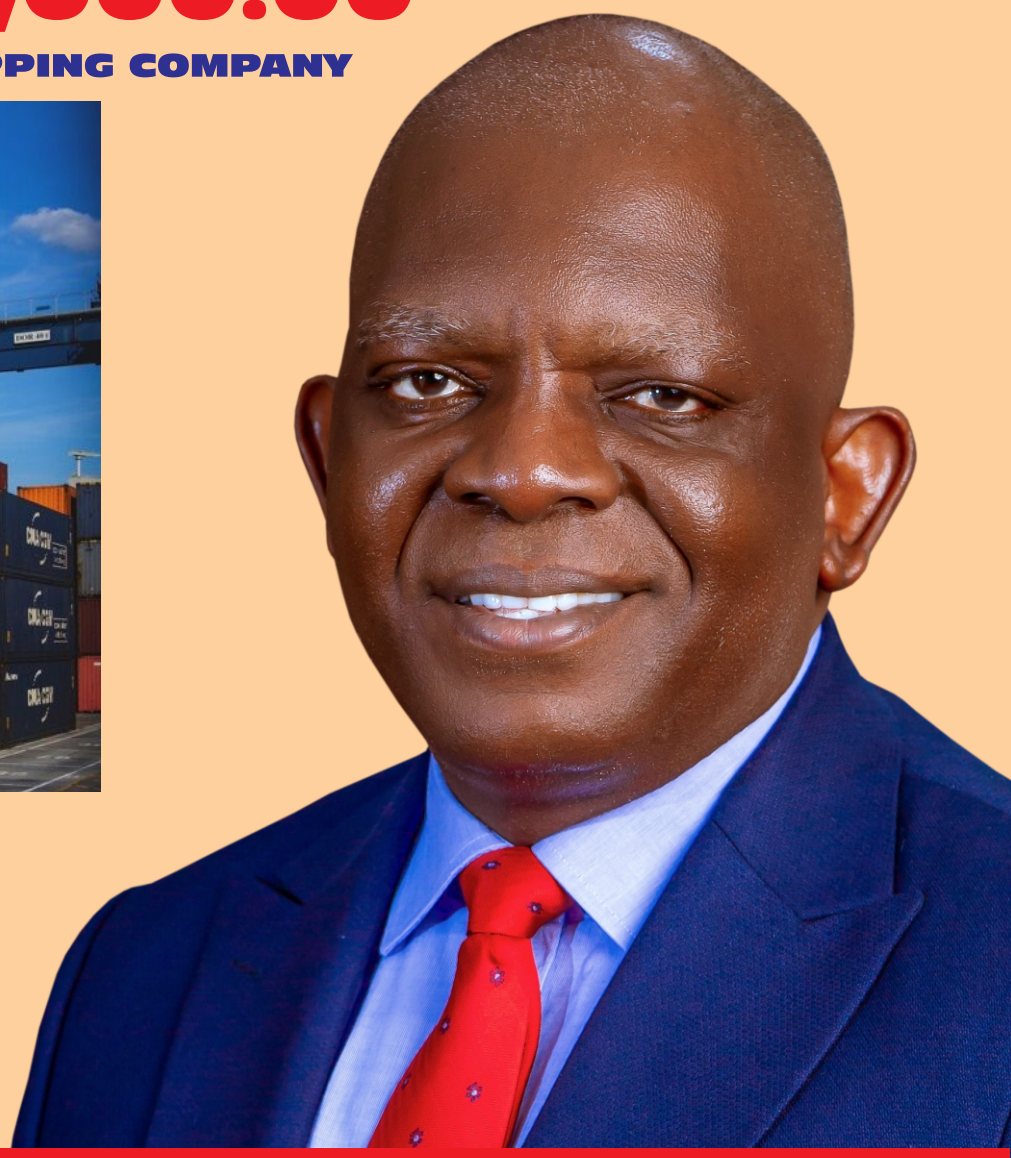
COMPLAINTS NEWSLETTER

JULY-SETEMBER, 2024. VOL: 10, NO 1 IN-HOUSE PUBLICATION OF COMPLAINTS UNIT, NIGERIAN SHIPPERS' COUNCIL, SINCE 2016

SHIPPERS' COUNCIL FACILITATES RELEASE OF FLOUR MILLS CARGO WORTH OVER $103,000.00

...RECOVERS CONTAINERS, DEMURRAGE FOR SHIPPING COMPANY





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

The Nigerian Shippers' Council successfully intervened and amicably resolved a case of lien placed on Flour Mills of Nigeria (FMN) containers of raw material.

In a letter of Complaint sent to the Council, Mobol-Bee International Limited, agent to Flour Mills of Nigeria (FMN), stated that PIL Shipping placed lien on their client's shipment due to disagreement over a missing 1x40FT empty container no: PCIU9400899.

At a tripartite meeting convened by the Council, the Head of Complaints, Mr. Bashir Ambi briefed the meeting on the case and requested the parties to confirm the submission.

Flour Mills of Nigeria (FMN) was represented at the meeting by Mr. Steve Atilade, Line Manager and Mr. Okunola Lanre, while Pacific International Lines (PIL) was represented by Dhanesh Nair, General Manager, Commercials and Mr. Opre Vincent, Accounts Division.

The meeting critically reviewed the complaint viz-a-viz submissions by parties and agreed that;

- FMN should be issued with a revised invoice to reflect the current status of outstanding debt.

Continues on page 5



CONTAINER SANCTION: SHIPPERS' COUNCIL FACILITATES RELEASE OF CARGO WORTH OVER $34,000

.... Directs Liner to pay Terminal Charges

..."We sympathize with the consignee" .... Says Liner.

The Nigerian Shippers' Council facilitates the release of cargo worth over 34,000 USD belonging to Streamflo Inter-Global Ltd placed on hold by Ocean Network Express (ONE) Nigeria, as a result of sanction by United States Office of Foreign Assets Control (OFAC).

In a tripartite meeting convened by the Council, the Head of Complaints, Mr. Bashir Ambi Mohammed who chaired the meeting welcomed the parties and

Continues on page 5

NOT FOR SALE



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PROFESSIONALISM IN FREIGHT FORWARDING



Bashir Ambi

Freight forwarding plays a crucial role in international trade, acting as intermediary between Exporters, Importers, and various Logistics Service Providers. However, in Nigeria's Maritime Sector, there are unethical practices, leading to complaints from Stakeholders.

In this regard, the Council for the Regulation of Freight Forwarding in Nigeria (CRFFN) in order to foster professionalism and implement mandatory requirements to ensure compliance and efficiency in freight forwarding practices need to reinvigorate their collaboration with the Nigerian Shippers' Council, the Port Economic Regulator.

