents. It is noted that Nigerian Shippers' Council received several complaints on Container Deposit Refund. All complaints received are treated base on merits.

However, the Complaints Unit is worried about the number of empty containers littered across the Country without being returned to the appropriate shipping Companies holding bays. This has impacted negatively on Nation's Economy as millions of naira accrue daily as detention charges.

In International Shipping trade, containers are vital for transporting goods safely and securely. Shipping Lines require Shippers to make deposits, known as Container deposits. This is to guard against possible liabilities such as damages, detentions or total loss of the container. It is pertinent to note that such deposits are not in any way the cost of the container.

Container Deposit is a specified amount that importers are made to pay as a guaranty for the return of the empty container after the cargos have been discharged. Importer or agent are expected to be issued an Equipment Interchange Receipt (EIR), whenever the empty container is returned to the designated terminal at the specified date. It is after this process, consignees or agents apply for the container deposit refund which is expected to be refunded after 5 working days.

In a situation where the empty container is not returned to the designated terminal on the specified date at the expiration of the free days, detention charges accrue continuously and, in most cases, it ends up eroding the amount paid as deposit. In other instances, an importer is asked to pay additional amount to the Shipping Lines as liabilities accrued due to the importers inability to return the empty containers timely, and while in some cases consignees pay replacement value of the container if declared missing.

Container deposits provide a form of financial security for the shipping Lines, it constitutes major issue for importers and exporters as huge amount of money accrues annually, creating trade barriers and has significant impact on Small and Medium Enterprises (SMEs).

However, Container deposits tie up significant amount of cash flow and hinders SMEs from using that amount to invest in other areas. Most times, deposits are forfeited due to accrued detention charges on the containers due to late return, never returned or hijacked for export without following the standard procedures by notifying the Shipping Lines appropriately. In such situations millions of naira have been written off from container deposit refunds to offset debts owed the Shipping Lines as a result of detention charges.

In conclusion, the Nigerian Shippers' Council will continue to enlighten importers and agents across Nigeria on the need to return empty containers before the expiration of the free days to the respective Shipping Lines holding bays in order to process refund of their container deposits. In addition, they must always ensure that they are issued an Equipment Interchange Receipt whenever the empty containers are retuned.



SHIPPERS COUNCIL SAVES CONSIGNEE OVER 5 MILLION NAIRA

"We Kept the Container for over 814 days" ...Complainant
...Pay N8M demurrage ...Shipping Line
...NSC frowns at the negligence.

The Nigerian Shippers' Council received a complaint from the National Council of Managing Directors of Licensed Customs Agents (NCMDLCA) on behalf of one of their members; Santus Mari Concept against Hull Blyth Nigeria / Arkas Shipping Line for non-return of the container which accrued demurrage to the tune of N 8,421.920.00 only (Eight Million, Four Hundred and Twenty-One Thousand, Nine Hundred and Twenty Naira) only.

The complainant alleged that their client hired a truck to convey the contentious container No: ARKU2342111, but was involved in an accident at 1st Gate, Festac Town, Lagos, where the truck was impounded along with the container by men of the Lagos State Traffic Management Authority (LASTMA).

Addressing the parties during a tripartite meeting conveyed to resolve the issue, the head of Complaints Unit, Mr. Daniel J. Orume expressed dismay over the outright negligence exhibited by the complainant.

Hull Blyth Nigeria/Arkas Line was represented at the meeting by the General Manager Mr. Iain Lindsay and Equipment and Control Manager, Mr. Joel Bagai. In their submission, the GM confirmed the complaint and lamented that the consignee did not contact the Liner on the missing box, "we had to call him, he held our container for 814 days from the date of delivery, we even sent another reminder." Lindsay maintained. He added that when this happened, they were left with no option than to place lien on the consignee's new shipment.

However, after extensive deliberation, the tripartite meeting agreed on the following;

The Council agreed with the request by Hull Blyth/Arkas that the Consignee should pay demurrage from the date delivery was taken to the date the Police report was submitted, (4 months, 3 weeks).

That Hull Blyth/Arkas granted 25% waiver on accrued demurrage on the 1X40FT unit due to Council's intervention.

The Council has by this intervention saved the complainant over 5 million Naira only.

Orume, who appreciate the Shipping Company however warned the complainant to desist from such act of non conformity in future. He urged them to make payment with immediate effect in order to take delivery of the current shipment under lien.

The complainant was grateful and made the following remarks "I am overwhelmed at the outcome of the resolution of the matter with Arkas. Nigerian Shippers' Council has done so well in resolving the issue in a win-win situation. I am so excited by this development." He spoke.



GROUPAGE CARGO: NSC BLAMES CONSIGNEE FOR INACCURATE INFORMATION ON DESTINATION CHARGES

...Advice De-consolidator to remove transfer charges ...Saves consignee over N1.2 Million
...Commends De-consolidator for recording less complaints.

The Complaints Unit has blamed an importer, Dabpoint Nigeria Ltd, Kaduna, for inaccurate information from their shipper on destination charges on groupage cargo from India.

