COMPLAINTS NEWSLETTER

OCTOBER-DECEMBER, 2023 VOL: 8 NO 1 IN-HOUSE PUBLICATION OF COMPLAINTS UNIT, NIGERIAN SHIPPERS' COUNCIL

DAMAGED EXPORT: SHIPPERS' COUNCIL DIRECTS ICNL, EXPORTER TO BEAR 70/30% LIABILITIES.

...Exonerates NDLEA, FPIS, MAERSK from dispute. "Review the percentage" ... ICNL pleads.



AKUTAH, UKEYIMA PIUS, MON
Executive Secretary/CEO,
Nigerian Shippers' Council

The Nigerian Shippers' Council has resolved a complaint of 2-damaged export containers of Black Eye Beans to Jebel Ali Port, Dubai, United Arab Emirate, shipped from Kaduna Inland Dry Port (KIDP) by USBAB MULTI CHOICE LTD (Exporter) who attributed the damage to the delay allegedly caused by Inland Container Nigeria Limited, ICNL (Forwarding Agent) and MAERSK Nigeria Limited (Carrier).

In a letter of complaint received via the Council's Port Office, Kaduna, the Managing Director of USBAB MULTI CHOICE LTD, Mr. Usman Baba Ahmad stated that two export containers of Cowpea Black Eye Beans were damaged. They put the value of the beans at $104,111.75 USD, while the total terminal and documentation cost was N1,653,205.88 (One Million Six Hundred and Fifty-Three Naira, Two Hundred and Five Naira, Eighty-Eighty Kobo).

The exporter identified delay by ICNL (Terminal Operator/Forwarding Agent) and MAERSK (Carrier), as being responsible for the damage and requested Council's intervention for refund of the loss. USBAB added that' 'if the cargo was shipped on schedule, having paid all necessary charges to ICNL from the beginning of the transaction, the damage would have been avoided." They further gave a breakdown of what transpired from when the cargo was forwarded to ICNL to when it was eventually shipped out of Nigeria. The complainant also denied receiving any notification from either FPIS or ICNL on recommendation that fumigation should be repeated after expiration of 21 days as contained on the Certificate of Quality, Fumigation, Good Packaging Materials and Weight. They further presented additional claims received from the Importer in Dubai and other documents. The complainant requested the assistance of the Nigerian Shippers' Council in recovering all funds spent on the beans and the export processes.

The Nigerian Shippers' Council held tripartite meetings at the Kaduna Port Office where all relevant parties; USBAB MULTI CHOICE LTD (Complainant), Kaduna Inland Dry Port/ICNL (Forwarder), Federal Produce Inspection Service (FPIS), Anglia International Services Ltd (Pre-shipment Agent) and Shippers' Council's Complaints Team from the head office were in attendance to amicably resolved the lingering complaint. The Chairman of the meeting and Deputy Director, Kaduna Port Office, Mr. Paul Garnva welcomed all parties to the meeting and informed that Kaduna Port Office regulates the Dry Port and protects shippers in terms of cost, effective and efficient service delivery. He noted that since the commencement of operations, over sixteen (16,000 TEU's) import containers have been cleared, while over fifty (50 TEU's) export containers were handled. He added that the essence of the meeting was to dialogue with a view to arriving at fair and amicable resolution.

The head of Complaints Unit, Mr. Daniel Orume, a Deputy Director, accompanied by an Assistant Director, (Complaints), Mr. Danjuma Buba and Mr. Hassan Aminu (a Principal Operations Officer), however stated that this intervention is crucial, being the first to be held at Kaduna Port Office. He said in line with NSC's Port Economic Regulation Order, 2015, the Complaints Unit is saddled with the responsibility to find solutions to issues relating to disputes between Providers and Consumers of shipping services in the industry. He stressed that, for the Council to carry out investigation and reach necessary resolutions, it relied on documents presented by all parties. He pointed out that from the response received from the Nigeria Drugs Law Enforcement Agency (NDLEA), the containers were put on hold for almost one month. On ICNL's counter submission that they were informed late by MAERSK Nigeria, the Council sought empirical evidence to authenticate when both MAERSK and NDLEA informed the Terminal as well as when they engaged NDLEA for the release of the containers.

The Council further sought clarification from FPIS, statutorily





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Editorial MESSAGE:



HIGH PROFITABILITY POTENTIALS BECLOUDS EXPORTERS

Where there is high risk, there are high profitability potentials, and where there are high profitability potentials, scammers are always lurking around the corner.

Over the years, Nigerian Exporters have complained of how they've lost hundreds of thousands of dollars to foreign buyers located all over the world who claimed to be able to purchase a certain product, only to turn around to dupe them.

These stories are sad, disturbing, and many times outrageously true. And the first step to protecting yourself from scammers who plot these schemes is to understand exactly how some international traders lost it all.

Complaints from exporters underscore the critical need to maintain the integrity of Nigeria's export processes and to swiftly address deceptive practices that threaten the Nation's revenue and bio-security.

From basic to highly sophisticated scams, exporters are losing money in foreign currencies every day. This editorial aims to highlight few steps Exporters can take to ensure their products are protected.

Firstly, before going in to export business, the first point of call is Nigerian Export Promotion Council for proper guidance. Exporters could also liaise with the Trade Representatives in Nigerian Embassies across the globe. Additionally, verify their websites to ascertain the authenticate the identity of the person/organization who registered the sites and address.

Secondly, exporters are advised to request for Letter of Credit or Cash in Advance to secure their cargo. Letter of Credit is perhaps the safest way for an exporter to guarantee they are paid for their cargo.