This editorial provides an in-depth understanding of professionalism in freight forwarding, discusses the challenges and proposes solutions, including training and regulatory measures, to improve the sector.

Understanding Professionalism in Freight Forwarding

Professionalism in Freight forwarding refers to the commitment of industry Practitioners to ethical standards, integrity, and competence in their operations.

Freight forwarders are entrusted with managing the logistics of cargo transportation, Customs clearance, and supply chain coordination, and as such, their actions can greatly impact the success of trade operations.

Professionalism ensures that these responsibilities are executed in a manner that upholds the trust of stakeholders, maintain compliance with regulations, and support efficient trade facilitation.

Key Elements of Professionalism in Freight Forwarding:

- **Ethical Conduct**: Freight Forwarders must adhere to ethical business practices, avoiding exploitative actions such as over-billing, bribery, or document falsification.
- **Compliance with Regulations**: Freight Forwarders are responsible for adhering to Local and International Regulations, including Customs Laws, Maritime Laws, and Transport Regulations.
- **Competency and Training**: Professionalism requires continuous skill development, technical knowledge of logistics, and be up to date with industry standards.
- **Transparency and Accountability**: Freight Forwarders should maintain transparency in operations, especially in cost structures and service delivery, to build trust with clients.
- **Customer-Centric Approach**: A professional Freight forwarder prioritizes client satisfaction, ensuring that services are delivered in a timely, cost-efficient, and secured manner.

Challenges in Freight Forwarding:

The Freight Forwarding sector in Nigeria faces several challenges that compromises professionalism and lead to Stakeholders' dissatisfaction. Some of these challenges include;

- **Unethical Practices**: Reports of allegation of overcharging, manipulation of Customs documentation, and bribery are common practices that creates inefficiencies and raise costs for cargo owners.
- **Lack of Proper Training**: Some Freight Forwarders lack the necessary technical knowledge and professional certifications, resulting in poor service delivery.
- **Non Compliance to Regulation**: Some Freight Forwarders operate without adhering to Legal requirements, leading to cargo delays, additional charges, or penalties for Stakeholders.
- **Inadequate Infrastructure**: Nigerian Ports and logistics infrastructure faces congestion and inefficiencies, which further compound operational delays with its associated cost resulting to Stakeholder complaints.
- **Communication Breakdown**: Poor communication between Freight Forwarders, Port Authorities, Customs, and clients often leads to misinformation, misunderstandings, and service failure.

(To be Continued in the next edition)

DAMAGED CARGO: NIGERIAN SHIPPERS' COUNCIL RESOLVES $119,672 DISPUTE ON SUNGLASSES.



The Nigerian Shippers' Council (NSC) amicably resolved a dispute between **Clarion Shipping Terminal West Africa Limited and Vicmore Integrated Investment Limited** over a cargo valued at $119,672USD damaged by flood**.**

The resolution was reached during a tripartite discussion, chaired by the Head of Complaints, Mr. Bashir Ambi-Mohammed who informed the meeting that NSC received a complaint against **Pacific International Lines (PIL)** and a Bonded Terminal**, Clarion Shipping Terminal West Africa Limited**, for breach of contract and negligence in handling of container No: CAIU7021497, imported by Vicmore World Integrated Investment Limited.

In the course of deliberation, the Chairman informed that series of meetings were held on this matter at the Council's headquarters, the Shipping Company and the Terminal's (Clarion) office, but resolution has not been fully reached. "Today, this lingering complaint has to be resolved. The complainant's cargo (sunglasses) was damaged by flood at Clarion Terminal", Ambi-Mohammed said.

He further informed the meeting that abinitio, the Management of PIL Shipping agreed to make payment for damages and deduct their money from the terminal, but Clarion objected, stating that the terminal will re-assess the claims. He reiterated that the complaint has to be resolved, and any non-compliance, would attract enforcement.

He said "It is worthy to inform this mediation meeting that the damage was discovered and confirmed at Clarion Bonded Terminal during cargo examination."

He further said "All relevant documents were confirmed to be submitted by both PIL and the consignee to Clarion Bonded Terminal, including application for the claims".

At the meeting, the terminal was mandated to update the NSC on the terminal valuation of the claims on the damaged cargo, and date of settlement to cushion the loss suffered due to the negligent handling of the cargo (sun glasses).

The Bonded Terminal was represented at the meeting by three Management Staff, led by the Human Resource Manager, Nwando Okoye.

Okoye apologized to the Council for the delay and offered to pay 4 million as damages to the Claimant. She said, "We are very sorry, it was a force majeure. We are appealing to the consignee, through the Shippers' Council, to consider our offer. Our company has passed through trials".

The offer was, however, turned down by the Claimant's lawyer at the meeting who insisted on 59 million damages.

After critical analysis and extensive deliberations, the meeting resolved that;

1. Clarion Bonded Terminal was solely responsible for the delay and damage to the cargo.
2. Clarion Bonded Terminal to pay 10 million as damages to the Claimant.
3. Clarion Bonded Terminal to pay 5 million at the first instance on or before Friday, 6th September 2024 and forward evidence of payment to the Council.
4. The balance of 5 million be paid on or before Friday, 20th December, 2024 and evidence of payments forwarded to the Council.
5. The NSC emphasized the need for sustained business relationship between Vicmore Integrated Investment Ltd (Consignee) and Clarion Bonded Terminal.

As a result of the successful resolutions, the parties expressed their excitement, stating, "We are satisfied and grateful to the leadership of the Council".



EXPORT:
SHIPPERS' COUNCIL RESOLVES COMPLAINT ON ALIEN CHARGES
...Directs Terminal to Stop Delivery Charges

The Nigerian Shippers' Council (NSC) advised Tincan Island Container Terminal (TICT) Limited to stop delivery charges on all export cargoes. The Council urged TICT to ensure that tariff nomenclature (delivery charges) on their export transaction invoices be permanently expunged.

This follows a complaint received from Harlink Investment Limited against TICT. Briefing the meeting, Mr. Ambi Mohammed, Head of Complaint said the Council received a complaint from Harlink Investment Limited alleging that TICT imposed delivery fee on each of their export containers, namely EBKG08175277, EBKG08219074, EBKG08230998, EBLG08244049, EBKG08244050, EBGK08261890, EBKG08317967, EBKG08317968, EBKG03359997, EBKG08374698, EBKG08396392, EBKG08476390, EBKG08656664, EBKG08740013

The mediation meeting convened by the Council was attended by the complainant, Managing Director/CEO of Harlink Investment Limited, Alhaji Nofiu Inaolaji, while TICT was represented by Messrs Tunde Owoeye and Merit Eshameh.