This was made known during a tripartite meeting chaired by Mr. Daniel J. Orume, a Deputy Director and head of the unit. Dabpoint Nigeria Limited, lodged a formal complaint to the Council on arbitrary charges meted on their 15.461 CBM cargo by Reudan Shipping and Logistics Services (Nigeria) Ltd.

However, during the tripartite meeting, the consignee stated, "we have paid in full our Shipping Charges to Lagos amounting to $1600 USD. Our Shipper did not inform us of other charges apart from Customs Duty".

Reudan Shipping Agency represented at the tripartite meeting by Messrs M.R. Vijesh, General Manager, Marayanan, Accountant and the Administrative Officer, Mr Lison. The General Manager who responded on behalf of the de-consolidating Company debunked the claim by the Consignee.

He added that the consignee imported 15.461 CBM and invoice of N3,021.755.00 was issued but with the intervention of their principal, Allcargo Logistics Ltd, India, it was reviewed downward to N2,275,568.00 only.

Reudan, also informed the meeting that their principal has confirmed that Consignee has not paid destination charges. "He only paid for the goods he purchased, freight and other charges at origin."



However, the complaints Unit critically analysed the invoice in line with the Council's approved Tariff nomenclatures and ordered the Shipping Agency to remove "transfer charges" from the invoice with immediate effect.

The consignee, represented by an agent, Mr. Obakoya Femi, pleaded that his client should be allowed to pay One Million Naira only because they were not aware of any destination charges apart from Customs duty.

Orume, expressed disappointment over the communication breakdown between the consignee and their shipper in India. He informed the meeting that NSC do not compel stakeholder to grant waiver but stated that it is at the discretion of the Shipping Agency to do so if they feel it is in order.

The Shipping Agency, however responded that because of Shippers' Council's intervention, they have resolved that the consignee should pay N1.8M as against N3,021,755.00 earlier issued, excluding storage charges.

However, the Council's intervention saved the complainant over (N1,211.755.00) One Million, Two Hundred and Twenty-One Thousand, Seven Hundred and Fifty-Five Naira only.

The tripartite meeting was attended by the head of Servicom, Bosede Thompson, and other officers from within and outside the unit.

The consignee took delivery of his cargo.

The aggrieved parties thanked the Council for the intervention.



PILLARS BEHIND THE SUCCESS OF COMPLAINTS UNIT

1. Daniel J. Orume
2. Danjuma Buba
3. Bashir Ambi
4. Olushola Williams
5. Clara Enwefah (Unit Secretary)
6. Hassan Aminu
7. Ijeoma A. Ugwu
8. Vincent I. Nkwocha
9. Ayoola B. Fadola
10. Abubakar Adamu-Biu
11. Musa Mohammed
12. Wachiko A. Yahaya
13. Obewu K. Onumah
14. Soniya Hassan-Akinbode
15. Oluwatoyin Ojo

MARITIME TERMINOLOGIES PUZZLE

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

DRAFT
DOCK
BERTH
PALLET
MARSHALLING YARD
LONGSHOREMEN
GANTRY CRANE
TRAMP
RUBBER-TYRED GANTRY
VESSEL OPERATOR
WAREHOUSE
BARGE
MARITIME
TRANSSHIPMENT
INTERMODAL SHIPMENT
FEEDER SERVICES
TARIFF

PROJECT CARGO
CABOTAGE
APRON
MOORING
STRADDLE CARRIER
STRIPPING
TANK BARGE
STEVEDORES
TRUCKS
BULKHEAD
PIER
WHARFAGE FEE
OCEAN CARRIER
TRANSIT PORT
HEAVY HAULIER
CUSTOMS BROKER
DEMURRAGE

TOWBOAT
BUOYS
ANCHORAGE
MANIFEST
SPREADER
STUFFING
TERMINAL OPERATOR
WHARF
TUG BOAT
QUAY
STEAMSHIP
TRANSIT SHED
ANCHORAGE
INTERCHANGE
GROSS TONNAGE
PILOT



AMATO LINKS ACCIDENT AT TERMINAL TO POOR FACILITIES

...Terminal is safe, truckers non-compliance to safety guidelines, a challenge- Terminal Operator
...Our visit confirms the terminal congenial for trucks- NSC

The Nigerian Shippers' Council has intervened on complaint of alleged accidents at APM Terminal by the Association of Maritime Truck Owners (AMATO).

In a letter of complaint signed by Chief Remi Ogungbemi, on behalf of AMATO, requested the Complaints Unit to pay on the spot assessment visit to the terminal in order to ascertain the facilities and to exonerate AMATO members from blame in case of any complaint that may arise as a result of truck accident. AMATO maintained that their trucks have been involved in many accidents which they attributed to "poor terminal facilities"

The Complaints Unit swiftly visited the terminal and were received by Messrs. Chinenye Deinde (Legal Department) and Kayode Daniel who represented the Management. Mr. Daniel J. Orume, the head of Complaints informed the APMT Management that the Council treats all complaints received as allegations until investigation carried out, hence the reason for the visit.

The APMT officials took the NSC team round the terminal to have a first-hand information on the allegation. In the course of inspecting the facilities, APMT attributed the minor accidents at the terminal to carelessness on the part of the drivers who allows conductors to drive within the automated terminal. They further stated that part of their challenges was driving under the influence of drugs and alcohol by some truck drivers, non-compliance with the use of automated gate, driving within the lanes and inability to reverse the truck effectively etc by the truck drivers.