Cash in Advance is another option of trade financing. However, one of the demerits of cash in advance is that the exporter would have ensure the quality of the cargo meet the exact standard may relax on their vetting process thereby shipping sub-standard products to the importer.

In a situation where a buyer is willing to pay cash in advance to the exporter, such an exporter must be someone the buyer has been transacting business with a safer mode of payments.

While one of the merits of cash in advance, in export business is to help exporters to grow their businesses and secure certain volumes of their commodities that other buyers may be looking forward to purchase through a different stricter mode of payment

Essentially, letter of Credit is the most mutually secure form of payment for both the exporter and the importer. A letter of credit is a conditional guarantee that a bank will pay a certain sum of money in exchange for an agreed set of verifiable documents. These documents are to be submitted to the bank within a particular time-frame and in accordance to UCP600, which is a Uniform Customs and Practice for Documentary Credits (UCP), with the latest version being UCP600. Of course, there are different types of Letters of Credit depending on what scenario your trade is operating in, they include: Commercial Letter of Credit, Sight Letter of Credit, Standby Letter of Credit, Confirmed/Unconfirmed Letter of Credit, Revocable/Irrevocable, Back-to-Back, Green Clause, Red Clause, Revolving LC, Transferable/Non-transferable etc.

It is important to note that for those who engage in export business for the ***first time and locate buyers through internet***, Letter of Credit remains the safest mode of payment and guarantees your goods are protected even after leaving the shores of Nigeria.

The Nigerian Shippers Council will continue to sensitize Shippers and urge them to avoid webinars that promises Six (6) figure income in two (2) hours a day. That is another scam itself. Remember, if it sounds too good to be true, it probably is. Do not be a victim!!!

DAMAGED EXPORT: SHIPPERS' COUNCIL DIRECTS ICNL, EXPORTER TO BEAR 70/30% LIABILITIES. cont'd from page 1

responsible for issuance of Certificate of Quality, Fumigation, Good Packaging Materials and Weight, and explanation on which of the agencies in the export clearance chain is in charge of moisture owing to the fact that the space for moisture content of commodity on the certificate was blank. The Council also raised issues such as; delay in trying to correct the Bill of Lading of the damaged cargo; sought to know from the Pre-shipment Agent, the type of container most suitable for export of agricultural produce; and who is to advise on packaging of all export cargoes?

Responding, the representatives of Anglia International Services Ltd, the Pre-Shipment Agent, Messrs. Bodam Sammy and Hyacinth Louis C. informed the meeting' 'they received the beans and inspected in line with their mandate. They listed some of their responsibilities to include; ensuring that documentation and goods declared by the exporter has no disparity, ensure that Nigeria Export Supervision Scheme (NESS) fee is in conformity with the goods declared, proper documentation and submission of report of inspection to their head office for issuance of Clean Certificate of Inspection (CCI). Packaging or the choice of the type of bag is based on the specification of the buyer, the exporter must ensure strict adherence to that. Where there is discrepancy, CCI would not be issued and where there is observation by any of the agencies in the export clearance chain, we are supposed to be informed. That, in this case, no agency informed us of any observation." The Pre-Shipment agent further explained that in this instance, everything was properly done as thorough check was carried out on the bags and the type of beans. In line with the physical examination, 'there was nothing wrong with the beans as at the time of inspection." The Agency stated that they carried out their inspection and issued CCI when all the agencies have completed their processes and their role terminates at that point.

Responding, FPIS represented at the meeting by Mr. Usman Suleiman, stated "he inspected the beans and found it to be well dried without stone, and certified it to be of exportable quality." He said that he fumigated the two (2) containers and further pointed out that the only thing he observed was that during stuffing, 'the containers were not properly dressed." He raised an observation, but the response of ICNL was' 'the containers would not stay long." He added that if the dressing was to be done, it would not have been possible to move the containers that day to Lagos as desired by the Exporter. While on the type of container most suitable for export of Agricultural Produce, the representative said any type of container could be used provided it is"clean and free of insects."

ICNL (Terminal operator/forwarder) Kaduna represented by Messrs. Rotimi O. and Salami O. Rasaq informed the meeting' 'the damage to the beans was unfortunate." They added that they received the cargo at Kaduna Inland Dry Port and transported it to Apapa Port, Lagos within 15 days.

cont on page 3



LIEN: PROVIDE INDEMNITY FOR RELEASE OF CLIENT'S CARGO ...NSC Tells Consignee's Lawyer

"Licence used without my consent" .....Forwarder

The Nigerian Shippers' Council's Complaints Unit successfully intervened on two different expressions of grievances by stakeholders in the industry on cargo lien placed on 2X20FT Containers belonging to Castly Mac by APM Terminal, Apapa, Lagos.

At a tripartite meeting to resolve the carp, the head of the Complaints Unit Mr. Daniel J. Orume, a Deputy Director, who Chaired the meeting in line with Unit's rules of engagement welcomed all parties and briefed them on the matter received by the Council.

The meeting was informed that the first complainant (Castly Mag) requested the Council to intervene and facilitate the release of 2X20FT boxes number: OOLU1744350 and OOLU1338854 on Bill Lading Number No: OOLU2721263320, placed on lien by APM Terminals as a result of forgery committed by a clearing agent engaged by Castly Mag to release the cargo.

The second squawk was made by a clearing agency (Throne Boss) against two other clearing agencies, a Terminal and a Shipping Agency namely; Chimon Pearlstone & Logistics Services Ltd, Baselicas Investment Limited, APM Terminal and Hull Blyth Nig. For their roles in placement of lien on any cargo handle by the complainant.

