COMPLAINTS NEWSLETTER

JULY-SEPTEMBER, 2023 VOL: 7 NO 1 IN-HOUSE PUBLICATION OF COMPLAINTS UNIT, NIGERIAN SHIPPERS' COUNCIL

CONTAINER FUMIGATION: NIGERIAN SHIPPERS' COUNCIL FACILITATES PAYMENT OF OVER N37 MILLION FOR FPIS



Barr. Ukeyima Pius Akutah
ES/CEO, Nigerian Shippers' Council

The Nigerian Shippers' Council intervention in resolving disputes between the Federal Produce Inspection Services (FPIS) and Maersk Nigeria Ltd over the barring of all export containers from the latter has led to the payment of N37,775,121.25 (Thirty-Seven Million, Seven Hundred and Seventy-Five Thousand, One Hundred and Twenty-One Naira, Twenty-Five Kobo) only to FPIS for services rendered over a period of one year.

In a letter of complaint to the Council signed by Maersk Nigeria Legal Manager, Chikelue Oguejiofor, stated that the Federal Produce Inspection Services (FPIS) barred Maersk export containers from loading at FPIS registered warehouses due to the shipping company's delay in paying the fumigation/disinfestation fees.

Oguejiofor, added that "this is news to us as we have not received any formal notification from the concerned authority in this regard…this notice had been widely distributed to some of our export customers and is creating panic on the possible negative impact to their businesses, ability to meet with their commitments to their customers globally and could be detrimental to the Federal Government of Nigeria's National Action Plan on Agro-Export Development."

The Nigerian Shippers' Council organized a tripartite meeting where all parties attended and agreed to comply with the resolutions of the meeting. The tripartite meeting was chaired by the head of Complaints, Mr. Daniel Orume, a deputy director.

Maersk Nigeria further stated that the reason why they were unable to pay for fumigation/disinfestation was because the data provided by FPIS was a hand written container list, which was difficult to analyse because Maersk Nigeria's operations are automated.

In compliance with the resolutions of the meeting held at Shippers' Council, the Maersk Customer Experience Officer, Marcus Lawrence has confirmed the payment of the above-mentioned sum to the FPIS.



SHIPPERS' COUNCIL RECOVERS 1000 USD FOR CONSIGNEE OVER DAMAGED PLASTER OF PARIS

The Nigerian Shippers' Council intervened on a Complaint for compensation on 'Damaged 182 bags out of 700 bags of APACO Moulding Plaster of Paris (P.O.P.) contained in a 1X40FT container amounting to 2,089.08 USD against Hull Blyth Shipping Line/ Arkas.

In his opening remarks at the tripartite meeting convened by the Complaints Unit to amicably resolve the matter, the Head, Mr. Daniel Orume (Deputy Director) stated that the Council received a complaint from ASPA P.O.P. Investment Ltd, that imported 30 containers from Republic of Turkey on Bill of Lading Number: ARKU2365082/ARKMER0000181673, but lamented that one of the containers was damaged at the "roof top and was patched with adhesive cellophane, leaving a deep hole, as a result water penetrated and damaged 182 bags out of 700 bags in the container."

The Complainant further stated that the damage was discovered while un-stuffing the container at their warehouse in Ibafo, Ogun State, and they quickly informed agent to Arkas Shipping Line (Hull Blyth). On receipt of the information, Arkas representative in Nigeria sent two surveyors, Messrs Stephen Ugwute

con't on page 2



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Mr. Daniel J. Orume

IMPROPER DOCUMENTATION IN SHIPPING: A CHALLENGE FOR COMPLAINT HANDLING

International Shipping opens businesses to new markets and exciting growth possibilities. However, importers and exporters need to understand the rules and regulations guiding shipping as it relates to proper documentation. International commerce relies on documentation that fulfils the criterion and regulations set by the Country of origin and destination Country. It is critical to be prepared with detailed information about your shipment.

The documentation process in International Shipping is a vitally important part of assuring smooth international transactions. Shipping documentation if not properly done, could lead to shipments being delayed or held by the Customs. It is therefore pertinent to note that the issue of proper documentation in the shipments of cargoes cannot be over emphasized as it is very crucial.

Some of the important documents needed for international shipping are; Form M, Form NXP, purchase order, commercial invoice, bill of lading, packing list (export or import), letter of credit, certificate of origin, insurance certificate, import or export licence, proforma invoice, health or phytosanitary certificate etc.

The Complaints Unit in the course of addressing some of the complaints received from stakeholders discovered that some of the challenges or issues would have been averted if only the consignees did due diligence by ensuring that they had the proper documents and planned well ahead before the arrival of their cargoes. Also, it is very important for all importers and exporters to have full knowledge of the terms of trade and the clauses contain in the bill of lading before accepting it to avoid disputes between parties.

The Nigerian Shippers' Council therefore wishes to inform all importers and exporters to diligently scrutinize all documents to ensure that they conform with acceptable International standard documentation.

SHIPPERS' COUNCIL RECOVERS 1000 USD

cont'd from page 1

representing PMVL/Arkas and Aderibigbe Ebenezer from CMA-CGM Shipping Line (Arkas Shipping Line Partner) for a joint survey.

Responding, the CEO of ASPA POP, Mr Angy Oba, thanked the NSC. He stated that " this is my first time of attending a tripartite meeting, but Shippers' Council was able to intervene and resolved two of our earlier complaints and refund was made immediately."

However, the meeting was also informed that based on the Joint Survey Report, Arkas Shipping Line forwarded the requirements to be fulfilled by the claimant before their demand for payment of the landing cost of the damaged cargo could be considered.

The claimant forwarded all the required documents including claims statement demanding for refund of 2,089.08 USD being cost of the damaged 182 bags, including payments made to Lagos State Waste Management Authority (LAWMA) for disposal of damaged P.O.P due to its "hazardous nature to the environment and cost of trucking."

However, Hull Blyth Nigeria Ltd agreed to pay the claimant the sum of 509.06 USD being the actual cost of the P.O.P. based on the Sales Commercial Invoice only, as the clause on the Bill of Lading does not Include payment of other sundry cost.