However, the Complaints Team observed the following during the inspection; That APMT has the basic safety measures to prevent accident at the terminal, it was also observed that driveways within the terminal are properly marked in line with the Traffic/Safety rules, there was sufficient space between stacking units for trucks to drive in and out of the terminal. The Rubber Tyre Gantry Cranes (RTGs) lanes are clearly marked out to enable trucks to park safely while waiting to load. There was the availability of speed limit signs at the Terminal to curb over-speeding, it was further observed that contact numbers were conspicuously displayed and printed on Terminal Delivery Orders (TDOs) for truckers to reach as escalation points, if they encounter any trouble within the Terminal yard. The team however observed glaring zero tolerance for pedestrians within the yard to minimize human/machine contact and all drive ways are well paved with no speed bumps.

The Complaints Unit also observed the following as glaring challenges at the terminal; some Truck Drivers do not display high level of patience and proper use of mirror while at the terminal, disregard to speed limit by some Truck Drivers, non-adherence to safety rules by some Truck Drivers, some trucks are glaringly rickety with no maintenance to add up to the make-ups of posh trucks as can be seen in other developed ports and some Truck drivers do not take note of safety signs in the terminal

The Council however, advised the complainant (AMATO) to sensitize their members on the need to observe safety rules on steering, not only within terminals, but across Nigerian roads, educate them on the use of automated gate similar to the one at the terminal, maintenance culture of the trucks be inculcated and truck conductors should not be given trucks to drive if not qualified.



ADVOCACY VISIT

GRIMALDI TO NSC: OUR AUTOMATION BREEDS LESS OR NO COMPLAINTS

...We are happy to resolve Mafi complaint during the visit- NSC

The Complaints Unit of Nigerian Shippers Council, paid an advocacy visit to the PTML facilities located at Tin Can Island Port, Apapa, and the new extension terminal at Mile 2, Lagos.

The Complaints team led by its head, Mr. Daniel J. Orume (a Deputy Director) were received by the top Management of Grimaldi Shipping Agency Limited led by Mr. Nitin Senan, Deputy Managing Director, in company of the Terminal Manager, Mr. Marin Dobrovic and the agency's Investment Manager, Mr. Walter Aceti.

Orume, in his opening remark stated that the advocacy visit has become paramount in order to have a first-hand view on complaints associated with cargo pilferage, damage, missing, delay, etc although, he promptly exonerated Grimaldi "we are delighted with the automation and facilities sighted at the terminals, it is commendable, keep it up."

He also added that the Council rarely receive complaints against Grimaldi and its terminal, PTML.

Responding, the Agency's Deputy Managing Director, Mr. Senan welcomed the team and stated that the visit will avail the Council an opportunity to determine the authenticity of complaints against their operations. "We receive at least 3,000 text messages daily from our customers on our services" he added.

The advocacy visit was extended to Export Cargo Stacking Area where only Customs cleared cargoes are loaded on board, restricted warehouse for newsprints paper, newly constructed loading ramp of over 30 metres, newly developed empties section. Also visited were barge loading section, Mafi Cargo Site, 'Automated Delivery Gates for Customers and Vehicles, tunnel for cars only, dedicated site for cargo physical examination.

He further informed the visiting team that Grimaldi is fully "automated" which is why the Shippers' Council receive less or no complaints against them. Nitin added that they are happy for the visit as it will enable Shippers' Council take informed decision when complaints are lodge against Grimaldi.

"Our customers operate online, we don't even have customers care because, our security is in line with the ISPS Code." he added.

Orume, and his team were later conveyed to the Agency's newly acquired terminal extension with capacity to accommodate 5,800 units along Oshodi-Apapa Express way, Mile 2.

Grimaldi, however informed the team that the "new extension terminal" which is next to the City Metro Station will be dedicated to the Apapa Customs Command and Grimaldi may offer Apapa Bill of Lading.

The Complaints team also visited "Import Delivery Yard" situated at old site, Mile 2, where the leader of the delegation, Mr. Orume, said Grimaldi has removed human interface from their operations. The expansion is to create space for future cargo. Meanwhile, the NSC team identified the need to sensitize Importers and Exporters on the effective use of the Grimaldi automated facilities.

In the course of the visit, the Complaints team and Grimaldi Management were able to finally discuss and amicably resolved an ongoing complaint on Mafi, cargo where the consignee took delivery.

INTERVIEW

"SHIPPERS' COUNCIL FOUGHT AND SAVED ME OVER N1.5M, I REGRET MY CARELESSNESS, SHIPPER OVERSEAS DECEIVED ME" – IMPORTER



Undoubtedly, the capricious charges emanating from Groupage Cargoes by some De-consolidating companies in Nigeria have been creepy to the consignees in the Country. The Complaints Unit has been battling with the cases of Groupage Cargo, this is because of glaring deception associated with the shipment. Most complainants have stated that their Shippers overseas gave them assurance that apart from payment received from origin, the next stage is for them to take delivery of their cargo in Nigeria once the Customs duty is paid. The truth is destination charges are also applicable, but unknown to some consignees. Amazingly, consignees of Groupage Cargoes do not know from whom they are to take delivery in Nigeria. The choice of that is handled by the Shipper overseas, which is outrightly not proper. In our quest to amicably resolve complaints of arbitrary and alien charges on Groupage Cargo Tariff nomenclatures in Nigeria (as enshrined in our Regulatory Mandate), a De-consolidating

Company is still exhibiting belligerence attitude, unmindful of the previous sanctions imposed on them by sealing off their office twice for non compliance. However, history may repeat itself.