Orume, asked the parties at the meeting whether there was additional information to the summary of the complaints presented. Confirming the presentation by the Council, the representative of Cosco Shipping, agent to Orient Overseas Container Line, (OOCL) Esther Uche, added " we advised them to change agency."

Also responding, the representative of APM Terminals, Adetunji Igbaugba, Customer Service Manager, affirmed that thetterminal placed lien on all cargoes associated with Throne Boss in order to track the whereabout of the main party in the forgery, (Chimon).

The alleged party was represented at the meeting by their lawyer, Barr. Dim Patrick, who said his client gave the job that led to the alleged forgery to one called Dozie who "cleared the container out through a means only him knows."

However, Orume, reminded the parties that NSC is an unbiased umpire and our passion is to ensure fairness, facilitate Trade and Ease of Doing Business in the Country.

Having reviewed the submissions by parties at the meeting, the Council directed lawyer to the alleged party, Barrister.Dim Patrick to write an undertaking to the terminal and copy the Council exonerating other parties to enable the terminal release release the cargoes.

On her part, the Managing Director of Baselicas Investment Limited, Ifeoma Esther also requested Council to investigate how her agency's name appeared in the transaction and forgery saga. "My agency was used without my consent; Shippers' Council should help me on that." She spoke.

Parties at the meeting were grateful for NSC's successful intervention and successful resolution of the complaint.

DAMAGED EXPORT: SHIPPERS' COUNCIL DIRECTS ICNL, EXPORTER TO BEAR 70/30% LIABILITIES. cont'd from page 2

They also stated that the exporter commenced processing of documents such as Form NXP, NESS, etc. after the beans had arrived at KIDP.

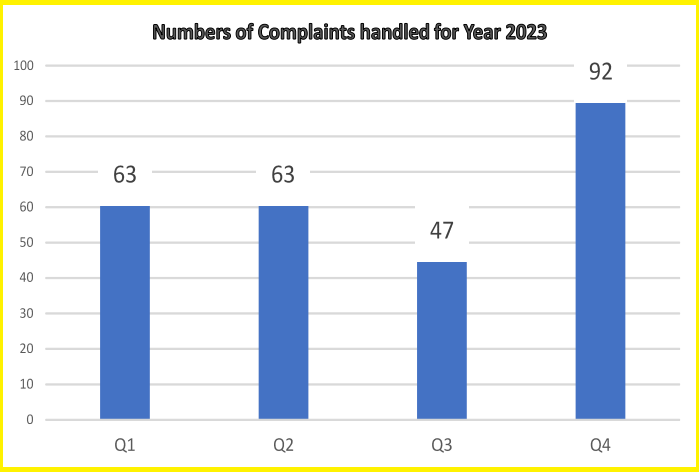
ICNL also explained that during stuffing, the FPIS officials drew their attention to the"need to dress the containers with dry papers and bags, but the representative of the Exporter (Ahmed) insisted the stuffing should continue." They added that the trucks conveying the goods left Kaduna for Lagos, but on arrival, it could not access the port immediately due to"MAERSK policy which only allows trucks access in to the port on Mondays, Wednesdays and Fridays, which hindered timely gate-in to the terminal." They further mentioned how NDLEA "put on hold" to a great extent, contributed to the delay because neither MAERSK nor NDLEA informed them on time. This, according to them accounts for the reason why they missed two vessels that the cargo previously scheduled.

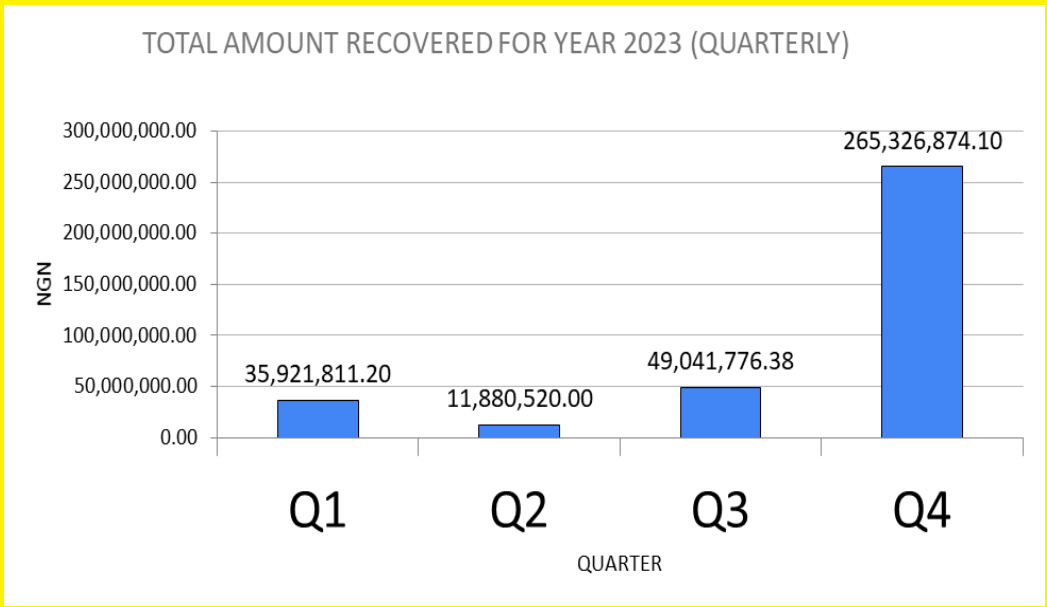
After careful assessment of all the documents submitted during the previous tripartite meetings, the legal advice received from the Council's Directorate of Legal Services as well as review of the role both parties played in the transaction, the Council resolved that Liability sharing formula should be 70% for Kaduna Inland Dry Port (ICNL) being the appointed terminal operator and forwarder with the responsibility to ensure that the cargo is transported and delivered in safe and good condition, while 30% is for the Exporter (USBAB MULTI CHOICE LTD) for failure to heed experts advice on how to properly preserve the beans and prevent it from damage.