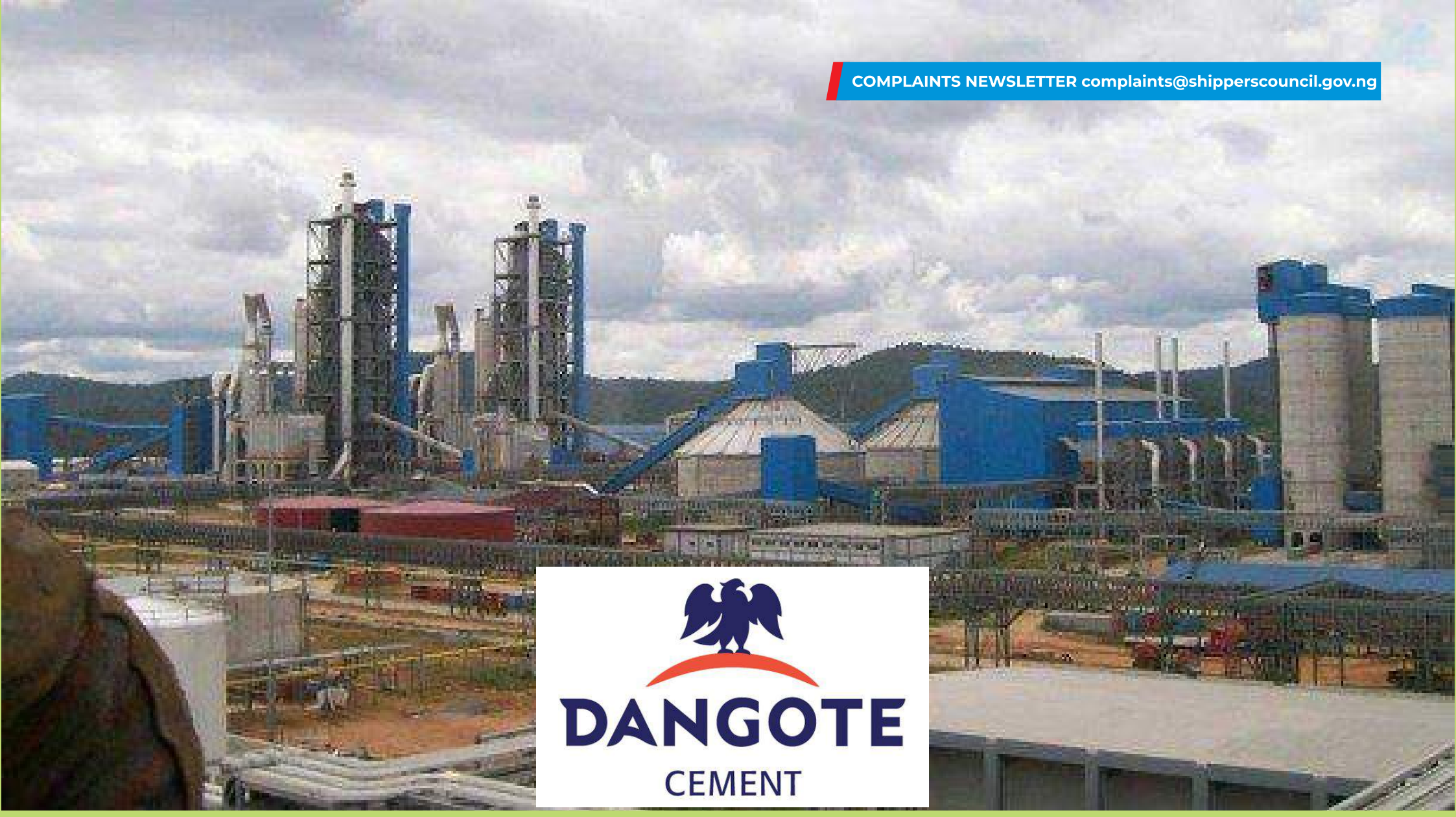
Orume, asked the representative of Arkas Shipping Line at the meeting, Mr. Joel Bagai for his response. Bagai who first and foremost appreciated the Council, stated that the Complainant is one of their most valued and critical customers in Nigeria.

Bagai, however apologized to the claimant for the damage stating the obvious that "We are adhering to claims procedures which should be followed."We have noticed a discrepancy between the claim and the commercial invoice provided by Messrs. ASPA P.O.P Investment Limited that submitted 182 bags X N7,800/bag =N1,419,600 plus N150,000 for trucking, N50,000 as cost of evacuation totaling N1,619,600 with the exchange rate of N775/USD at the time, making it 2,089.8 USD contrary to the commercial invoice which stated that the price per ton was 70 USD. Therefore, per kg would be 0.07 USD (1 ton =1,000kgs).

The Chairman of the meeting however urged the Shipping Agency to strengthen relationship with their customers, especially the claimant known for importing high volume of containers every month, based on the documents provided at the meeting.

Meanwhile, the tripartite meeting resolved that Arkas should communicate to their Principal the need for an upward review of the claim and revert to the Council within 4-working days.

Sequel to the directives of the Council, Hull Blyth Nigeria Ltd reverted that their principal has agreed to pay USD 1000 (One Thousand US Dollar) as against the previous offer of 500 USD as full and final settlement for the damage.



CARGO LIEN: DANGOTE CEMENT REPORTS SHIPPING COMPANY TO NIGERIAN SHIPPERS' COUNCIL

"Persuades Dangote Group to act in good fate and pay the demurrage, our patience is exhausted"...Shipping Company
...We have recovered Shipment...Complaints Unit

The Dangote Cement, a subsidiary of Dangote Group of Companies made a complaint against Hull Blyth Nig. Ltd/Arkas Shipping to Nigerian Shippers' Council over the blockage of their Containers.

Dangote Cement Plc complaint was signed by Alhaji Abdu Dantata, the Group Executive Director -L & D, who complained of "notice of blanket blockages by Hull Blyth Nig. Ltd/Arkas Shipping and requested for the release of Dangote Cement Plc Shipment."

Dantata further requested Shippers' Council to fast track the resolution of the complaint of their shipment with Bill of Lading Number: ARKIZM0000204412, as Dangote Cement PLC is a separate Legal Entity that is not indebted to the Shipping Agency'

The Complaint Unit intervened by engaging the Shipping Company and in response, the General Manager, Mr. Iain Lindsay explained that "they sent a formal complaint to the Nigerian Shippers' Council about the activities of Dangote Refinery. According to him "our view is that Dangote Group is a conglomerate of companies, but a Group, nonetheless". We found that their behaviour on the payment of demurrage is unreasonable and unprofessional. We expect Dangote to address perfect legitimate demurrage debts, and not waste our time for years."

Lindsay further added "we expect the NSC to use their extensive powers to persuade Dangote Refinery, part of the Dangote Group to act in good fate and pay the demurrage debt, our patience is exhausted."

The Shipping Company also stated "we have acted in good fate with Dangote on the debt and we have been treated with vile contempt. Our sincere suggestion is that Shippers Council should ask why a perfect legitimate demurrage debt has not been paid, after endless discussion."

The intervention of the Council however led to the release of the shipment while discussions was ongoing on the Dangote Refinery outstanding debt.