Painfully, the challenges of groupage cargoes in the Country could be traced to the following; some consignees are deceived by their Shippers to ship their cargoes as LCL even when the CBM should ideally be containerized, lack of required knowledge of International Trade, especially Shipping, in addition to alien and un-approved tariff nomenclatures by few De-consolidating companies in Nigeria.

The Complaints Newsletter recently had an interview with one of the victims of Groupage Cargo artifice, who revealed his ordeal.

EXCERPT:

CNL: Please, can you introduce yourself.?

Complainant: My name is Ifeanyi Chukwuemeka, the Chairman of Ifeaustine Chuks Safety, Lagos.

CNL: What brought you to Shippers' Council?

Complainant: I have a cargo that came from Pakistan to Lagos, so it happened that the consignment was handed over to Mas Global Express & Logistics Ltd., Lagos, by another agent through my Shipper. The cargo supposed to come in my name, but it went through two different parties before it came to me, I have been unable to clear my goods because the bills they gave me was very high. I came to Shippers' Council where I complained. Shippers Council intervened, we had meeting where they talked to the parties, I really appreciate their effort. The bill I received from Mas Global Express and Logistics Ltd was N3,700.000.00
Also, the cargo was almost two months in their custody without clearing, but because of the Council's intervention, I was saved over N1.5 million demurrage from the original invoice I received from Mas Global Express & Logistics Ltd, Lagos.

CNL: We noticed discrepancies in the CBM of your cargo, the house bill of lading with you is reads 28 CBM, while the master bill of lading which was not even sent to your De-consolidator is 34 CBM. What happened?

Complainant: I believe this error should be from my Shipper because originally, I did not bargain for groupage shipment. He deceived me. I requested for 20FT container, he made video convincing me to go for LCL, but when he was loading the goods, he showed me all the goods he was loading, unfortunately, when I started asking him about the bill of lading and the tracking number, he told me that he did not send it through container, but LCL. I still have about 85 bags of gloves with him.

CNL: Did you sign any agreement with your Shipper on this shipment?

Complainant: No, I didn't sign anything. We agreed verbally. I regret my carelessness.

CNL: How did you meet him?

Complainant: We met in one of the hotels in Pakistan, when I traveled for holiday. We have been talking before we met their face to face. Someone introduced me to him.

CNL: In your opinion, how can you describe Nigerian Shippers' Council's intervention on your complaint?

Complainant: Nigerian Shippers' Council really tried, in fact, I did not know that this organization is in Nigeria and even very close to me, because if I knew, I would have tendered my complaint since. I was looking for a means and an opportunity to see someone to make my complaint and feelings known. I really appreciate your effort, Shippers' Council fought in my favor, saved me over N1.5M. Although, I regret my carelessness. The Shipper Overseas deceived me. I could not provide most documents because my transaction was not documented and to God be the glory.

CNL: What message do you have for other Importers and Exporters?

Complainant: The message I have for them is if they have any problem that has to do with imports & exports, they need to be at Shippers' Council for guidance. The Shippers' Council is available and are reliable in their services. Importers and Exporters should feel free to tender their complaints and they will be assisted by the Council once they are genuine.

CNL: What will be your first step when you have an issue?

Complainant: I will come to Shippers' Council.

CNL: Have you registered with the Nigerian Shippers' Council?

Complainant: Not yet. But I have collected the form, I will fill and return it.

APAPA CONTAINER LANDS TEMA PORT, AUCTIONED BY CUSTOMS IN GHANA

...NSC faults consignee's shipper for error.



The Nigerian Shippers' Council has received a complaint from Bruno Ajunam & Bezalel Arts against Mediterranean Shipping Company (MSC) for diverting their container destined for Lagos to Tema Port, Ghana.

In an official complaint letter to the Council by E. A. Orji & Co. on behalf of their client; Bruno Ajunam & Bezalel Arts alleged unwarranted detention of their container number: FCIU7382728 from Canada to Lagos but "illegally transferred it to Tema Port, Republic of Ghana."
The complainant also claimed their client visited Mediterranean Shipping Company's office and was told to write a letter to MSC Ghana and put MSC Nigeria in copy, which they complied. According to the complainant, the Shipping Company promised to bring the container to Tin Can Island Port, Apapa, Lagos and claimed they have waited for 4-month for MSC to deliver the container but failed to do so.
"We wrote to MSC to furnish us with their own side of the story regarding the allegation and they said the container was taken to Tema based on the shipper's instruction. They also said the container had accumulated demurrage at Tema port in which the shipper or consignee need to make payment before the container could be shipped to Nigeria." the complainant added.