Acting on the letter earlier written by the Market Analysis and Tariff Administration Division of the Regulatory Services Department, the Complaints Unit advised the terminal to step down and stop further charges. The Complaints Unit urged TICT to go through the container numbers and refund the delivery charges already collected from the Consignor, Harlink Investment Limited, accordingly.

Responding, the TICT representatives apologised and informed the meeting that the terminal would expunge the charges as a result of the mediation intervention which they eventually did.

On his part, the complainant, Inaolaji said that his company appreciates the Council for the intervention, and reiterated his earlier request that the charges should be discontinued.

After deliberations which lasted for one-and-a-half hour, the meeting agreed as follows that;

- TICT expunge delivery charges from their invoices for all export cargoes .
- TICT to refund the already paid delivery charges to the Consignor, Harlink Investment Limited and update the Council.
- The Consignor on his volition, let off the refundable sum of 804,121.04.
- NSC enjoined Harlink Investment Limited to maintain the existing cordial business relationship with the terminal.

NSC appreciates the parties for honouring the invitation and their positive contribution towards the amicable resolution of the matter.



PILLARS BEHIND THE SUCCESS OF COMPLAINTS UNIT

1. Bashir Ambi-Mohammed
2. Clara Enwefah (Unit Secretary)
3. Hassan Aminu
4. Ijeoma A. Ugwu
5. Funmilola Afolabi
6. Vincent I. Nkwocha
7. Abubakar Adamu-Biu
8. Musa Mohammed
9. Wachiko A. Yahaya
10. Obewu K. Onumah
11. Soniya Hassan-Akinbode
12. Oluwatoyin Ojo
13. Jessica Jonathan
14. Mubarak Abubakar

SUPPORT STAFF

Dickson Comfort I.
Nwokerobi Faith C.
Abdulrauf Adijat A.
Michael Immaculate U.
Adefowokan Joseph O.

MARITIME TERMINOLOGIES

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

BACKHAUL
BERTH
BOLLARD
MANIFEST
BUOYS
PIER
CONFERENCE RATE
RAILHEAD
DECKBARGE
STEAMSHIP
ELEVATOR
TERMINAL
FLEETING
WHARF
GANTRY CRANE
BOARD OF COMMISSIONERS
LAUNCH SERVICE
BREAKBULK CARGO
MOORING DOLPHIN
CHOCK
QUAY
DEADHEAD
SPREADER
DRAYAGE
STUFFING
FEEDER SERVICE
TRANSIT PORT
STERN
HEAVY HAULER
LANDLORD PORT
BONDED WAREHOUSE
MARINE SURVEYORS
CAPACITY
PORT OF CALL
CONTRABAND
SHEDDAGE
DOCKAGE
STRIPPING
FENDER PILES
TOWBOAT
TRANSTAINER

Designed by Vincent Ikechukwu

Continues from page 1

- PIL should ensure immediate release of the cargo on confirmation of payment from FMN.
- PIL should utilize the refundable deposits due FMN on 13 containers from previous transactions as settlement of outstanding debt and make refund where applicable.
- FMN should ensure payment within a stipulated time on receipt of revised invoice(s).
- FMN should ensure prompt return of empty boxes of the new shipment to the nominated holding bay within stipulated time frame.
- PIL should call on their nominated terminal, ESS Liberal Terminal to act in line with Industry Standard Practices.
- Both parties (PIL & FMN) are urged to maintain the existing commercial relationship between them.
- Parties applauded the Council's professionalism and dedication in ensuring timely settlement.

Continues from page 1

stated that the essence of the meeting was to amicably resolve the infraction.

He further stated that the Council received a complaint from Streamflo Inter-Global Ltd against Ocean Network Express (ONE), alleging that their company shipped 1x20FT container of raw material (Nitrocellulose) on Bill of Lading Number: ONEYSH3AH8819000 from Hengshui Yuanchem Trading Company Ltd, China.

"The cargo departed the port of loading and arrived Apapa Port. We have made payments including the freight charges at the port of loading and local shipping charges at the arrival port. We have paid Customs Duty, NAFDAC clearance, etc."

The Chairman, Streamflo Inter-Global Ltd, Mr. Ezeala Chukwudi informed the meeting that "the Shipping Company refused to release the goods because the Shipper was sanctioned by an American Agency, Office of the Foreign Assets Control (OFAC) when the cargo had already sailed. The total value of the cargo was USD 34,650 and the agent in Nigeria was given N13,000,000.00 for clearance expenses."

Ocean Network Express (ONE) was represented at the meeting by the Customer Service Manager, Mr. Maximian Chukwurah, and their Lawyer, Omotola Omotosho of Southgate Solicitors.

Mr. Maximian informed the meeting that Ocean Network Express (ONE) in Nigeria received instruction from their Global Headquarters not to release the cargo because the Shipper, Hengshui Yuanchem Trading Limited appeared on the US Office of the Foreign Assets Control (OFAC), sanction list.

Having listened to parties and review of all relevant documents, Mr. Ambi drew the attention of the Liner to Sections 34, 35A and 36 of the Nigeria Customs Act 2023. He added "do not be in a haste to forget that this is a duty cleared cargo with End Users Certificate obtained from the Office of the National Security Adviser. Ideally, no Shipping Line has the right to return any cargo back to origin, it is only when the consignee deviates from payment of Duty, Freight and other requirements that Customs grants approval for the cargo to be returned."

After extensive deliberations, the following resolutions were reached that;

- Nigerian Shippers' Council established that since the cargo left the port of origin before the sanction date in line with the contract of carriage and the consignee has paid Customs duty, Local Shipping Charges and obtained an End-User Certificate from the Office of the National Security Adviser, the cargo should be released.
- All costs incurred as a result of the human-made allegation and delay of an innocent importer be borne by the Liner (Ocean Network Express) including storage charges.
- NSC strongly warned the consignee that the empty box be returned to the designated terminal within the stipulated time frame or bear any additional charges from the Shipping Company.
- NSC also advised that consignees should do due diligence by carrying out background checks on shippers overseas before any transaction.



Parties at the meeting commended the uprightness and fairness of the Council.

Ocean Network Express said "We appreciate the intervention by NSC, we have to obey the resolutions and we sympathize with the consignee."

On his part, the consignee, thanked the Nigerian Shippers' Council for amicably resolving the complaint. "I am short of words, I don't know we have an Organization like Shippers' Council in Nigeria. We are grateful."