The Parties were however grateful for the Council intervention, but ICNL requested the Council to review the liability sharing formula.

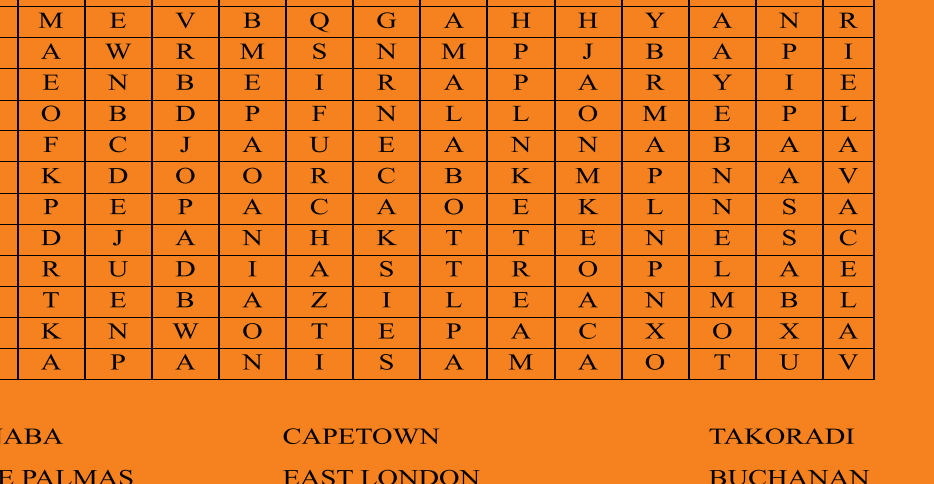
ANALYSIS OF ACHIEVEMENTS OF COMPLAINTS UNIT FOR THE YEAR 2023

COMPLAINTS MANAGEMENT FOR YEAR 2023 (QUARTERLY)		
Quarter	**No. of Complaints**	**Total amount recovered (=N=)**
Q1	63	35,921,811.20
Q2	63	11,880,520.00
Q3	47	49,041,776.38
Q4	92	265,326,874.10
TOTAL	**265**	**362,170,981.68**





TOTAL AMOUNT RECOVERED FOR YEAR 2023 (QUARTERLY)		
QUARTER	**NGN**	**USD**
Q1	35,921,811.20	0.00
Q2	11,880,520.00	0.00
Q3	49,041,776.38	1,000.00
Q4	265,326,874.10	333,555.00
TOTAL	**362,170,981.68**	**334,555.00**





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

PARTS OF SHIP WORD PUZZLE

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

BEIRA
RUFISQUE
MALABO
PEMBA
PORTSAID
ALGER
TENES
TOAMASINA
APAPA
SALTPOND
PEBANE
MOCAMBIQUE
KPEME

ANNABA
CAPE PALMAS
COTONOU
TINCAN ISLAND
DARES SALAM
DJIBOUTI
GREENVILLE
MONROVIA
DURBAN
RICHARDS BAY
SUEZ
LUANDA
NOVO

CAPETOWN
EAST LONDON
BENGHAZI
CHETAIBI
WALVIS BAY
CALABAR
ZANZIBAR HARBOURS
MORONDAVA
LOME
MTWARA
ELIZABETH
MOMBASA
ORAN

TAKORADI
BUCHANAN
ONNE
MOSSEL BAY
BONTHE
ABIDJAN
SAINT LOUIS
TEMA
BENISAF
ASSAB
MOGADISHU
MALINDI
VALE CAVALEIROS

ADVOCACY VISIT

BILL OF LADING CLAUSE: SHIPPING COMPANY REQUEST NSC TO EDUCATE CONSIGNEES

...WE COMMEND YOUR POLICY FOR NOT CHARGING CONTAINER DEPOSIT & LESS COMPLAINTS...Shippers' Council



The Nigerian Shippers' Council's Complaints Unit recently paid an advocacy visit to the Management of Ocean Network Express (ONE) in order to maintain a healthy complaints handling.

The Complaints team led by Mr. Daniel J. Orume, (a Deputy Director) was received by the Shipping Company's Deputy General Manager, Nigeria, Mr. Stefan Pedersen in Company of the Customer Service Manager, Mr. Maximian Chukwurah and Mr. Rapheal Ipinsokan, the Deputy Customer Service Manager. The DGM welcomed the Complaints Unit Team and thanked them for keeping Ocean Network Express abreast of the status of their complaints against some critical stakeholders in the Country.

Responding, Orume commended the Shipping Company for recording few complaints from Stakeholders and urged them to keep it up. He informed the Shipping Company that the Council is working to amicably resolve their ongoing complaint against Dangote Refinery. He also asked the Shipping Company to forward the names of their officers to be profiled on the Port Service Support Portal (PSSP) which is a real-time complaint handling platform.

The Shipping Company's DGM, Mr. Pedersen, further appealed to the Nigerian Shippers' Council to " educate the consignees on their obligations and that of the carrier as contained on the Bill of Lading clauses".

Pedersen also stated that despite the fact that they do not charge Container Deposit and grant 14 days free period, some consignees failed to return their boxes within the stipulated time and unmindful of the offence, cost and pressure from their principal.