In the course of mediation to resolve the complaint amicably, the head, Complaints, Mr. Daniel J. Orume, a Deputy Director, requested evidence(s) from both parties to support their claims. The Shipping Company, represented by the Customer Service Manager, Mr. Olumide Adefisan who forwarded the shipping instruction and bill of lading which indicated Tema, Ghana as the Port of Discharge of the cargo. This proves the container was taken to Tema as a result of the avoidable error committed by the consignee's shipper at origin.

The Council observed inconsistencies in the documents presented by the complainant.
However, Adefisan informed the Council that "information reaching us from Ghana office reveals that subject unit has been auctioned by Ghana customs due to overtime. We therefore suggest consignee to revert to shipper for further action."
The consignee stated that the shipper would sue the Shipping Company for diverting the container which led to Ghana Customs to auction the cargo.



MAERSK LINE TAKES FPIS TO SHIPPERS' COUNCIL OVER CONTAINER FUMIGATION

...We have brokered truce, addressed technological challenges, recovers over N3M for the Economy-NSC

The Danish international container shipping company, Maersk Line has recently reported the Federal Produce Inspection Services, (FPIS) to Nigerian Shippers' Council for refusal to fumigate their boxes as safety standard requirement for export cargo

Speaking at the tripartite meeting organized by the Council in order to resolve the complaint amicably, the head of Complaints Unit, Mr. Daniel J. Orume, a Deputy Director, welcomed the parties to the Council. He informed the meeting that Maersk Line lamented that their export containers are barred from loading at FPIS registered warehouses.

Orume, acknowledged the statutory mandate of FPIS, an agency of the Federal Government saddled with the mandate to ensure disinfestation of containers to preserve export goods, carryout inspection and quality control of all agricultural produce for substantial compliance with National and International Standards prior to export of containerized cargoes.

Responding, the Deputy Director Operations, Federal Produce Inspection Services, (FPIS) Mrs. Nwachukwu V.N. thanked Nigerian Shippers' Council for "contributing optimally to the economic growth of the Nation."

In order to avoid produce rejection as a result of damage to agricultural produce caused by Pest and to create foreign earnings to Nigerians that are involved in either export or processing of Agricultural produce, FPIS conducts quality check test and fumigation on all Agricultural produce meant for export to ensure they conform to prescribed exportable standards. She spoke.

Nwachukwu, added that

Shipping Lines complied by paying for fumigation/disinfestation fees accordingly until recently when most shipping companies including Maersk Line stopped making payments. She buttressed more on how Maersk used to be compliant but stopped payments for the disinfestation of containers to FPIS since first quarter, 2022.

However, FPIS said several letters were written to Maersk but failed to complied which compelled them to issue notice to their officers in the field to stop Maersk Line from loading at various registered warehouses, which prompted the Liner to pay only for March, 2022, while Maersk was indebted from April 2022 to February, 2023.

She further stated that Maersk did not want to generate and forward their container list to FPIS, like Grimaldi does, while FPIS sent their bills for payment which makes the whole process easier because there are different containers in the warehouse belonging to different shipping companies and it is difficult for FPIS to identify containers belonging to each shipping line especially the unbranded boxes which makes it difficult to generate the bill.

Nigerian Shippers' Council however observed that Maersk had outstanding bills to settle from April, 2022 to December, 2023, it was also mutually recognized that FPIS has a statutory role in container disinfection, modes of payment, process for obtaining container lists were also identified and parties agreed that the nature of data provided by FPIS is difficult to analyse and it was also agreed that some containers cannot be identified as they lack shipping company's prefix.

The tripartite meeting agreed that with effect from January 2023 all data containing disinfected containers are to be on excel template before forwarding to Maersk for payment, the Nigerian Shippers' Council (Complaints' Unit) agreed to assist by converting hard copy data to a soft copy on an Excel sheet from FPIS and forward same to Maersk, that FPIS should endeavor to settle disputes with Maersk instead of placing embargo on Maersk export cargoes. Prior notice be issued to Maersk before placing embargo on their export Units. Payment of outstanding dues amounting to N3,462,760.00 (Three Million, four hundred and Sixty-Two Thousand, Seven Hundred and Sixty Naira) only be paid to FPIS.

Both Maersk Line and FPIS agreed to honor these resolutions in furtherance of fair-trade practices and ease of doing business in the Country.



COMPLAINTS HANDLING: STAKEHOLDERS APPRECIATE THE COUNCIL

LETTER OF APPRECIATION

"I Ifeanyi Chukwuemeka of (Ifeaustin Chuks Safety Company) of the above address and company hereby appreciate the Complaints Unit of Nigerian Shippers' Council particularly the Head of Complaints in person of Daniel Orume (Deputy Director, Complaints), Alhaji Bashir Ambi Mohammed (Assistant Director, Complaints) and Barrister Musa Mohammed (Legal Officer, Complaints) (Case Handler).
I really appreciate this team for a wonderful job in resolving my complaint with Mas Global Express and Logistics Company Ltd.
I am indeed grateful and happy with the Complaints Unit for resolving my problem with Mas Global Express and Logistics Company Ltd.
Anytime, I am embarking on any maritime issues, I will approach Nigerian Shippers' Council (Complaints Unit), The Port Economic Regulator for advice on how to go about it, in order not to make a mistake in future.
On behalf of myself, family and my company, I really appreciate your organization for this wonderful work."
Yours faithfully,
Ifeanyi Chukwuemeka
Managing Director
Ifeaustin Chuks Safety Company, Lagos.