SHIPPERS' COUNCIL MEDIATE OVER 1,777 DAMAGED P.O.P BAGS

...Saves Complainant over USD 5,000

A meeting involving the Nigerian Shippers' Council (NSC), CMA-CGM Shipping Nigeria Limited and ASPA POP Investment Limited resolved that CMA-CGM withdraw the deadline issued to ASPA to either accept the offer of $2,500 as full and final settlement on their damaged 1,777 bags of Plaster of Paris (POP) or have the offer revoked.

This is one of the highlights of the intervention by the NSC over the damaged bags of Plastic of Paris during barging to Ikorodu.

In attendance were the Managing Director, ASPA POP Investment Limited, Angy Ugo Oba and Korieocha Emmanuel while CMA-CGM was represented by Dbritto Venisa, Claims Manager, India and Benedicta Aitalegbe (Nigeria).

The mediation was chaired by the Head of Complaints, Mr. Bashir Ambi-Mohammed who informed the meeting that NSC received a complaint from ASPA POP Investment Limited against CMA-CGM, that their consignment covered by bill of lading number CFA0677673 arrived at Apapa Port.

The complainant claimed that, due to CMA-CGM's internal arrangement, the consignment was barged from Apapa to Lekki terminal and finally to Ikorodu terminal.

During barging, the cargo was affected by water and substantial number of bags were damaged.

He further said, "The complainant claimed the damage was reported to CMA-CGM and a joint survey was carried out. However, CMA-CGM is yet to pay".

The Complainant summarized their loss as follows;

✓ Cost of each bag of the damaged (1,777) De-Don POP Moulding Plaster is 9,500.00, amounting to 16,891,000.00

✓ Cost of transportation and evacuation of the damaged POP is 4,444,700.00

✓ Cost of haulage of 1,777 damaged bags of POP from the terminal to various locations in Ogun and Oyo States is 2,400,000.00

✓ Total claimed amount is 23,735,700.00

In the course of deliberations, the meeting observed the following:

- A total of 1,777 bags of POP were damaged during transfer by CMA-CGM to Ikorodu terminal.

- The complainant quoted 16,881,500.00 as the value of the damaged 1,777 bags of POP at the rate of 9,500 per bag.

- CMA-CGM offered $2,500 as full and final settlement of the claim, within a timeline after which the offer shall be revoked.

Following the review of documents and consideration of submissions by parties, the meeting resolved that;

- CMA-CGM should withdraw the deadline issued to ASPA POP Investment to either accept the offer of $2,500 as full and final settlement on the damaged 1,777 bags of POP or have the offer revoked.

- CMA-CGM should pay the sum of $5,316 as full and final settlement.

- The Claimant, ASPA POP Investment, should forward their claims via mail to CMA-CGM and copy NSC.

- The Nigerian Shippers' Council directed CMA-CGM to respond to ASPA POP Investment's claim submission.

The Complainant appreciated the Council for the professionalism and commitment in ensuring that this matter was amicably resolved and did not result in a total loss.

GROUPAGE CARGO: NSC ORDERS SHIPPING FIRM TO DELIST EMISSION SURCHARGE

...Saves Complainant over ₦1 million

The Nigerian Shippers' Council (NSC) intervened and amicably resolved a complaint of arbitrary charges on a Groupage cargo against **ECU Worldwide: FMA-Line Nigeria Limited.**

In an online letter of complaint to the Council, **Centti Global Empire Limited** stated that FMA-Line issued an invoice of 3,115,476.33 on their Less Container Load (LCL) aluminium frames of 9.23wm weighing 1,303.86kg with Container No: TRHU479654-9.

The meeting convened to resolve the matter was chaired by the Head of Complaints Unit, Mr. Bashir Ambi-Mohammed and had in attendance, the General Manager, Centti Global Empire Limited, Mr. I. O. Franklin; while FMA-Line was represented by the Operations Manager (Nigeria), Mr. Alfred Akinde.

Akinde in his response to the complaint at the meeting, stated that the complainant should contact his overseas shipper for review of the charge as it emanated from origin and not destination.

The meeting out-rightly objected to the view and asked the representative of Market Analysis & Tariff Administration of Regulatory Services Department, Mr. Ibrahim Karmash, to confirm if FMA-Lines forwarded the nomenclature on their invoice to the Council for approval, which he responded "No".

Due to the inability of the representative of FMA-Lines to take a decision, he requested permission to engage their Management and revert to the Council. Consequent upon his request, the meeting was adjourned.

At the resumed meeting, the Council reviewed the submissions of parties viz-a -viz the feedback from FMA-Lines Management and reached the following resolutions;

- NSC terminates item No. 6 on the Consol invoice of FMA-Line Nigeria Limited tagged 'Emission Trading System (ETS) Surcharge'.

- NSC directed the Consol to collapse items number 3 and 4, tagged deconsolidation, and handling charges which are considered to be double charges within 30 working days.

- The meeting appreciated the Consol for granting the complainant 20% waiver of 2, 609,167.45

- The Consignee was directed to make payment and immediately take delivery, failure to which storage charges will start counting on the cargo.

- Storage charges should stop from the date the complaint was received by the Council, till the date complainant is expected to take delivery.

- The business relationship between the consignee and FMA-Line Nigeria Limited be strengthened.

- FMA-Lines Nigeria Limited was advised to immediately register with Nigerian Shippers' Council and forward their tariff for review and approval.

Parties were grateful for the Council's intervention and promised to maintain their business relationship.

MANIFEST ERROR: SHIPPERS' COUNCIL RESOLVES $311,583 CARGO DISPUTE

The Nigerian Shippers' Council (NSC) has intervened on a complaint of manifest error on a cargo valued at $311,583, received from TransGreen Nigeria Limited against Hapag Lloyd Shipping Nigeria Limited and directed that both parties should be responsible for the charges which accrued as a result of the error.

Transgreen Nigeria Limited, alleged that the carrier refused to take responsibility for mistakes regarding transmission of their shipping documents to the Nigeria Customs Service for assessment of their consignment, stating that the notified party, according to Nigeria Customs Service, is Transerve Disc Technologies Limited as against Transgreen Nigeria Limited.

It was further alleged that the complainant contacted their shipper, who claimed that Transerve Disc Technologies Limited was never mentioned in any of its applications and the original Bills of Lading Number; HLCUTA12404EHFU7, HLCUSEL2404ARDH0, HLCUTA12404EGZG0 and HLCUSEL240479840 which carries Transgreen as the notify party.

It was also alleged that the error was from Hapag-Lloyd, who did not reflect the said amendment in the manifest.