He also requested the Council to assist in resolving the outstanding complaint against Dangote Refinery. He added that about 60% of their outstanding debts are with their consignees.

The Complaints Team Leader concluded by assuring the Shipping Company of efforts to amicably resolve the pending complaint against the refinery, once we receive response from Dangote Group and maintained that the Council would continue to sensitize Consignees on contract of carriage of goods. He thanked Ocean Network Express for making Complaints less stressful.

ERRONEOUS CARGO RELEASE: SHIPPERS' COUNCIL SAVES OVER $33,000 USD FOR SHIPPER IN DUBAI,

...Facilitates Release of cargo worth N130 Million placed on lien
...Warns The Carrier Over Avoidable Mistake
" It Was an Honest Error"...Shipping Company



The Nigerian Shippers' Council (NSC) has faulted the Management of Maersk Nigeria for "erroneously releasing a cargo without telex or original Bill of Lading" and placing lien on other cargoes worth N130M without following due process.

This followed a complaint titled "Complaint against Maersk Nigeria Limited for illegal and unwarranted withholding of a container TCNU 2744938" by James Hopes, ESQ, of Choicevine Legal and Consulting, Abuja on behalf of their client, Alhaji Yusuf Danladi.

They stated that their client, a forwarder, trading under the name Yamusa Global, was contracted to clear a box number TRHU 4755 283 containing 1088 cartons of household goods shipped from Hot pack Packing Industries, LLC Dubai, UAE via Maersk Nigeria Limited.

The complainant alleged that their client also received a Delivery Order and released the container on behalf of Alhaji Usman Dantata of Hotpact Packaging Industries Nig. Ltd (importer). They further explained that Two weeks after the delivery of the container to De Sphintour, which was released to their client in error without telex or original bill Lading from the Shipper in Dubai, the Shipping Company placed lien on another shipment belonging to their client.

However, the complainant also mentioned how their client contacted Alh. Usman Dantata who acknowledged the error and communicated same to the shipper with an agreement to pay of 10,000 USD every month until his obligation is settled and was made known to Maersk Nigeria Limited. The matter was even reported to the Assistant Inspector General, AIG Zone II Office, Lagos and Alh Usman Dantata, the beneficiary of the goods who joined the meeting virtually agreed to pay. Choicevine on behalf of their client, demanded for an immediate release of the container placed on lien and pay damages for loss of business as result of the delay

At a tripartite meeting conveyed by the Council with all parties were in attendance, except Alh. Usman Dantata, the head of Complaints Unit, Mr. Daniel Orume asked Maersk if that was what transpired?

Maersk Nigeria was represented at different tripartite meeting s by Messrs Jane Iheaturu (Legal Counsel), Eyo E. E and Nkechi Oni. Responding, the legal counsel, Jane Iheaturu stated "for clarity, we will kindly state the parties on the Bill of Lading with respect to this shipment (TRHU4755283) as Shipper: Hotpact Packing Industries LLC Dubai, UAE, Consignee: De Sphintour Global Consign Ltd and Carrier Maersk"

''The container was erroneously released albeit without any fraudulent intent but purely an honest mistake upon presentation of a copy of the Bill of Lading instead of an original bill of lading by the Consignee through his agents''

Maersk Nigeria also confirmed several meetings held between them and Alh. Yusuf Danladi of De Sphintour Global Consign Ltd (Consignee) who told them that Alh. Usman Dantata of Hotpact Packaging Industries Nig. Ltd (importer) was not responsive to his calls. "Initially, we withheld two of the consignee's shipments in the exercise of our right of lien, but as a sign of good faith, we released one to the consignee.'' Maersk also confirmed that the consignee is one of their good customers.

It was at the tripartite meeting that Nigerian Shippers' Council realized that complainant Alhaji Yusuf Danladi of De Sphintour Global Consign Ltd
was the consignee on the Bill of Lading and not Alh. Usman Dantata of Hotpact Packaging Industries Nig. Ltd contrary to what complaint's lawyer submitted.

Orume, stated that the Council blamed Maersk Nig. for erroneously releaseing the contentious cargo without proper documentation. He asked the Consignee on the bill of Lading to tell the Council what could be done since Alh. Usman Dantata (an importer) could neither be reached nor pay the agreed monthly 10,000 USD to the shipper. Responding, the Consignee, Alh. Yusuf Danladi, requested Council's intervention for him to pay a lump sum of 20,000 USD immediately and promised to upset the outstanding balance of 13,503.02 USD within 6-weeks and forward evidence of payment to Nigerian Shippers' Council.

Based on the above payment plan, the parties formally signed payment agreement in the presence of the Nigerian Shippers' Council.

The Nigerian Shippers' Council, however warned the Shipping Companyy to cautious in releasing cargo without scrutinizing the documents. The Council also calls on freight forwarders/ agents to register with the Council. The complainant had complied by forwarding the evidence of payments to the Council.

Which he complied by forwarding all receipts of payments

Parties at the meeting were grateful for the Council's intervention, high level of professionalism and neutrality displayed in resolving the matter.

FORGERY:
NSC DIRECTS SHIPPING COMPANY TO RELEASE CARGO WORTH OVER N35 MILLION



The Nigerian Shippers' Council has intervened and resolved a complaint of lien on a cargo due to outstanding debt on previous transactions by clearing agents.

In a letter of complaint received by the Council from Intusar Multiglobal Concept, Kantin Kwari, Kano, Kano State, signed by the Manager, Ahmed Aminu, they lamented that Hull Blyth/Arkas blocked their consignment of 1X20 FT container ARKU238974 with Bill of Lading: ARKMER0000184633, containing Rice Mill cargo worth over N35 Million imported from Turkey.