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



PILLARS BEHIND THE SUCCESS OF COMPLAINTS UNIT

1.) Daniel J. Orume
2)Danjuma Buba
3) Bashir A. Ambi-Mohammed
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) Yahaya A. Wachiko
13) Obewu K. Onumah
14) Soniya Hassan-Akinbode
15) Toyin Ojo

SUPPORTIVE STAFF
1) Zamani Zakariya
2) Opeyemi Agboola
3) Afolabi Yetunde

PARTS OF SHIP WORD PUZZLE

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

BOW
KEEL
CARGO HOLD
FUNNEL
CABIN
HULL
BALLAST TANK
MAST
LIDO DECK
FORECASTLE
ENGINE ROOM
NAVIGATION ROOM
FUNNEL DECK
STEM
SIDE THRUSTERS
BUNKER TANKS
CRANES

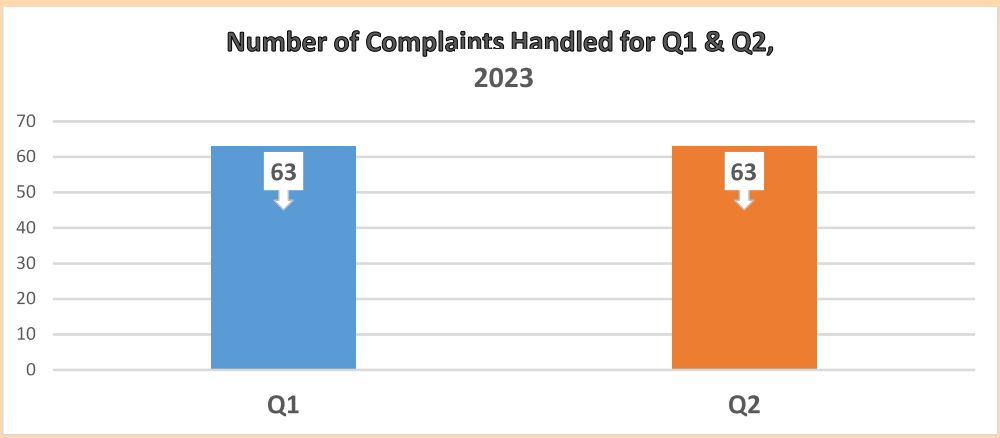
PROMENADE DECK
AFT
STERN
BULKHEADS
PAINT ROOM
ANCHOR
DECK
BULBOUS BOW
PROPELLER
STARBOARD
GENERATOR ROOM
FLUSH DECK
BOAT DECK
FORE DECK
SAMSON POST
FREE BOARD
DECK HOUSE

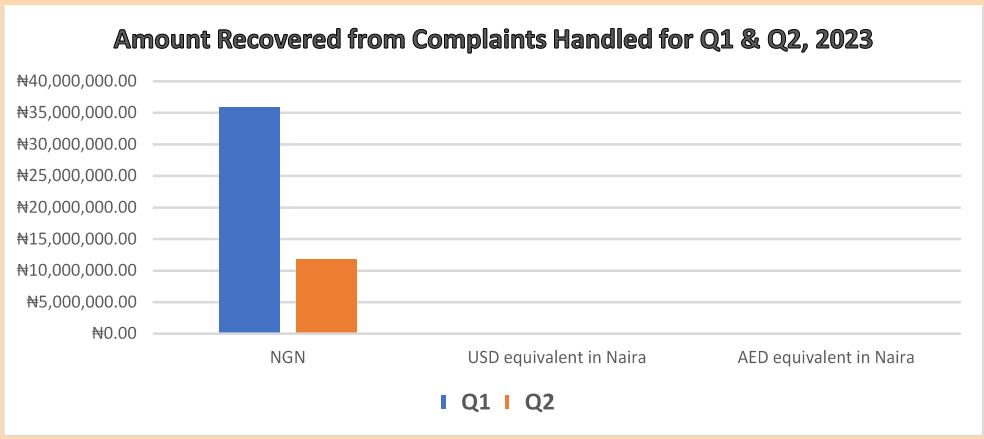
MONKEY ISLAND
FLIGHT DECK
SUNDECK
BRIDGE
BRIDGE WING
LIFEBOAT
RUDDER
DOUBLE BOTTOM
POOP DECK
PORT SIDE
ACCOMMODATION
DRAUGHT
FLYING BRIDGE
DUCT KEEL
CARGO GEAR
DERRICK
HATCH

COMPLAINTS HANDLING ANALYSIS FOR FIRST AND SECOND QUARTERS, 2023

COMPLAINTS MANAGEMENT FOR Q1 & Q2 OF 2023		
Quarter	Number of Complaints	Total Amount Recovered
Q1	63	**₦35,921,811.20**
Q2	63	₦11,880,520.00

TOTAL AMOUNT RECOVERED FOR Q1 & Q2 OF 2023				
Quarter	NGN	USD equivalent in Naira	AED equivalent in Naira	TOTAL
Q1	₦35,921,811.20	₦0.00	₦0.00	₦35,921,811.20
Q2	₦11,880,520.00	₦0.00	₦0.00	₦11,880,520.00







ADVOCACY VISIT

APMT LAUDS NIGERIAN SHIPPERS' COUNCIL ON NEW APPROACH TO COMPLAINTS HANDLING.

..... Seeks collaboration to sensitize stakeholders on terminal operations,

The Management of AP Moller Terminals Apapa Limited has advocated for continuous collaboration with the Council and commended the new approach adopted in handling Stakeholders' grievances.

This remark was made by Mr. Kayode Daniel, Manager, Government Relations, during an advocacy visit by the Council's Complaints Team led by Mr. Daniel J. Orume, to the terminal.

In his opening address, Orume recognized the terminal's prompt response to correspondences and urged them to keep it up. He informed them of the real time Complaints Handling Platform, Port Service Support Portal (PSSP), where the terminal is expected to forward names of their officers to be profiled.

He further reminded the terminal that Nigerian Shippers' Council is an unbiased Umpire, and our joy is to objectively address stakeholders' complaints. He referred to a complaint of an alleged accident reported by truckers where the Council visited to ascertain what transpired and no infraction was established against the terminal.

Responding, Mr. Kayode Daniel welcomed the Complaints Team and thanked the Council for the 'new approach in handling complaints''.

He affirmed that Shippers' Council ''exhibited truth. This can be seen from the last edition of Complaints Newsletter where you reported exactly what you saw at APM Terminal, contrary to the initial complaint against us.''

Daniel, however, stressed the need for robust collaboration with the Council to move the economy forward. He said APM Terminals is an International Organisation, with different Standard Operating Procedures (SOPs). APMT's passion is to make our customers happy. But there is need for the Council to sensitize the Customers particularly on ''Automation as you always advocated for all the Shipping Companies and Terminal Operators to conform with the current trend in Global Shipping Operations. As Port Economic Regulator, there is need to sensitize and ensure that all ports and terminals Stakeholders conform with the new trend in shipping operations for the economy to thrive.''

The APM Terminals concluded by informing the Complaints Team of an ''App'' that would aid their customers service delivery, timely without reporting to the Council.