While TransGreen is to bear the charges from the date of vessel arrival till when it formally informed Hapag-Lloyd Shipping about the manifest error, NSC also instructed that Hapag-Lloyd Shipping should take responsibility of both shipping and terminal charges from the date the complainant (TransGreen) informed them about the contentious cargo.

The Council also decided that both the carrier and complainant should jointly ensure that they facilitate the process of clearing the cargo from the port to avoid further rise in cost.

The position was made known at the tripartite meeting chaired by NSC's Head of Complaints Unit, Mr. Bashir Ambi-Mohammed.

In attendance at the meeting were representatives of Hapag-Lloyd Folakemi Waleola, (Hapag-Lloyd's Customer Service Manager) while the Managing Director, Mr. Cyprian Oriakpo represented Transgreen Nigerian Limited.

Having deliberated extensively and reviewed documents, the meeting resolved that;

- The Complainant (Transgreen) is to borne the accrued charges from the date of vessel arrival till the date they formally informed Hapag-Lloyd Nigeria about the manifest error.

- Hapag-Lloyd Nigeria is to take responsibility of both shipping and terminal charges from the date the Complainant (Transgreen) informed them about the manifest error.

- Both carrier and complainant (Transgreen) are to jointly ensure that they facilitate the process of clearing the cargo from the port.

- The carrier (Hapag-Lloyd) is to resubmit a reminder to the Nigeria Customs Service on the need to effect the manifest correction.

- The Complainant (Transgreen) may wish to liaise with their Shipper at the port of origin (Hapag Lloyd China) to formally lodge claims for the delay.

- Nigerian Shippers' Council requested the carrier and Complainant to keep the Council abreast of the status of cargo.

- NSC would be happy to see the Complainant and carrier strengthen their business relationship going forward. This tripartite meeting would be a source of bond.

- The meeting enjoined the carrier to suspend all charges on the cargo for two weeks to enable the Complainant to do the necessary formalities and take delivery.

Reflecting on the outcome, both parties said: "We are satisfied and grateful to the Nigerian Shippers' Council".

ANALYSIS OF STAKEHOLDERS COMPLAINTS HANDLED IN FIRST AND SECOND QUARTERS OF 2024

TOTAL AMOUNT SAVED

Table 1 Total Amount saved in Q1 & Q2, 2024

TOTAL AMOUNT SAVED	Q1	Q2
NGN	121,105,335	1,473,970
USD	108,363	110,820

The above table represents the total amount saved in Naira and USD in first and second quarter of 2024, respectively, as a result of the interventions of stakeholders' complaints handled.

STATUS ANALYSIS

Table 2 Status of Complaints handled

STATUS	Q1	Q2
Ongoing	22	22
Resolved	10	15
Closed	2	4
Grand Total	34	41

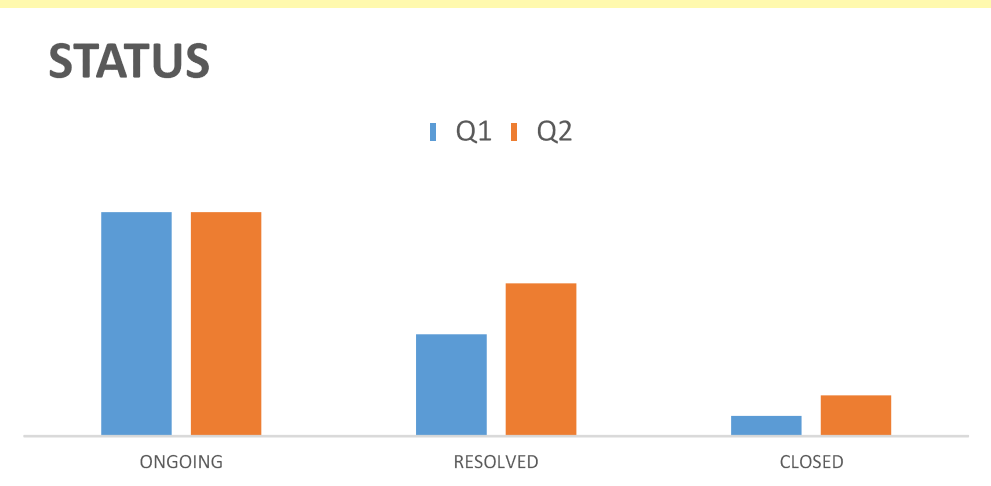


Figure 1 Status of Complaints handled

COMPLAINTS AGAINST

Table 1 Category of Complaint against

COMPLAINT AGAINST	Q1	Q2
Shipping Companies And Agencies;	24	21
Seaport Terminal Operators;	6	14
Government Agencies;	3	0
Warehousing And Distribution Centres	0	1
Shippers	0	4
Freight Forwarders And Clearing Agents;	1	1
Grand Total	34	41

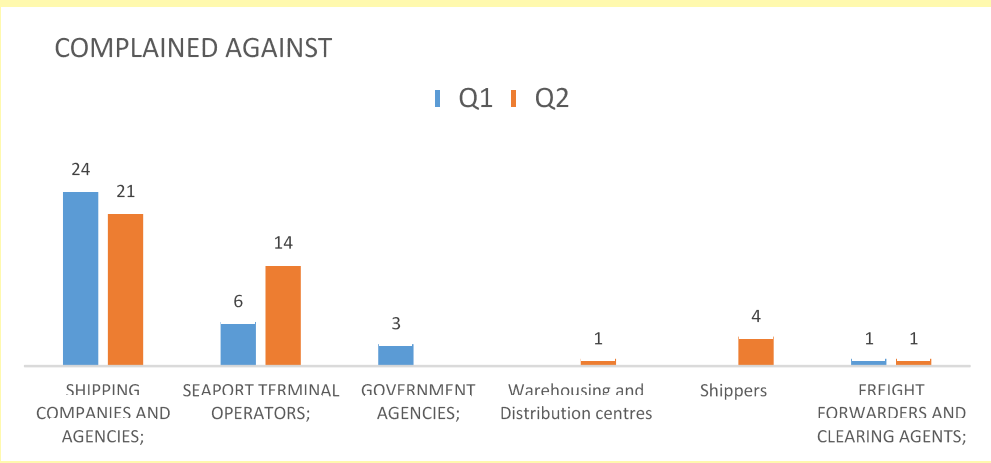


Figure 1 Category of groups complaints against

COMPLAINANTS

Table 1 Category of groups who complained

COMPLAINANT	Q1	Q2
Shippers (importers & exporters);	26	38
Freight Forwarders and Clearing Agents;	3	2
Shipping Companies and Agencies;	2	1
Government Agencies;	2	0
Legal Firm;	1	0
Grand Total	34	41