The complainant stated "we used Throne Boss Agency, unknown to us, the agency in conjunction with other agencies, Chimon Pearson and Logistics Services Ltd and Baselicas Investment Ltd were involved in a criminal act by forging Hull Blyth Nig./Arkas Delivery Order (DO) and sent same to the terminal using the forged official email of a staff of the shipping company and took delivery of the box from APMT Apapa," thereby evading accrued demurrage of 416 days and local shipping charges amounting to about 9.8 Million Naira.

The Chairman of the tripartite meeting, Mr. Daniel Orume, (a Deputy Director) welcomed all partied and briefed the meeting on the Complaint.

Orume, asked the Shipping Agency whether they agreed with the brief. Hull Blyth represented at the meeting by Mr. Iain Lindsay, General Manager and Mr. Bagai Joel, Manager Equipment Control, agreed with the submission and added that the agents should pay the sum of N10 Million as loss of revenue and replacement value as the failed returned the empty box.

APM Terminals, represented at the meeting by Mr. Adetunji Igbaugba, Customer Service Manager, confirmed the criminal act committed by the agencies. It was also confirmed by the terminal that the agents had forged email address of a Hull Blyth staff, through which they forwarded a fake Delivery Order to the Terminal and took delivery of the cargo. He also informed the meeting that the agencies had previous criminal records.

Responding, Throne Boss Agency, represented by Chibuzor Oganba, pointed out that they accepted transfer of authority, unknown to them that Baselicas Investment had outstanding debts with the Shipping Company.

However, after critical review of all the documents presented, the meeting resolved that; Intusar's Multiglobal Cargo be released immediately after change of the agency since they could not be involved with the cargo that was fraudulent released from the terminals.

Parties at the meeting were grateful for NSC's intervention.

GROUPAGE CARGO: SHIPPERS' COUNCIL FACILITATES RELEASE OF POLYTECHNIC TRAINING MACHINES WORTH 1,850.00 USD

" We would have abandoned the cargo if not for NSC's intervention" ...School

The Complaints Unit of the Nigerian Shippers' Council intervened and amicably resolved a complaint of outrageous charges on a Groupage cargo worth 1,850.00 USD.

In a letter of complaint to the Council by Rockland Polytechnic situated at East West Road, Afaha Akai, Okobo LGA, Akwa Ibom State. The complainant stated that they shipped ''Two Light Consignment, Aluminium Cutter and Crimping Machine weighing (5.1CBM) via Fortune Global Shipping and Logistics Ltd, on Bill of Lading and Container Numbers: LGZLGS23904334SZ and TCLU893147 (groupage Cargo) that has total Cost Insurance and Freight (CIF) value of USD 1,850.00 was charged by the De-Consolidating Company, the sum of N742, 421.88 (Seven Hundred and Forty Two Thousand Four Hundred Twenty One Naira, Eighty Eight Kobo) as shipping charges and N92, 987.50 (Ninety Two Thousand Nine Hundred and Eighty Seven Naira Fifty Kobo) only as terminal charges respectively''

The polytechnic maintained that the charges meted on their cargo are outrageous and requested for Shippers' Council's immediate Intervention.

In an effort to resolve the complaint, a tripartite meeting was convened under the Chairmanship of Mr. Daniel J. Orume, a Deputy Director, who welcomed all parties and urged them to exercise decorum and desist from using nasty languages during the meeting.

The De-Consolidating Company (Fortune Global) was represented at the meeting by Mr. Chime Kingsley, Groupage Manager, LCL of the Company, while the Polytechnic was represented their agent, Elder Pius Nyong.

After critical analysis of the submissions by the parties at the meeting in line with the industry standard, in addition to series of phone calls to other relevant stakeholders associated with the cargo, the meeting reached the following resolutions:

- That the De-Consolidating Company offered N600.000 out of about N1M charges because of NSC's Intervention as full and final payment, while the Polytechnic (consignee) agreed to pay and take delivery immediately.

- That the De-Consolidating Company agreed to waive the 19-days storage charges accrued on the cargo.

- That the Groupage Company should adjust their nomenclatures in line with the NSC's approval.

- And that the De-Consolidating Company should with immediate effect update their registration with the Nigerian Shippers' Council as a Regulated Service Provider.

Orume, however commended the parties for their understanding. ''Going forward, we want the relationship between Service Providers and Consumers of services to remain cordial.''

The Polytechnic however thanked the Nigerian Shippers' Council for amicably resolving the complaint, stating that "if not because of the NSC's intervention, we would have been left with no option than to permanently abandon the training cargo due to the exorbitant charges''

While Fortune Global Logistics was equally grateful for the intervention and requested NSC to educate consignees on the legitimacy of Local Shipping Charges, which most of them are not familiar with.



INTERVIEW

"SHIPPERS' COUNCIL IS PASSIONATE ABOUT NIGERIANS" ...Shipper

It is saddened to note that fraudulent activities still exist at the ports despite the constant NSC's sensitization against such activities by calling the stakeholders to follow due process in line with International Best Practices. In these interviews, the victims explained their ordeals.

EXCERPTS:

Complaints News Letter: Can you please introduce yourself?

Complainant: My name is Bernard Chinedu, the Chief Executive of Dumes Ventures Nig. Ltd

Complaints News Letter: What brought you to Nigerian Shippers' Council?

Complainant: I am here in respect of allegation of falsification of delivery order from a Shipping Company (Hull Blyth) to APMT which has led to placement of lien on consignees shipments.