The terminals were represented at the meeting by the Manager, Government Relations, Kayode Daniel, Adetunji Igbaugba, Customer Care Manager and Chienyenwa Amaefule of Customer Care Service.





CONTAINER DEPOSITS: SHIPPERS' COUNCIL RECOUPS N3M FROM SHIPPING COMPANY FOR CONSIGNEE

The Complaints Unit of the Nigerian Shippers' Council recently recovered the sum of N3,000.000.00 (Three Million Naira) only as container deposits from CMA-CGM Shipping Company for a consignee: Vinehill Cute Bay Enterprises.

In a letter of complaint addressed to the Executive Secretary/CEO, Vinehill Cute Bay Enterprises requested the Council's intervention for restitution in respect of container deposits associated with the following Bill of Ladings and Container Numbers: NAM-5585076 - FBIU-5217682; NAM-5495653 - CGM-U5223993; NAM-5795479 - CGM-U5026422; NAM-5573702 - CGMU-5568001; NAM-6078915 - CGMU-9369040; NAM-5926679 - CGMU-5433325, CGMU-5286435 and TRIU-8726250.

The complainant further alleged that despite returning the empties within the stipulated time frame, the shipping company failed to refund the deposits. Vinehill Cute Bay Enterprises tendered documents such as Bill of Ladings, the Equipment Interchange Report and Delivery Order in support of their claim.

The Complaints Unit after critical review of all documents forwarded by the complainant engaged CMA-CGM and instructed them to pay the outstanding container deposits within 72 hours and the Shipping Company complied.

Vinehill Cute Bay Enterprises, in a letter of appreciation to the Council confirmed refund of container deposits of N3 Million and thanked the Council for the intervention.

MANIFEST DELAY: COMPLAINTS UNIT ENGAGES MSC SHIPPING, CONSIGNEE, TERMINAL

.... We waived the demurrage on 39X20FT units---MSC

The Council received a complaint from Ocean Breeze Nigeria Ltd alleging outrageous demurrage issued to them by Mediterranean Shipping Ccompany (MSC) arising from delay to submit the Cargo Manifest to the customs weeks after the vessel berthed.

It was further alleged by the complainant that the 39 containers were transferred to Sifax and Medlock Off-Dock terminals without their prior consent.

In a bit to resolve the matter, a tripartite meeting was held between the parties. Addressing the meeting, the Deputy Director (Complaints) Mr. Daniel J. Orume asked if there was contrary view from what was submitted to the Council?

MSC disagreed with the submission of the complainant that Cargo manifest was not submitted to the Customs timely, stating that it was a transshipment cargo that was used as additional cargo on the vessel from Lome, Togo and was not captured on the original vessel manifest 'We have waived all the demurrage amounting to N1, 223.713.75 (One Million, Two Hundred and Twenty-Three Thousand, Seven Hundred and Thirteen Nair, Seventy-Five kobo) only.

As a result of Council's intervention, the total accrued demurrage on the 39X20 Units which was as a result of delay to transmit manifest to Customs was waived by the carrier.



PSEUDO BILL OF LADING: SHIPPING COMPANY REPORTS CONSIGNEE TO SHIPPERS' COUNCIL, PLACED LIEN ON CARGO

…..Provide original B/L, tender apology & pay all demurrage…Shippers' Council orders consignee.
….“I apologize. My Shipper overseas sent the B/L'…. Consignee



The Nigerian Shippers' Council received a complaint of pseudo-Bill of Lading from Pacific International Lines (PIL) against Nasha Distribution Nigeria Limited through their agent JNB Haulage & Logistics Nigeria Limited.

PIL Shipping Company letter of complaint was signed by its General Manager (Commercial), Dhanesh Nair who reported that a clearing agent JNB Haulage & Logistics, presented a Bill of Lading no. DAC300207400 to release a 1X20GP (General Purpose Container) with 1530 Boxes which contains Plain Paper in Sheets, size 80 Grams Per Square Metre, (a measurement used in the packaging of industry cargo to quantify the mass or density of a material). The Company further lamented that in the process their front desk detected the following flaws in the Bill of Lading: The Shipping Company Logo was not seen, the Number of Boxes shown was 5530 boxes, however, the original BL carries 1530 boxes, the Stamp on the BL was affixed on wrong position and even the rubber stamp on it was wrong.
Owning to the above reasons, the Shipping Company realized that the agent presented a Fake BL and claimed it was what the Shipper gave to them. However, the Consignee later presented the original Bill Lading but PIL held the cargo and reported the matter to Nigerian Shipper' Council for intervention.

The Nigerian Shippers' Council held a tripartite meeting to resolve the complaint. The meeting was chaired by the head of Complaints/Deputy Director, Mr. Daniel Orume, who was represented by Mr. Danjuma Buba. Responding, the consignee; Nasha Distribution Nig. Ltd, represented by the Director/CEO, Mohammed Kamal Hossain, said the Form-M mentioned quantity either in Boxes or in units. The Form-M was opened in units and the B/L came with boxes which complicated the Pre-Arrival Assessment Report process from the Nigerian Customs Service as a result they requested the supplier to change the quantity from Boxes to units, which he confirmed had been done. Accordingly, documents were received and the clearing process started but only at the point of getting the release of the consignment, PIL informed them that the B/L initially tendered was not genuine. The Consignee further stated that, “we contacted our supplier, informed them and after checking with the forwarding agent, they discovered that the forwarding agent had another set of Bill of Lading and had sent same to them via DHL.”

However, after extensive deliberations and thorough analysis of all the documents tendered before the tripartite meeting, the following observations were made; the Consignee was not able to substantiate the intentionality behind the action of his Shipper/supplier and therefore frowned at the action because it is a documentation fraud; It was established that the subject BL presented to PIL at the point of cargo release was fake.; the Consignee should get his Bank to stamp the original BL as proof of true ownership.

The meeting adopted the following resolutions; That NSC through the Complaints Unit resolved to write a warning letter to Nasha Distribution Nig. Ltd, not to ever repeat the action; That Nasha Distribution Nig. Ltd should write a letter of apology to PIL and put the Council in a copy.; That all the liabilities accrued to the cargo should be at the instance of the Consignee, all demurrage be paid in full and PIL should release the cargo immediately.

Both the Shipping Company and the consignee were grateful for the Council's intervention in resolving the complaints



WAIVER REQUEST: SHIPPERS' COUNCIL BROKER TRUCE OVER 'THREATS AND INTIMIDATION' TO SHUT DOWN SHIPPING COMPANY

.... Directs the consignee to pay all charges and take delivery.

The Nigerian Shippers' Council successfully intervened and amicably resolved a complaint of 'threats and intimidation' against the Management and Staff of Hull Blyth/Arkas Nigeria Limited (Blue Funnel Division) by consignee, Emmanuel Umeadi.