LETTER OF APPRECIATION ON REFUND PAYMENT

"We sincerely thank you and your team for the effort in ensuring Maersk Nigeria Limited paid our refund.
Indeed, we are glad to say that your team is great. We are also proud to say that Shippers' Council is the best for the industry because you get justice done without demanding for any charges.
We will not fail to commend Abubakar Biu and complaints staff for their wonderful effort.
In fact, we are grateful for the good work you and your entire team is doing and we pray that you keep it up for the good Lord will continue to keep you and your team.
Love live Nigeria.
Long live Nigerian Shippers' Council and their team.
Thanks."
Yours Faithfully,
For: Felmic Investment Concept Ltd
Chris I.N.A. Koki
Manager
LETTER OF APPRECIATION ON REFUND PAYMENT

"On behalf of our importer, **De Basco Electric Co. Ltd**. We sincerely appreciate the Council toward the refund of our deposit by MSC.
Indeed, we are glad to say that your team is great. We are also proud to say that Shippers' Council is the best for the industry because you get justice done without demanding for any charges.
We will not fail to commend **Ojo Oluwatoyin** for her wonderful effort.
In fact, we are grateful for the good workthe Council is doing and pray that good Lord will continue to sustain the organization.
Thank You."
Yours Faithfully,
For: Felmic Investment Concept Ltd
Chris I.N.A. Koki
Manager

LETTER OF APPRECIATION

"We write to sincerely thank you for the professional handling of our complaints against Maersk Nigeria Limited and SIFAX Group over imposing of illegal charges on our shipments.
We are pleased to place on record that your prompt intervention following our complaints substantially brought reliefs on the matter with Maersk Line which led to the release of our shipments blocked by SIFAX Port & Cargo Terminal in TIN CAN Port on account of their intended extortion on account of alleged overtime cargo.
Your support as the Economic Regulator of the Shipping of Ports in Nigeria is highly commendable and appreciated.
Please, kindly accept our warmest regards to your high office sir."
Yours faithfully,
For: NAIJA Global Logistics
Kalu Mba
(Managing Consultant/CEO)

RE: EXTORTION AND ARBITRARY CHARGES BY MAERSK LINE NIGERIA LTD

"The above caption refers.
With reference to our letter on the above subject matter, which we petitioned Maersk Line Nigeria Limited.
We wish to formally inform you that your intervention on the matter enabled us to resolve amicably and settled on a mutual beneficial ground.
We are by this letter expressing our sincere appreciation for your intervention and platform which aided the resolution.
Thank you for your support and co-operation."
Yours Faithfully,
For: Day Dan Ventures Limited
Musa Danjuma
Executive Director

LETTER OF APPRECIATION

"On behalf of the employees of the above-named company, please accept our appreciation for the excellent job you and your staff have done towards the refund from CMA-CGM. It was an enormous undertaking but went smoothly and efficiently.
Thanks to your leadership and dedication combined with your staff teamwork and energy in making the refund achievable. I'm very grateful for the refund which has been received.
Again, thank you for all the excellent work you use your good office to do.
Thanks for the cooperation."
Yours Faithfully,
Polycarp Ekemezie
Manager

RE: ARBITRARY CHARGES BY REUDAN SHIPPING AND LOGISTIC SERVICES

"The subject above refers; we wish to express our sincere appreciation for your swift intervention and leadership by your good office to ensure the Council's quick resolution of the complaint against REUDAN SHIPPING AND LOGISTIC SERVICES with respect of the above-mentioned issues.
We also wish to appreciate the Complaints Unit of Nigerian Shippers' Council for their efficiency and readiness at all times to resolving key issues professionally and amicably.
Once again, thank you for your guidance and continued support.
While wishing you greater accomplishments in your service to the nation, please accept the assurances of our highest regards."
Your sincerely,
Abdullahi Mohammed
CEO
Dabpoint Nigeria Ltd
Kaduna

LETTER OF APPRECIATION

"We wish to express our profound appreciation to the Executive Secretary/CEO of Nigerian Shippers Council for the pro-activeness in aiding the timely refund of excess delivery charges of ₦4,085,000.00 we paid.

We applied to CMA-CGM for the refund of ₦4,085,000.00 and the same amount was refunded to us within twenty fours of the submission of our request.

Many thanks and best regards."

Yours faithfully,
For: Panar Limited
Joe Enweremadu
Imports Manager

APPRECIATION LETTER FOR REVERSAL OF GRIMALDI NEW RATE ON OUR SHIPMENT

"We refer to our petition against the PTML and your quick intervention that led to an immediate resolution of the matter immediately.

We write to appreciate your efforts and thank your Management for the support and cooperation given to us.

Looking forward to your further assistance in the nearest future."

Yours faithfully,
For: Elizade Nigeria Limited
Ademola Hunpatin
Head, Logistics & Assembly Plant Operation

LETTER OF APPRECIATION

"We hereby use this medium to appreciate your effort for helping in resolving the unfair/unjust storage charges of ₦581,000 (Five Hundred and Eighty-One Thousand Naira Only) by Tin Can Island Container Terminal (TICT). Thanks."