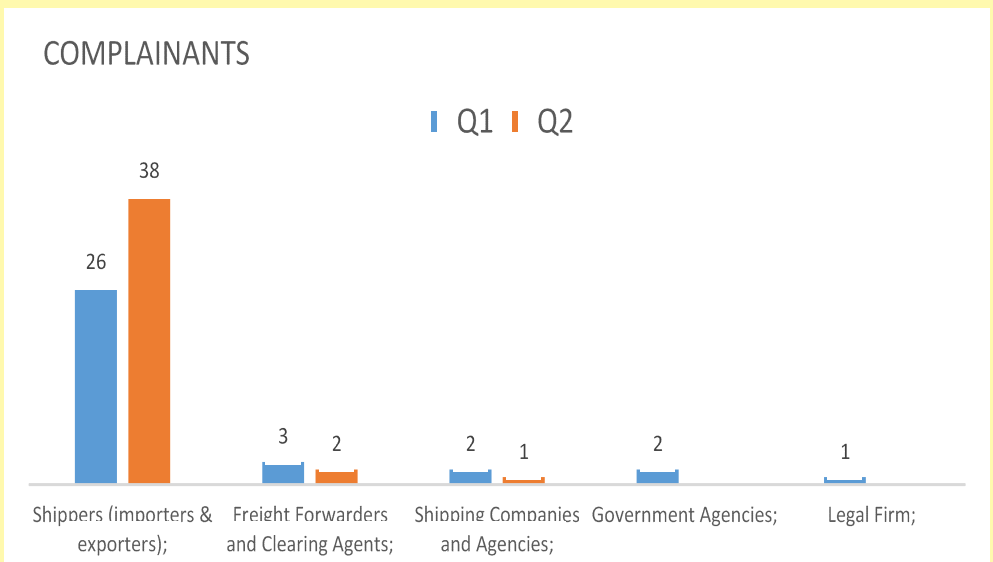


Figure 1 Category of groups who complained

Q1 & Q2, 2024 DISPOSITION OF COMPLAINTS HANDLED

Year	Complaints Handled	Resolved	Ongoing
2018	231	83	148
2019	453	114	388
2020	648	109	509
2021	668	211	457
2022	415	126	231
2023	264	99	165
2024 (Q1 & Q2, 2024 only)	75	25	50

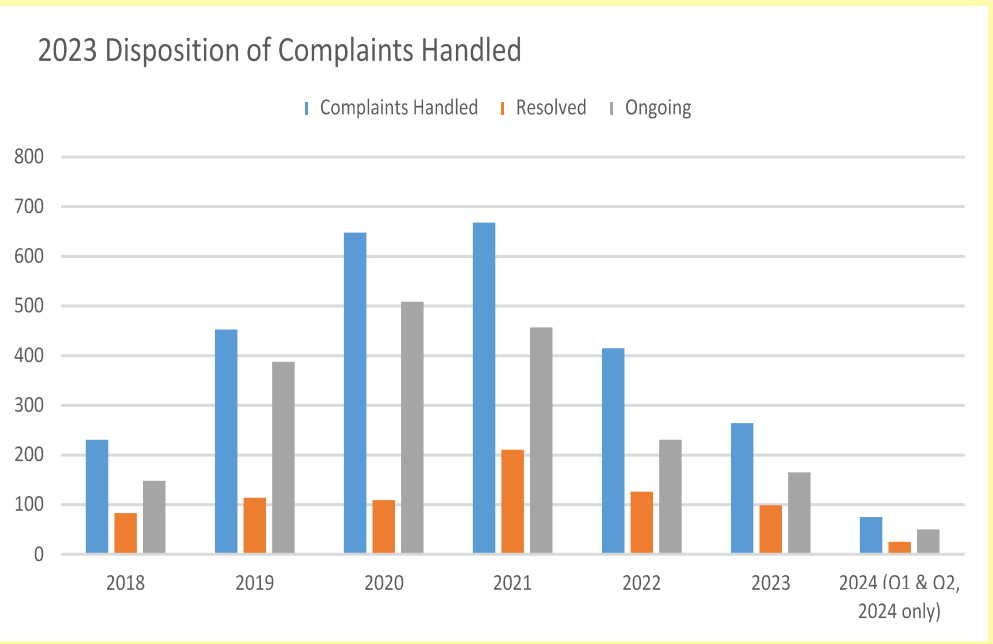


Figure 1 Disposition of Complaints handled



ADVOCACY VISITS:

GRIMALDI LAUDS NSC ON COMPLAINTS HANDLING, SEEKS COUNCIL'S INTERVENTION ON CHALLENGES

"...Concession Agreement is Affecting our Transactions, we request NSC's' Intervention"...Sifax Group

The Management of Grimaldi Agency Nigeria commended the Nigerian Shippers' Council for fairness in handling Stakeholders' complaints, collaboration and sought intervention in addressing some challenges facing their business.

The remark was made by the Managing Director, Grimaldi Agency Nigeria Limited, Ascanio Russo, during an advocacy visit to the terminal by Complaints Team led by the Head, Mr. Bashir Ambi Mohammed.

In his address, Bashir appreciated the Shipping Agency for their timely response to correspondences and implored them to keep it up. He further reminded the Shipping Agency that NSC is an unbiased Umpire, and our mandate is to objectively attend to Stakeholders' complaints.

Responding, Mr. Ascanio Russo in company of his Deputy Managing Director, Mr. Nitin Senan, welcomed the Complaints Team, and congratulated the new Head. He said Complaints Unit is critical in NSC and promised to extend the same support and cooperation accorded the previous Heads of Complaints.

Russo, added that Grimaldi has been doing business in a fair and transparent manner in the sector without cutting corners. He said, "our door is always open for collaboration."

He however, highlighted some of the challenges being faced by the Shipping Agency to include; tariff review on imported vehicles, drop in car importation as a result of high tariff on imported vehicles which is adversely affecting their operations and has made it difficult to maintain the present situation due to inflation, overhead and operational cost, incessant blockages of cargoes by some Government agencies even when Customs cleared the shipment and processes of Export Processing Terminals (EPTs) that has become too cumbersome.

Responding, the Head, Complaints, requested Grimaldi to formally forward their challenges to the Executive Secretary/CEO for necessary action.

In a related development, the Complaints Team also visited Port & Cargo Handling Services and were received by the Managing Director, John R. Jenkins in company of his Management Team.