In a letter of complaint received from the Shipping Agency's General Manager, Mr.Iain Lindsay, who reported that " One Mr.Emmanuel Umeadi, an agent/importer and someone who presented himself as the Chairman of National Association of Government Approved Freight Forwarders (NAGAFF), has been threatening and intimidating the Management and Staff of Hull Blyth with his constant calls, forceful approach and insistence on 100% waiver on their consignments."

Lindsay, further stated that that there are 3 (three) separate consignments with the following details;

- **1/40' ARKMER 0000 170970A - Navios Dorado V29N22.**
- **1/40' arkmer 0000 17971A - CMA CGM Chiwan V 30N22.**
- **1/40' ARKMER 0000 170969 - CMA CGM Chiwan V 30N22,**

Arkas, however added that the agent/importer threatened that "if the Shipping Company could not grant 100% waiver, he will close down their business for 2 (two) hours by bringing them to the Nigerian Shippers' Council." It was however reported that the agent said, "We are at war, would storm the Arkas office and close them down for a week."

The shipping company also complained that because of his routine insistence for waiver, they have forwarded Mr. Umeadi request to their principal, Arkas-Turkey, which was "out rightly objected." Lindsay, also informed the Council that despite the rejection of waiver approval from their principal, "for the sake of peace and safety of our staff, we offered **20% waiver** for him on one of the cargoes:**1/40' ARKMER 0000170970A,** while the remaining 2 - cargo are still accruing demurrage." The Shipping Company lamented that their Director in London, Mr. Holm had received different telephone calls from someone who claimed he was from Nigerian Shippers' Council and another one from Federal House of Representatives asking him for waiver on these cargoes.

The Nigerian Shippers' Council Complaints Unit promptly intervened by condemning any form of threat and intimidation of any kind, by any body (whatsoever his/her status) to harass or threaten any Stakeholder in the industry. The Council made it known that it is unacceptable, condemnable, illegal and will be investigated. The Council however, stated that pending the outcome of our investigation on this alleged act of lawlessness, sympathized with the Management and entire Staff of the shipping company over this reported impersonation and act of peril. The Council further directed Arkas Nigeria that they should communicate to their Director in London that the said call he received was not from Nigerian Shippers' Council and urged them to disregard it in its totality. "Shippers' Council is unaware of any telephone call asking him for waiver on the said cargoes, it was a scam and impersonation. The Council will appreciate if he can forward the number of the said telephone call he received for further investigation and advised him to ignore any call of this nature. The Council encouraged Arkas Shipping Company to continue with their lawful business."

When contacted on the complaint, Engr. Umeadi Emmanuel, the chairman, National Association of Government Approved Freight Forwarders (NAGAFF), Kirikiri Lighter Terminal (KLT), however debunked the complaint. He said "We acknowledged the receipt of your mail and we said that the National Association of Government Approved Freight Forwarders are not in anyway guilty of the aforementioned allegations. We applied for a 100% waiver on behalf of our client Emmanuel Global Logistics Services and Happy Home Bathroom Ltd. But we never threatened, intimidated, or instigated war on anybody".

He added that "NAGAFF is a peaceful association, the problem is that when I approach the ARKAS Management it was actually Arkas that was violent to me, I went to appeal for a waiver, but I was asked to go to hell, they went as far as saying even if I should go to Shippers' Council, that nothing will be done, it was at the time we started exchanging words. He asked me to leave his office, he went as far as calling his security personnel to walk me out of his office. I informed him that what he is doing could cause him lose his customers, If I did a press release on this issue, I know they would lose their customers" but I decided not to do so, I told them I will go to Nigerian Shippers' Council."

On the other complaint of the Federal House of Representative, he said "a friend of mine wanted to help and asked to send the Managing Director's number in order to appeal, but I was asked to put in the legal way to summon the Managing Director, but I said no, that we at NAGAFF are peaceful and loving people, I want the due process to be followed to know my fate through the Nigerian Shippers' Council."

Engr. Umeadi however concluded that "I am pleading with the Nigerian Shippers' Council to assist us plead with ARKAS to grant us a reasonable waiver. Our clients are financially down and do not have what it takes to carry the cargoes, hence our appeal. If they were financially okay those cargoes won't remain in the terminal, while more demurrage has been accrued on them. We have been appealing for a reasonable amount of waiver for our client. please use your good office to assist us in order to enable them remain in business." The Arkas General Manager however told Nigerian Shippers' Council that "Thank you for your comprehensive response to my complaint. I am grateful."

The Complaints Unit immediately visited the Shipping Company because of the sensitivity of the complaint where it was amicably resolved. The complainant has done the needful and took delivery of his cargoes.

The Council concluded by reminding the parties that it is an unbiased umpire where all stakeholders' are treated the same, but the only thing that will automatically warrant shutting down operations of either the consumer or provider of the services in the industry is non-compliance to the lawful regulatory order, which has a process as well.

Both parties are grateful for the Shippers' Council's intervention.

INTERVIEW

SHIPPER DUPED ME WITH FAKE BILL OF LADING ON CARGO WORTH 26,000 USD.

".....NSC has modern day complaints handling mechanism in place'



Improper documentation has been a problem in the maritime industry, but with the Shippers' Council's continuous intervention, Stakeholders must do the needful in terms of shipment processes. In this interview, one of the stakeholders expressed his mind;

EXCERPTS:

CNL: Good afternoon, sir. Can you please introduce yourself?

Complainant: I am Mohamed Kamal Husain, an importer and exporter. I hailed from Dhaka capital of Bangladesh, I have been working in Nigeria since 2008. I am a regular importer and exporter,. Working closely with Bangladesh Embassy as well as community leader for Bangladesh citizens in Nigeria.

CNL: Okay, you're from Bangladesh. Who told you about the Nigerian Shippers' Council?

Complainant: Actually, I had specific complaints with PIL, one of the complaints was on a B/L issue. I have heard about the Nigerian Shippers' Council before, but I never approached them on any issue. Presently, i came here with a complaint on Defect On Arrival (DOA). The Complaints Unit staff have helped. I'm very much appreciative

CNL: If you are grateful, precisely what really happened? Can you give us a brief history of the complaints?

Complainant: Actually, I was faced with a particular issue with my shipper. That means I'm an importer here, so the shipper gave me a fake Bill of Lading. That is unacceptable and this is an issue I have never faced before in my long years of experience in this industry, that's why I was surprised. When I saw the case (complaints) from Shippers' Council where I was informed of a complaint against us from PIL. I responded and attended a tripartite meeting where the complaint was resolved. I have agreed and proceeded to the bank for stamping of original Bill Lading.