Yours faithfully,
For: Femak Resources & Logistics Ltd
Oseni Yusuf
Operation Manager

LETTER OF APPRECIATION

"We are Solicitors to Killington Fisheries Limited hereinafter referred to as "our client" pursuant to whose instruction we write concerning the above headed subject matter.

As you are aware our complaint our complaint has been resolved and we would like to express out profound appreciation for the involvement of the Council in the resolution of the complaint

We thank the Council for the high professionalism, time, energy, fairness and the integrity deployed in resolving our complaint. Our heartfelt appreciation for the involvement of the Council cannot be overemphasized, as the nefarious activities of Ocean Network Express (ONE) in respect of the shipment with bill of lading number: ONEYLIMB03385800 has the tendency to crumble the business activities of our clients.

It is imperative to state that the involvement of the Council has saved our client considerable amount of money (terminal and demurrage charges), we must commend the Council for being alive to its roles and responsibilities in the industry.

It goes without saying that the Council should continue in its notable action (s) so that individuals or corporate bodies (foreign or local) found wanting in instances similar to that of our complaint or any other similar one will have stern warning and notice that our beloved country is not a place or avenue for unconscionable business activities.

Once again, we appreciate the involvement of the Council and we say thank you."

Yours faithfully,
For: R. Kolawole & Co.
Akinwale Kola-Taiwo, LL. B (Hons), B.L

LETTER OF APPRECIATION TRANSFER OF 1X40FT SHORTLANDED CONTAINER NO: MSKU1159944, BILL LADING NO: 1KT145484 TO ESS LIBRA TERMINAL IKORODU, VESSEL MAERSK ROUBAIX/130N

"We refer to the above captioned subject and wish to inform you that the container has been dropped at Ess-Libra Terminal Ibeshe Ikorodu, Lagos.

We want to thank you for your timely intervention and wonderful support on this matter.

Thanks."

Yours faithfully,
For: Emzor Pharma Ind Ltd
Ignatius Ofomata

LETTER OF APPRECIATION RE: EFFECTIVE RESOLUTION OF COMPLAINTS AGAINST FORCEFUL COLLECTION OF RENT WITHOUT SERVICE 8X40FT B/L NO: MEDU1129698 & 1X40FT B/L NO: COSU6297535170 AT TICT

"We are much pleased to write you this appreciation letter on the timely resolution of the above complaints against Tincan Island Container Terminal, (TICT).

Your intervention has resulted in a credit note refund of the no service but payment forcefully taken from us by TICT.

We are indeed grateful."

Yours faithfully,
For: Mickey Excellency Nig Ltd
Abdulazeez Babatunde M.
Managing Director/CEO

APPRECIATION LETTER

"We write to let you know how much we appreciate the outstanding service that your staff in person of Mr. Vincent Ikechukwu has offered.

He was very helpful and knowledgeable about the operation and antics of Shipping Company and seemed genuinely interested in making sure our refunds were paid after a long battle with them.

Again, we thank your organization for the assistance on this issue."

Yours sincerely,
For: Conaco Motors Limited
Hamed Makinde
Manager

LETTER OF APPRECIATION

"We wish to put on records our sincere appreciation of the intervention and supports received from Nigerian Shippers Council, which has resulted in resolution of several complaints against various shipping companies in respect or release embargoes on Dangote Sugar Refinery Plc cargoes.

Kindly permit us to commend the Complaints Unit of Nigerian Shippers Council for the untiring efforts and assistance whenever requested by our organization.

We thank you all and wish you the very best in your endeavors."

Ravindra Singhvi
Group Managing Director/CEO

LETTER OF APPRECIATION

"I, Mr. Emmanuel Ihedichi of the above-mentioned company do write to show my gratitude to N.S.C for the way they handled my complaint with GMT Shipping Company.

This is a case we have been going through with GMT for more than 2 years now which I came to N.S.C and made my complaints N.S.C made it look easier for me

We are grateful to the Council that within the short period of time resolution was successful arrived at and refund paid.

I am using this opportunity to say thanks and to Alhaji Bashir, Barr. Musa and Co. for coming to my help. Thank you, Nigeria Shippers Council."

Yours faithfully,
For: Gbalas Int'l Ltd, Lagos.
Emmanuel Ihedichi
Manager

RE: NIGERIAN SECURITY PRINTING AND MINTING PLC SECURITY CONSIGNMENT ON RE: DRANDE BENIN FROM VALENCIA SEAPORT (SPAIN) B/L NOS: S321620064 AND S321620063

"We, International Bulk Cargo Logistics Limited (IBC Logistics) appreciate your quick intervention in resolving the issues on this consignment.
We shall implement our part of the bargain in strict compliance.
Thanks for your cooperation."
Yours faithfully,
Babalola Luqman Niran

APPRECIATION LETTER AS REGARDS REFUND ON 1X40FT CONTAINER NO: TCNU6179493

"The above subject matter refers: -

We the staff of BABY SOLUTION

NIG LTD, would want to thank the staff of Nigerian Shippers Council, especially the Complaints Unit and Barrister Muhammed of the Complaints unit, for coming to our aid as regards our refund from PTML terminal.