Port & Cargo Handling Services appreciated the Council for the Complaints handling mechanism put in place to address commercial dispute in the sector and requested the Regulator to intervene on the issue of Concession Agreement which is adversely affecting their transactions.

However, Bashir thanked the Management of Port & Cargo Handling Services and urged them to promptly attend to all complaints.

With reference to their complaint on the concession, he requested them to submit the complaints to the Executive Secretary/CEO for his intervention.

AWARDS WELL DESERVED!

ONE YEAR IN OFFICE WITH SIGNIFICANT ACHIEVEMENTS

Hearty Cheers, Sir



We extend our heartfelt congratulations to the

Akutah Pius Ukeyima, Esq. MON.

Executive Secretary/CEO, Nigerian Shippers' Council,

This milestone provides an opportunity to celebrate a distinguished Chief Executive whose style of leadership and commitment to the advancement of the Nigerian Shippers' Council and the Country at large remains commendable.

Your relentless efforts to transform the Council towards achieving the desired results, monumental recoveries and emphasis on the application of Alternative Disputes Resolution (ADR) initiative in resolving Stakeholders' grievances are laudable.

Indeed, you are a true result-oriented Chief Executive Officer.

We join millions of well-wishers in appreciating the Almighty God for His unbounded blessings upon your life. Few among the awards recently conferred on you that are worthy of celebration are:

- "Recognition" by Benue Professionals in Lagos.
- "Distinguished Leadership Award" by the Nigerian Society of Engineers, (NSE).
- "Exemplary in Business Awards" by Nigerian Television Authority, (NTA) International.
- "Fellow" Chartered Institute of Logistics & Transport (CILT), Nigeria (an institute with branches in over 100 countries).
- "Lifetime Patriot Award" by the Nigerian Patriotism Awards.
- "Best MDA in the Ease of Doing Business" & "Distinguished Govtech Trailblazers Award" by Bureau of Public Service Reforms.
- "Professional Fellow" by Emergency Crisis & Disaster Risk Management Institute (ECRMI).

Congratulations, Sir

COMPLAINTS HANDLING: STAKEHOLDERS APPRECIATE THE COUNCIL



LETTER OF APPRECIATION

"We write to appreciate the Nigerian Shippers' Council (Complaints Unit) on their intervention concerning our case with **Grimaldi Agency Nigeria Ltd**. Your positive and swift response made us recover over Forty Million Naira deposit and excessive days.

We want to use this medium to inform our fellow Stakeholders who do not have any idea about the NSC Complaints Unit to seize this opportunity in bringing cases to them because they are doing a great job.

We sincerely wish to commend the Complaints Unit for this wonderful job.

We appreciate your team."

Yours faithfully,

Oludare Adeyi

For: MANTRAC NIGERIA LTD

APPRECIATION IN RESPECT OF RETRIEVAL OF CONTAINER DEPOSIT AND DETENTION DEMURRAGES OF TWO HUNDRED AND TWENTY-FIVE THOUSAND NAIRA FROM MAERSK LINE NIG LTD ON CONTAINER NO: MRKU436609 WITH BL NO: 228336993

"Honestly, we thank you for extracting our trapped fund from MAERSK LINE NIG LTD withheld since last year.

May God protect and provide all assistance your team might need to attend to Nigerians at their various point of needs.

Thanks for your co-operation".

Yours Faithfully,

Mr. Victor Okereke Okoroafor
FOR: GAVELYN INVESTMENT LIMITED

APPRECIATION FOR RESOLVING A COMPLAINT LODGED AGAINST US AND OUR OUTSTANDING FUND WAS REFUNDED BACK

"We wish to express our appreciation to the Nigerian Shippers' Council for the professional mechanism in resolving a complaint lodged against us by one of our clients, Flour Mill of Nigeria (FMN).

The professionalism, dedication, and fairness exhibited by the Complaint Team of the Nigerian shippers' Council was appreciative. Honestly, the resolutions reached were truly commendable, the complaint handler was unbiased and took appropriate measures.

We thank the Nigerian Shippers' Council for this development.

I sincerely appreciate the clear professionalism, fairness and courage exhibited by the Head of the Unit and his team to resolve the issue efficiently.

Their efforts have reinforced my confidence in the Nigerian Shippers' Council as a reliable Port Economic Regulator".

Yours faithfully,

Dhanesh Nair
General Manager (Commercials)
For: PIL NIGERIA LIMITED

APPRECIATION IN RESPECT OF RESOLVING COMPLAINTS ABOUT THE DELAY IN ISSUING TERMINAL DELIVERY ORDER (TICT); CONTAINER: MRSU 3277525 OF DIRECT AUCTION ALLOCATION TO AFRI-UNITED SERVICES LTD

"The above subject matter refers.

This is to thank you immensely for the wonderful attention given to the above subject matter with your good office.

Indeed, your timely interventions have really saved us from further untold pains, burdens, and the financial commitments associated with these unnecessary delays.

We felt very much delighted about it, especially the hunger and desire usually exhibited by your good office in addressing these ills affecting the ease of doing business reforms policies of the government.

Thank you once again and may our good Lord continue to strengthen you and your wonderful team for this amazing national service, and do accept our best regards".

Yours faithfully,

Dr. Sam Onyemelukwe, Ph.D, MBA, FIPEM
For: AFRI-UNITED SERVICES LTD

LETTER OF APPRECIATION FOR RESOLVING DISPUTE WITH FMA NIGERIA LIMITED

"We are writing to express our heartfelt appreciation for the intervention and support provided by the Shippers' Council in resolving our dispute with FMA -Line Nigeria limited.

Your prompt attention and guidance were instrumental in reaching a favorable outcome.

Your efforts have not only saved us from an excessive invoice but also demonstrated the importance of your role in protecting the interests of clearing Agents/Shippers.

Your dedication to fairness and justice is truly commendable.

Please, extend our gratitude to your team for their professionalism and assistance throughout this process. We are grateful for the Shippers' Council's commitment to promoting a fair and efficient shipping industry.

Thank you once again for your invaluable support.

We look forward to continuing our collaboration and ensuring a smooth shipping experience".

Yours faithfully,

PIUS R. JAHKIM

08156669917

Manager

FOR: CENTTI GLOBAL EMPIRE LIMITED

LETTER OF APPRECIATION FOR RESOLVING DISPUTE WITH MAERSK NIGERIA AND APMT

"We wish to appreciate the Nigerian Shippers' Council (Complaints Unit) on their intervention concerning our case with Maersk Nigeria and APMT. Their swift response and doggedness made everything easy for us. Also, because of the Complaints Unit intervention, **Maersk Nigeria Limited** waived **₦22,437,870.00** while **APMT** also waived **₦16,317,391.00**

We want to use this medium to tell our colleagues who do not have any idea about NSC Complaints Unit, to seize this opportunity in bringing cases to them because they are doing a great job.