CNL: What advice do you have for other shippers that may have similar problem?
Complainant: Actually, it's very much stress-free for me, every shipper and agent should come and register with Nigerian Shippers' Council. If an agent or shipper encounters any problem at any stage of shipment, they can come to the Nigerian Shippers' Council that is very helpful as a government agency and have a very powerful modern dispute resolution mechanism in place to address all challenges at any stage of shipment,. They are connected to the Nigeria Customs Services, NPA, and the Maritime Police in helping to solve your complaints, provided you have all your evidence that proves you are not the guilty party in those complaints.

CNL: Can you please in brief tell us how much is the value of your consignment?

Complainant: The value of my consignment is not much, it is about $26,000, but unfortunately it has caused me unnecessary headache. Actually, it's not good for me and the reputation of the Shipper to be having unnecessary problems at the port of Loading or Discharge and this could be avoided to some certain degree. This action is not good for the shipping agency (PIL) that has helped me in this matter.

CNL: Are you thinking of taking any step against the shipper who gave you Fake BL?

Complainant; Already we are in contact and all documents have been taken from them. We are claiming damage for the fake BL and all the money spent in the process. In future, we will take action against them to correct all the embarrassment to the reputation of our company and put a stop to doing further business with that Shipper or any Shipper with questionable character.

CNL: In brief, what can you tell us of your experience in Shippers' Council?

Complainant: As I said earlier on, I commend the way my complaint was handled. I really appreciate their negotiation process with the Shipping Line. They are really doing a great job and meant well for Shippers, Forwarders/agents and other Stakeholders in Maritime and Logistics businesses. As a Shipper and a beneficiary of the services rendered by this organization, I can attest to the fact that there is still hope in this country. You are doing a very good job, I am really grateful for this assistance.

CNL: Thank you very much. Once again, your name, sir?

Complainant: Yeah, my name is Mohamed Kamal Hussain. I am a representative of Nasdaq Distribution MS. I am the Director and the Chief Operating Officer. I have been working for two (2) years now for this company, and I have much experience in this Industry and have also worked with many companies in Nigeria since 2008. I also have great experience with Shipping Lines and in Bangladesh, I handled a Customized Bonded Warehouse, which is a very big operation.

CNL: Well, on behalf of the Chairman and all members of the Editorial Board of the Complaints Newsletter, we want to thank you so much and extend our unreserved appreciation for your compliance to the Council because you agreed to do the needful and you complied and have done it. Once again, have you registered with the Shippers Council?

Complainant: I have not registered with the Nigerian Shippers' Council, but I am very much interested. I will do it before the end of this week. I wish the Complaints Unit and Nigerian Shippers' Council the best of luck on their forthcoming Newsletter publication. Every Shipper and agent have been following the Council's Newsletter. The Newsletter has been helpful to us in the industry and has helped us to grow and know more about the Council and complaint handling guidelines.

CNL: Okay, then also try to inform others that you know within your embassy of Bangladesh and other business colleagues that whenever they have legitimate complaints, they should bring it to the Council.

Complainant: Yes, sure. By the grace of God, we are going to fight for them and get their rights back. Yeah. Yes.
CNL: Do you have anything to add?

Complainant: We appreciate all the support and help gotten from the Nigerian Shippers' Council. Really, I appreciate and thank every member of staff of the Council. The Deputy Director (Complaints Unit), and his foot soldiers (Staff), have all been really helpful in resolving my complaints with PIL.

I am encouraging all shippers, agents, and Stakeholders in the industry to always visit the Nigerian Shippers' Council on any complaint and expect a positive and well-negotiated result at the end of the day.

CNL: Thank you very much. We appreciate.

Complainant: Thank you, sir.

COMPLAINTS HANDLING: STAKEHOLDERS APPRECIATE THE COUNCIL

LETTER OF APPRECIATION;

"We humbly express our gratitude to your organisation for the resolution of our complaint on the DV payments with OCEAN Network Express.

We use this medium to show our appreciation for your intervention".

Thanks, and Regards.

Amosu Olusegun

Import@sumalfoods.com

For: Sumal Foods Ltd

LETTER OF APPRECIATION;

"We are writing to express our immense gratitude to the Council and its Management on the way and manner they have been dispensing justice to all the cases brought before them to the delight of all the parties involved.

We have brought more than three cases before the Council and they were all resolved amicably to the amazement and acceptability of all the belligerents because practical justice was seen done on each case.

To the latest case with Arkas Shipping Line which led to the uncommon diplomatic resolutions, we duff our hat to the Council. We would have delved into an expensive and long litigation process, if not for the timely interventions and resolution of the contending issues by your noble Council. Thanks for your timely interventions.

We wish that more institutions in Nigeria will emulate your uncommon dispute resolution methodology and save the citizenry from unnecessarily hitting the rock.

Thanks once again for your efforts. God will continue to strengthen you in the course of delivering justice to all manner of cases brought before you."

Yours faithfully,

For: ASPA POP Investment Limited,

Oba Angy Ugo

Chief Executive Officer.

LETTER OF APPRECIATION FOR THE COUNCIL'S INTERVENTION IN RESOLVING THE DISPUTE WITH PIL;

"I am writing to express our heartfelt appreciation for the outstanding effort and dedication displayed by the Council in resolving the issues regarding the release of our container. Your commitment to ensuring a swift and efficient resolution did not go unnoticed, and we wanted to take a moment to commend your exceptional service.

As you are well aware, timely container release is crucial for the seamless flow of our supply chain operations. When we encountered unexpected challenges with the release process, your immediate attention to the matter was truly commendable. Your willingness to go above and beyond to rectify the situation demonstrated your unwavering commitment to customer satisfaction.

Throughout the entire process, your communication was clear and responsive. You kept us informed of progress, provided updates on the steps being taken, and ensured that our concerns were addressed promptly. Your professionalism and dedication were significant in resolving this issue efficiently.

We would also like to extend our gratitude to your team members who collaborated tirelessly to ensure the successful resolution of this matter. It is evident that you have a cohesive and dedicated team working alongside with you.

In today's fast-paced business environment, it is rare to find individuals and team who are not only proficient in their roles but also deeply committed to customer service excellence. Your actions have not only resolved our immediate problem but have also solidified our trust in your organization as a reliable partner.

Once again, thank you for your outstanding service. We look forward to continuing our business relationship with your Organisation and confident that our future interactions will be just as positive.

Please, feel free to reach out if there is anything we can do to reciprocate the excellent service you have provided. We value our partnership and are always here to support your endeavors."

Sincerely,

Mohammed Kamal Hossain

CEO/ Director –

Nasha Distribution Nig Ltd

LETTER OF APPRECIATION;

"I write to appreciate the entire staff of the Nigerian Shippers' Council for the timely and expeditious way they handled our complaint against Messrs. Associated Port & Marine Development Company (APMDC), regarding our cargo that was held by them unjustly.