PTML Terminal has refunded us the sum of ₦408,030.00 (Four Hundred and Eight Thousand and Thirty Naira Only) due to the intervention of the Nigerian Shippers Council.

We remain ever grateful.

Thanks."

Yours Sincerely,
For: Baby Solution Nig. Ltd, Lagos
Nnaeto Okonkwo

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 Maritime Industry. Without Shippers Council the right of importers would have been nothing to write home about because shipping companies and terminal operators would have trampled them to death.
We appreciate your good and quick intervention between us and Classic Bonded Terminal by recovering the excess transfer charges paid to them as a result of their dubious calculations; we cannot thank you enough for your good work.
May Almighty God continue to preserve you and your entire staff.
Thanks."

Yours faithfully,
For: Meddeo Ventures Ltd.
Nwankwo Evans

LETTER OF APPRECIATION FOR UNHOOKING OUR CONTAINER DEPOSIT OF 1X40FT WITH BILL OF LADING NO: MEDUU339902

"We appreciate all the efforts your staff made, most especially Toyin for us to get our trapped fund despite their claims of importers indebtedness.
We wish your organisation more strength to ease the pains of foreign and local exploiters.
Thanks for your co-operations."
Yours faithfully,
FOR: Coordinator- Hope gate Multi-Concepts Ltd
Mr. Victor Okereke Okoroafor

LETTER OF APPRECIATION ON YOUR EFFORTS TOWARDS RECOVERING OF OUR REFUNDS IN MAERSK COMPANY

"We write to appreciate your good office for your efforts towards recovering our trapped refunds in Maersk Nigeria Ltd. With your efforts, Maersk refunded over Four Million Naira.to us.

Once again, we appreciate your office."

Your faithfully,
For: Sylvechemma Petroleum Ltd
Bernard Uche
Operational Manager

LETTER OF APPRECIATION

"We the above-named agency wish to express our profound gratitude to the entire Management of Nigerian Shippers' Council for coming to our aid and helping us resolve the rent/demurrage issue we had with Grimaldi/ Port and Terminal Multiservice Ltd (PTML)..
We reported this issue to Nigerian Shippers' Council and they took it upon themselves to make sure we receive a 100% waiver of the said terminal charge without requesting for a dime.
Once again, we are immensely grateful to everyone who made tangible effort in making this possible.
Thank you and kind regards."
For: Olu-Ken Integrated Services Limited
Olumide Owonikoko
Director

APPRECIATION LETTER ON REFUND OF EXCESS CHARGES PAID ON 10X20FT CONTAINERS SIFAX TERMINAL

"Refer to the above subject.
We hereby use this letter to appreciate your efforts and swift response to our complaint over the refund of excess charges paid on 10x20FT containers to SIFAX Terminal Operator.
On behalf of my company, we duly acknowledged the professional way of handling the issues and confirm to you that the cheque of the excess paid has been handed over to us.
Thanking you once again for your unrelented efforts in solving members problems.
Thanks for your usual co-operation at all time."
Yours faithfully,
Harlink Investments Limited
Alhaji I. L. Nofiu
Managing Director

APPRECIATION LETTER

"We hereby wish to express our heartfelt gratitude to Nigerian Shippers' Council for the valuable help extended to our company, Sun Bio Pharma Ltd, for the sterling role which you played in resolving the wrongful charges levied on our consignment by Hapag Lloyd Nigeria Shipping.
Without your active intervention, it would not have been possible in achieving this. Yours efforts so far have shown us that indeed you are a defender and very dependable when it comes to trade facilitation which is one of the Federal Government initiative and objective.
Kindly be informed that following your intervention, we have re-opened our files in this matter and after much deliberation, Hapag Lloyd Nigeria Shipping has reviewed their offer downwards from **₦12,803,250.00 to ₦763,250.00 to us.**
On behalf of our Management, we once again appreciate the assistance rendered to us.
Thank you."
Director
Yours faithfully,
Sun Bio Pharma Limited

APPRECIATION LETTER

Sequel to the resolutions reached at the tripartite meeting held in your office, We are pleased to inform you that we were invited to a meeting by COSCO in their office with Messrs. Esther Uche and Mr Monday Oregemhe (representing COSCO) and Messrs. T.U. Oliagba and Ngozi Chukwuma (representing M and T International Solution Ltd).
At the meeting we were informed that their Management has reviewed the debt and proposed to pay us the sum of **₦17,941,480.00k**
The management of M and T International Solutions Ltd met at about 1.30pm of same date and resolved to accept their proposal.
However, our account was credited yesterday with the sum of **₦17,941,480.00k**.
We are using this medium to thank you immensely for your timely intervention in resolving this issue.
Yours faithfully,
For: M and T International Solutions Ltd.
T.U. Oliagba
MD/CEO

Quote Me

"I am overwhelmed at the outcome of the resolution of the matter with Arkas. Nigerian Shippers' Council has done so well in resolving the issue in a win-win situation. I am so excited by this development. Complaints Unit Team are Professionals indeed."
.....Dominic Chukwuemeka
For: Sanctus Mari Concept