Complaints News Letter:: By who?

Complainant: I was actually caught in the web by an unknown individual. The task ahead of us is to track the person (s) that committed the infraction

Complaints News Letter: What was the meeting all about?

Complainant: The meeting was about the way forward, how to resolve the matter, so that the parties concerned can be able to take their cargoes out of the port because it was actually put on hold by APMT.

Complaints News Letter: Please, are you satisfied with the outcome of the meeting?

Complainant: Honestly, I must confess that my impression about what I witnessed here at the Nigerian Shippers' Council was that I do not believe the staff I met here are Nigerians. They were so good to us, the resolution was awesome, honestly speaking, the way they were talking about Nigerians, you will not believe that the people we met here today were Nigerians.They are passionate. We are very much grateful; we thank the Chairman and his awesome team for the resolution. Thank you very much.

Complaints News Letter: Any message for other stakeholders like you. ?

Complainant: Yes, my message is that we should try as much as possible and obtain our own license to avoid such embarrassing situation.



Bernard Chinedu
the Chief Executive of Dumes Ventures Nig. Ltd

INTERVIEW

I COMMEND THE NIGERIAN SHIPPERS' COUNCIL FOR FAIRNESS AND MATURITY ...Barrister Dim Patrick.



Barrister Patrick Dim.

CNL: Good afternoon, sir, can you please introduce yourself?

Complainant: Good afternoon, my name is Barrister Patrick Dim. I practice here in Lagos; my chamber is Dim and Associate.

CNL: You are welcome to Nigerian Shippers' Council. What really brought you to the Complaints Unit?

Complainant: I actually came here because I had to represent my client in a matter that involved them. I am here today because we are part of it.

CNL: What kind of complaint is that?

Complainant: It is actually a complicated matter because it has to do with a lot ranging from forgery, not making payment that we are due, and a whole lot of other things and these have led to other people being caught in the web. Lien has been placed on people's containers and a lot of jobs have been blocked because of these.

CNL: Has the issue been resolved?

Complainant: Ehhmmm..to a large extent, Yes. We are on it and I am sure in a of few days from now, the matter will be resolved. We just got off a meeting now and from what transpired at the meeting, it is a good one and we are heading for justice for all the parties involved.

CNL: What is your observation of the way the meeting was conducted?

Complainant: I will highly commend the Nigerian Shippers' Council with the way the meeting was handled, the maturity, and the fairness, it was actually a level playing ground for everybody involved so that at the end of the day, justice will be achieved for all the parties.

CNL: Do you have any message to extend to your client and his cohorts in the industry

Complainant: My message generally to my client, and other people in the industry is that, procedures should be followed, things should be properly done and people should avoid cutting corners and complicating matters which are ordinarily simple.

Once again, I commend the Shippers Council on how they handled this.

COMPLAINTS HANDLING: STAKEHOLDERS APPRECIATE THE COUNCIL

LETTER OF APPRECIATION

We wish to express our gratitude for your immense effort in assisting us to get our mandate from TICT.

It was really a hectic battle and quite unfortunate that TICT is refusing to comply with your rules and regulations regarding the implementation of the old storage rent tariff against the new storage rent tariff. They are taking advantage of the ignorance and negligence of our comrades who do not know their right in the industry.

We want to acknowledge Alhaji Danjuma Buba for his immense and persistent action against the TICT to uphold the rules and standard of the Nigerian Shippers' Council.

We look forward to your continued support to the Freight Forwarders in achieving proper sanity in the maritime sector.
Thanks for your support.

Yours faithfully,
FOR: TRACKMASS LOGISTICS LIMITED
MR JUSTIN C
OPERATION MANAGER
07030179576

LETTER OF APPRECIATION

We, SYLVA ROYAL LINK ENTERPRISES, kindly write to appreciate the Management of Shippers' Council for standing tall against injustice and ensuring that justice is done to all.We shall continue to remain grateful and also wish God's blessings to you all.
Thanks.
Yours faithfully,
Chibike Princewill Chukwu
FOR: SYLVA ROYAL LINK ENTERPRISE

LETTER OF APPRECIATION,

SIFAX BILLED (#2,028,499.20) BUT WE PAID (#507,124.80)

We would like to thank Nigerian Shippers' Council for helping Nigerians due to the unfair of charges Sifax Bonded Terminal Limited on container no: MRKU3981450 with bill of lading no: MAEU 2275277743 amounting to #2,028,499.20 (Two million, twenty eight thousand, four hundred and ninety nine naira, twenty kobo,) but due to your team's consistent intervention we paid the sum of #507,124.80 (Five hundred and seven thousand, one hundred and twenty four naira, eighty kobo) only. But, for your agency intervention, we would have distributed the cost to the end user Nigerian citizens. Thanks for your efforts. Once again may GOD strengthen your team.
Thanks for your co-operation.

Yours faithfully,
VICTOR OKEREKE OKORAFOR
Managing Director

LETTER OF APPRECIATION

We wish to appreciate the efforts of Nigerian Shippers' Council in regulating the port sector in Nigeria, our beloved Country. Nigerian Shippers' Council has been doing great in the industry by insuring justice among stakeholders. Without Nigerian Shippers' Council, there would have been a big problem in the Nigerian Maritime Sector and by extension the Nigerian Economy.
We appreciate the complaints team.
Yours faithfully,
FOR: S BANQ GLOBAL VENTURES NIG. LTD.
EGWUAGU ROWLAND
MANAGER
08093335029
egwuagurowland@gmail.com

LETTER OF APPRECIATION WITH THE BL NO: ARKMER0000184633 1X20FT CONTAINER NO; ARKU2389741 OF INTUSAR MULTI GLOBAL CONCEPT



5th from right is the NSC Executive Secretary /CEO Mr. Pius Akutah with Complaints Unit Team during a briefing

On behalf of the entire team of **INTUSAR MULTI GLOBAL CONCEPT**, we would like to express our sincere admiration for your outstanding efforts in the resolution against Hull Blyth. We appreciate you have been doing.