I want to particularly recognize the efforts of the Deputy Director, Complaints Unit, Mr. Daniel J. Orume, Assistant Director, Mr. Bashir Ambi Mohammed and Senior Legal Officer, Mr. Musa Mohammed. The prompt and decisive action taken by them helped in no small measure to give our business a new lease of life.

Sir, it is important to state that their action is far beyond the call of duty and it is highly appreciated.

Accept the assurances of my best regards, sir."

Yours faithfully,

Akor Richard Aliu

LETTER OF APPRECIATION;

"With reference to our letter and the Council's prompt response, we wish to convey our appreciation and gratitude to you and your entire team most especially the Complaints Unit in assisting us resolve an issue regarding excessive billings with Associated Ports & Marine Development Company Ltd, (APMDC).

Thank you".

Yours faithfully,

Dr Suleiman Ihiabe Isa

Abuja.

LETTER OF APPRECIATION;

"We wish to express our sincere appreciation for your swift intervention to ensure Council's quick resolution of the complaint against ARKAS Shipping Line/ Hull Blyth Nig. Ltd. with respect to the lifting of embargo on Dangote Cement plc Shipments.

We also wish to appreciate the Complaints Unit of Nigerian Shippers' Council for their efficiency and readiness at all times to resolve key issues professionally and amicably.

Thank you".

Yours truly,

Victor Prem Kumar

Head-Inbound Logistics

DANGOTE CEMENT PLC

LETTER OF APPRECIATION;

Dear Sir,

"We want to use this medium to show appreciation on how your staff intervened promptly and unblocked our 1x40FT (NYKU5217024) which was illegally blocked by Maritime Police at Ocean Network Shipping Line. We also want to acknowledge your efforts in sanitizing the maritime industry".

Yours faithfully,

FELIX OBIKA

For: Business Mart Concept

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 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 trample them to death.

We appreciate your good and quick intervention between us and AML Bonded Terminal by recovering the excess demurrage paid to them as a result of their dubious calculation; we cannot thank you enough for your good work. May almighty God continue to preserve you".

Thanks

Yours Faithfully,

Nwankwo Evans

For DE-IKE GOD ALUMINIUM LIMITED

Email; evanschike@yahoo.com

LETTER OF APPRECIATION;

"We the above-named complainant wishes to express our sincere appreciation to MR. BUBA DANJUMA and Complaints Team of Nigerian Shippers' Council for resolving issues between TIGER SKIMS CONNECT/ZENITH SHIPPING BONDED TERMINAL AND GRIMALDI AGENCY. We brought a complaint against Grimaldi/Zenith shipping terminal, we appreciate the wisdom you displayed in resolving the matter, we will forever remain grateful to Nigerian Shippers' Council and its complaint team.

Thank and God bless you."

Yours faithfully,

TIGER SKIMS CONNECT LTD

NWOKE FORO OBINNA

Managing Director

LETTER OF APPRECIATION FOR A VERY TIMELY & QUICK INTERVENTION OVER CMA-CGM SHIPPING (NIG) LIMITED INITIAL REFUSAL TO STEPDOWN OUR UNIT AT APMT, B/L NO TYO0321496 CONTAINER NUMBER GESU6334761

"This is to officially express our heartfelt appreciation to the Council for enforcing it on the Shipping line to do the norm, as regard the request to step down our unit at APMT.

The desire to call the attention of the Council to it came as a result of the previous positive responses we have received from the Council anytime a complaint is registered with them, the good track record is actually the primary motivation. We must also confess that the manner with which issues are resolved has always been very professional with all due procedures followed and all parties are given fair hearing.

Like every other case brought before the Council, this also has ended on a successful note and for this, we are grateful".

Yours faithfully,

Bright Ofulue

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, GOSUSHH30305604 1 and GOSUXNG1606216 which were delayed for transfer by Ocean Network Express. 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,

CHUKWUDI MBAEGBU

Email: c.mbaegbu@yahoo.com

For: IFYGOLD GLOBAL IMPEX

APPRECIATION LETTER;

"We use this medium to express our appreciation to you for your prompt response to our appeal during our ordeal in the hands of LAGOS & NIGER SHIPPING CO.LTD, TICT & DENCA BONDED TERMINAL.

We must say it was an experience no person or business entity will wish to go through.

From the date of our report to your organization, the containers were swiftly transferred to DENCA BONDED TERMINAL.

My subsequent experience in the hands of the NIGERIA CUSTOMS SERVICE in Ibadan did not allow me time to respond to your kind gesture, for which I tender my unreserved Apology.

I also want to use this letter to let you know that in days ahead, I will be making a formal application for refund of all the excess

payments to LAGOS & NIGER SHIPPING AGENCY LTD and keep you in copy of the application.
Thank you for your kind response".
Yours faithfully,
MANAGER
IBEH PETER
For: TUJJANI AND TIJJANI NIGERIA LIMITED

A LETTER OF APPRECIATION ON SACRAL INDUSTRIES LIMITED, 6X40FT CONTAINER NOS. TEMU6798640, TGBU5778295, GAOU6044590, TCNU9886446, ZCSU8857577 AND HNSU5015476 FAST TRACK CONTAINERS SHIPPED THROUGH LANSAL, ALLOCATED TO KACHICARES RESOURCES BONDED TERMINAL;

"We write to express our kind appreciation to the office of Executive Secretary/CEO of Nigerian Shippers' Council (NSC) who intervened by writing to Lansal Shipping and Kachicare Bonded Terminals instructing expeditious transfer of the containers out of Tincan Island Port, also instructing that on no account should they bill the consignee any demurrage or storage charges until the containers arrive at Kachicare Resources Bonded Terminal.
The directives from NSC on this matter were honored by both LANSAL and Kachicare Bonded Terminal. The terminal transferred the containers from Ports & Cargo to their without much delay after receipt of the two letters from NSC.
Lagos & Niger Shipping also did not bill the consignee any pre-transfer demurrage while Kachicares Resources Bonded Terminal billed the consignee storage charges only from the day containers entered their terminal.
We appreciate your kind intervention that ensured timely delivery of these containers from Kachicare Resources Bonded Terminal after the initial extended delays".
Yours Sincerely,
AUSTIN NWUDE
Head of Operations

APPRECIATION FOR INTERVENTION IN DROPPING OF EMPTIES ON 5X20FT EASTERN TRUST WITH CONTAINER NOS: HLBU2988390, HLXU3513415, FBIU0467924, SEGU2612621 &HLXU1054718;

"We write to appreciate you for your timely intervention in the dropping of 5X20FT EASTERN TRUST CONTAINER NOS: HLBU2988390, HLXU3513415, FBIU0467924, SEGU2612621 &HLXU1054718. Your speedy response was what enable us to return these boxes curtailing any demurrage as without your assistance, we would have been roaming round the state searching aimlessly for where to return boxes.
These are some of the challenges we are passing through in the hands of these Shipping Companies as they keep assigning us to holding bays that are either inaccessible or currently not receiving. It is obvious that these Shipping Companies do not consider the interest of their customers.
We say a big thank you as we believe your intervention forestalled the increment of further liabilities".
Yours faithfully,
Igori Comfort
Operations.

LETTER OF APPRECIATION;

"We the above named company wish to express our utmost appreciation for the swift assistance from Nigerian Shippers' Council in respect of our complaint letter over delayed transfer of container no FSCU7195921, B/L No MEDUMZ829067 we complained about to Shippers' Council.
We the Company wish to inform the great Nigerian Shippers' Council that the container has been transferred to the designated terminal and that we have taken delivery of the containers without much difficulties.
Our sincere highest regards for the Nigerian Shippers' Council".
Yours faithfully,
EKE IFEANYI
MANAGER
CHELSEA BLUES AUTO PARTS

APPRECIATION FOR FUNDS - ₦687,150 RETURNED BY MEDITERRANEAN SHIPPING COMPANY LTD DUE TO DEMURRAGES AND CONTAINER DEPOSIT ON CONTAINER NO: FSCU6480879 WITH BILL OF LADING NO: MEDUN2361487;

"We wish to express our profound gratitude for the abilities, knowledge and wisdom deployed by your members of staff to retrieve from Mediterranean Shipping Company Nigeria Ltd, the above-mentioned sum of money callously and forcefully obtained from our firm.
For this uncommon favor to our firm, may God meet you and your members of staff at your various points of need.
I enclose herein a message alert from our bank indicating this refunded money.
Thanks for your co-operation".
Yours faithfully,
Mr. Victor Okereke Okoroafor
Coordinator

LETTER OF APPRECIATION ON THE RESOLUTION OF PAYMENT BETWEEN APMT, BIGSIDE MARKETING SERVICES LTD & ABOGATE MARKETING SERVICES ON EXCESS CONTAINER DEMURRAGE REFUND;.

"We Messrs. BIG APPLE HOTELS write to express our profound gratitude for the timely intervention and the role you played in mediating between both companies.
We appreciate your assistance and we cannot thank you enough for everything you have done in the resolution of this payment as mentioned above.
We can't thank you enough and may the almighty continue to bless you.
Thank You".
Sincerely,
GEORGE OFILI
OPERATIONAL MANAGER
CC: JACKSON GBADAMASI
For: BIG APPLE HOTELS

LETTER OF APPRECIATION ON SOLVING THE ISSUES WE HAD WITH COSCO SHIPPING COMPANY AND DENCA BONDED TERMINAL ON DELAY OF TRANSFER OF OUR CONSIGNMENT WITH BL NO: COSU629385640, CONTAINER NO: TLLU4436827, 1X40FT VESSEL: RHL CONSCIENTIA/130W;

"We the above company wishes to appreciate you so much for your efforts on treating the issue we had with COSCO Shipping Company & Denca Bonded Terminal.
However, we are about taking delivery of the job. We were given a special invoice No handling charges, no demurrage was charged".
Yours faithfully,
Ezeuduji Kindsley
Chief Executive Officer
For: SOPYDIVINE GLOBAL VENTURES

LETTER OF ACCEPTANCE/ APPRECIATION;

We the above-named Company wish to bring to the notice of NIGERIAN SHIPPERS' COUNCIL that we have taken delivery of the above-mentioned container No: CXDU2121980, Bill of Lading No: SWEJ90382000, Vessel Name: KOTA SALAM.
Please, kindly close the case between PIL Nigeria Limited and consignee: FLOW RIGHT ENTERPRISES.
We really appreciate your good effort towards the matter.
Thanks for your usual co-operation".
Yours faithfully,
JUDE IKEJIAKU
MANAGER
For: FLOW RIGHT ENTERPRISES

LETTER OF APPRECIATION FROM STREET LINE GLOBAL AND OUR CONSIGNEE: AHAD GLOBAL SYSTEM LTD;

"We humbly appreciate your resolution of our consignee AHAD GLOBAL SYSTEM LTD petition against TIN CAN ISLAND CONTAINER TERMINAL Ltd. Through your kind intervention, TIN CAN ISLAND CONTAINER TERMINAL LTD granted us waiver on the issue.
We appreciate ALHAJI BASHIR AMBI. M. for his effort in resolving the issue between us and TICT, we appreciate Nigerian Shippers' Council for their good work.
May Almighty Allah continue to increase your wisdom for the great works you are doing.
Thanks for your co-operation".
Yours faithfully,
VITUS AKANNO
EXECUTIVE MANAGER
For: STREET LINE GLOBAL LOGISTICS LIMITED.

APPRECIATION LETTER;

RE-UNWARRANTED STORAGE CHARGES ON 2X40FT CONTAINER NUMBERS: TCNU6433683 AND FCSU8490449, B/L NO: COSU6224055720, VESSEL: MV KOTA SURIA.
"We humbly write to appreciate the Council's effort towards the aforementioned issue brought to your office.
In response Clarion Shipping West Africa has made a very pleasant response to the issue. Without hesitation, Clarion waived all the days put on notice and delivery effected.
Once again, we appreciate your noble concern and will always run to your office for assistance if any issue occurs in regards to Shipping Companies and Off Dock Terminals.
Thanking you a lot for your good and kind concern".
Yours faithfully,
SYLVESTER BUDU
Chief Executive Officer
For: SYLVECHEMMA PETROLEUM LTD

LETTER OF APPRECIATION;

"We hereby write this letter to appreciate what Shippers Council did for us in resolving our issue for stepping down of our consignment with bill lading no. DXB0622576. We say thank you very much once again."
Signed,
Alh. Abubakar Magaji.
Managing Director



NOTICE TO ALL THE STAKEHOLDERS: GRATIFICATION? NO, WE APPRECIATES

Complaints Unit Staff of the Nigerian Shippers' Council have pledged to adhere strictly to our organisation's policy of neither asking nor taking gift in the course of resolving Stakeholders' complaints.

Kindly assist us by not seeking to influence our complaint handlers with your favours. We need only Letter of Appreciation to be forwarded through the office of the Executive Secretary/Chief Executive Officer, Nigerian Shippers' Council.

However, in an unfortunate situation where gratification is pressed on the complaints handlers, they are expected to declare it to the Management for onward donation of the same to charity.

Our passion is to resolve complaints fairly without any inducement.
Please, report anyone who engages in unethical conduct. Send an SMS or call; 07035250035, 08023021173, 07040955718 or an email to complaints@shipperscouncil.gov.ng

Quote Me

"The process of Complaints handling mechanism adopted by the NSC is very professional in my opinion towards resolving the disputes between parties."
……Joel Bagai
For: Hull Blyth Nig.
As agent to Arkas Line