The endless hours you have spent working here, and the professionalism you have shown has motivated the entire management team immensely.

We pride ourselves on your hard work and dedication to making every critical project a great success. As always, we are counting on you to go extra mile.
Thank you once again for all your contributions.

Yours faithfully,
Ahmad Aminu
Manager
08137574727

LETTER OF APPRECIATION

We wish to express our gratitude for your immense effort in assisting us to get our right from TICT and other Terminals.

It was really a hectic battle and quite unfortunate that TICT and other terminals refused to comply to the Council's new rules and regulations regarding the implementation of the old storage rent tariff against the new rate. They are really frustrating and making things difficult.

We want to acknowledge the efforts of Complaints Unit Staff who work tirelessly in making sure that TICT and other terminals uphold to the new rule and standard of the council as the Port Economic Regulator.

The Unit assisted us in resolving these cases and recovered the amounts below;

1. Resolution of Mantrac waiver of Twenty Three Million Naira (N23,000.000.00) from TICT.
2. Resolution of Mantrac refund of Forty Two Million Naira (N42,000.000.00) from Five Star.
3. Recovery of two packages out of nine crushing machine worth 555USD and
4. The waiver of the accrued demurrage worth of one hundred and seventy Five Million Naira due to the missing vessel.

We really appreciate the Council,

especially the Complaints Unit.
Best regards,

Emeka Utoh
Managing Director
Sapenicak Logistics Ltd
08033816268

APPRECIATION DUE TO REDUCTION ON OVER BILLED INVOICE OF #8,582,162 ON CONTAINER NO: ZCSU8783427 WITH B/L NO: GOSUNGB20192723 TO #2,145,528

We thank your skillful team for persuading Tincan Island Container Terminal Ltd to tow the path of honour by returning our billed demurrages of #8,783,427 to #2,145,528.
We enclosed the following papers to buttress our gratitude.

1. Billed Invoice
2. Reversed Invoice
3. Payment receipt issued by Tincan Island Container Terminal Ltd

Thank you very much for this uncommon deed.

Yours faithfully,
VICTOR OKEREKE OKOROAFOR
Cupero Nigeria Limited
CO-ORDINATOR

RESOLUTION OF COMPLAINT AGAINST MAERSK NIGERIA LIMITED

I write on the above subject matter.

This is to inform you that the complaint against Maersk Nigeria Limited for container No: TCNU 2744938 has been officially resolved. I appreciate the effort put in by the Council to amicably resolve the trade issue between us and the Maersk Line. The container was officially released on the 13th December, 2023.

Kindly accept my warmest regards and looking forward to more opportunities in the future.

Thanks

Yours faithfully,
ALHAJI YUSUF DANLADI
CLEARING AND FORWARDING AGENT

LETTER OF APPRECIATION

We hereby write to appreciate you and your team for underserved assistance given to us by Nigerian Shippers' Council when Fortune Global Shipping and Logistics Ltd gave us an outrageous bill on both Shipping and Terminal Charges. More especially the chairman choice of words that cemented both parties (Fortune Global Management and ours). In my little capacity I will make known to other importers/clearing agencies the power of Nigerian Shippers' Council over Shipping Companies and their Associations.

Once again thanks for accepting our appreciation.

Yours sincerely,
Pius Nyong
FOR: Rockland Polytechnic, Uyo, Akwa Ibom State

EXPRESSING GRATITUDE FOR ASSISTANCE IN RECOVERING OF CONTAINER DETENTION REFUND OF #794,862.72 FROM TICT ON BILL OF LADING NO: MEDUDZ178663 9X40FT CONTAINERS.

On behalf of the above agency, I wish to express our sincere gratitude for your invaluable assistance in recovering our container detention refund from Tin can Islands Container Terminal. As you know, we faced a frustrating situation where Tin can Island Container Terminal unfairly withheld our legitimate container detention charges of #794,862.72 (Seven Hundred and Ninety-Four Thousand Eight Hundred and Sixty-Two Kobo), that was paid on behalf of our client, CHI LIMITED as a result of strike action by Nigeria Labour Congress which was not our fault.

Your prompt and professional intervention proved instrumental in resolving the matter to our satisfaction. We were particularly impressed by your effort in recovery of the container detention charges that our agency paid to TICT. Your advocacy on our behalf has not only safeguarded our financial interest, but also, served as a reminder of the crucial role the Shippers' Council plays in protecting the rights and interests of freight forwarders like ourselves.

We extend our heartfelt thanks for your outstanding service. We look forward to a continued strong partnership with the Shippers' Council.

Thanks for your usual co-operation.

Yours faithfully,
For: Derindos Ventures Nig. Ltd
AJE EMMANUEL
MANAGER
08067356878



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

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

However, in an unfortunate situation where gratification is pressed on the complaint's 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 email to complaints@shipperscouncil.gov.ng



"I, Jane Iheaturu of Maersk Nigeria Limited wants to thank Nigerian Shippers' Council for the professional mechanism adopted in resolving this case that has lingered for almost 6 months, they matched the facts with evidence and used diplomacy to resolve this matter. This dispute would have lingered beyond this and relationship between the parties soured but their timely resolution has put everything to an end and we are grateful."