We especially wish to commend the Complaints Unit for this wonderful job, we appreciate your team.Thank you for your support."Yours faithfully,

Bob Olubodun

Head of Operations

FOR: TRANSCARGO INTERNATIONAL SERVICES LTD

RE: APPRECIATION LETTER - ABSURD SHIPPING CHARGES BY SHARAF SHIPPING AGENCY LIMITED - GCXU5229081/40HC

"We refer to your letter dated 15th of July 2024 with REF:NSC/ES/C/2024/VOL.1/1515/024, conveying the conclusions agreed upon at the meeting held at NSC's office on resolution of the arbitrary cargo handling charges and local transport charges by Sharaf Shipping Agency Limited on our consignment.

This is to confirm that we have now completed the clearing process and taken possession of our consignment as agreed.

We hereby express our profound appreciation for your timely, helpful intervention and follow through efforts to ensure the issue is resolved conclusively.

Yours faithfully,

For: RELIANCE CHEMICAL PRODUCTS LIMITED

LETTER OF APPRECIATION

"Refer to our complaint on delayed clearance and release of shipped laboratory equipment.

On behalf of the **Management of Centre for Food Technology and Research (CEFTER), Benue State University, Makurdi**, I write to extend our heartfelt appreciation for your invaluable assistance in facilitating the clearance and swift release of two containers containing equipment that were meant for CEFTER Laboratory and Food Technology Innovation Complex, which were recently shipped separately from China.

Your support and prompt intervention were crucial in ensuring that the equipment was cleared without undue delays at the Onne Terminal, Port Harcourt and delivery at Onitsha.

The successful and expedited clearance of the equipment reflects your dedication to facilitating smooth and efficient shipping processes. It also underscores the commitment of the Nigerian Shippers' Council to supporting organizations in their mission to achieve their goals.

We are deeply grateful for your role in this process and the professionalism demonstrated by your team. The laboratory equipment will play a crucial role in our ongoing research projects and educational activities.

We look forward to continued collaboration with the Nigerian Shippers' Council and appreciate your ongoing commitment to excellence.

Please accept the assurances of the Vice-Chancellor's regards."

PROF. BARNABAS ACHAKPA IKYO

FOR: BENUE STATE UNIVERSITY, MAKURDI

LETTER OF APPRECIATION

"We write to officially appreciate your office on the intervention and positive impact created on the clearance of our prolonged container of our member within a space of time through other security agencies from Onne Port.

Sir, we want to say a very big thank you through the office of our NAGAFF Higher Command, Lagos and we pray that your office will give an adequate & rapid attention to our plight in terms of cargo clearance hitches and create economic space in the port when needed.

This appreciation and appeal are for your information and further necessary compliance, please.

Thanks for your maximum cooperation."

Yours sincerely,

Ike, Okechukwu Anselem

FOR: NATIONAL ASSOCIATION OF GOVT, APPROVED FREIGHT FORWARDERS

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

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

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

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

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

FOR: NIGERBEV LIMITED

LETTER OF APPRECIATION

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

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

Thank you."

FLORENCE OMOLOLA JONES- IDOWU

FOR: F.O.J. MULTIDYNAMIC INTERCHANGE LTD

LETTER OF APPRECIATION FOR RESOLVING OUR COMPLAINTS

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

Your prompt attention to this matter is greatly appreciated.

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

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

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

RE: LETTER OF DEMAND FOR REFUNDABLE DEPOSIT

BILL NO: MEDUQ8140764, VESSEL: MSC MAGARITA VOY.311A

"The above subject matter refers.

We refer to our previous correspondence on behalf of our client "**Acres and Barns Nigeria Ltd**" copied to your office in respect of the demand placed on me by Mediterranean Shipping Company Nigeria Ltd (MSC).

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

We appreciate your interest as a regulatory body and express our deepest gratitude in ensuring that you duly followed up on our demand letter. We also have the firm instruction of our clients to communicate their appreciation to your esteemed office. We are grateful."

Kind Regards,
SIMEON OLUMIDE ADENIJI Esq.
FOR: OLUJINMI & AKEREDOLU

LETTER OF APPRECIATION

"We, **VICMORE WORLD INTEGRATED INVESTMENT LTD,** write to express our profound gratitude to the Nigerian Shippers' Council for your invaluable intervention in our complaint against **CLARION TERMINAL** regarding the negligent handling of our container which resulted in severe damage to our cargoes. This damage caused us significant financial loss.

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

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

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

Yours sincerely,

MR. VICTOR UNIGWE
(Managing Director)
FOR: VICMORE WORLD INTEGRATED INVEST. LTD

RE: LETTER OF APPRECIATION

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

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

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

Accept our esteemed assurance and regards."

Yours faithfully,

FOR: NELSON OTAJI & ASSOCIATES

PP: AHANTE OKEOGHENE EGWONO ESQ.

RE: UNFAIR TERMINAL STORAGE CHARGES ON EXPORT SHIPMENT

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

Our client, SPRINGFIELD AGRO LIMITED confirmed the receipt of a total of ₦2,500,000 from Lagos and Niger Shipping Agency Limited which is against storages on three different shipments (GOSULOS24002299, GOSULOS24002338 and GOSULOS24002363) all thanks to your intervention in this matter.

Your Council's dedication to resolving disputes and promoting fair trade practices is truly commendable.

We are impressed by your professionalism and expertise in handling our case.

Please accept our sincerest appreciation for your help and support. We look forward to continual cooperation with the Shippers' Council and benefitting from your services.

Thank you once again for your assistance."

Sincerely,

Raheem Moruf

Managing Director

RE: ERROR TRANSMISSION OF MANIFEST- APPRECIATION LETTER

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

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

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

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

Yours faithfully,

Mr. Cyprian Orakpo (Managing Director)

FOR: TRANSGREEN NIGERIA LTD.

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

"Dangote Sugar Refinery (DSR) wish to put on record, our appreciation of your kind intervention, leading to resolution of Maersk Line embargo on some of our recent shipments.

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

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

Regards,

Mr. Mobolaji Johnson Adeogun

FOR: DANGOTE SUGAR REFINERY PLC

LETTER OF APPRECIATION

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

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

We are saying thank you very much, God bless you."

Yours faithfully,

Mr. Okezie M. Fortune

FOR: PORTPASS MARITIME SERVICES LTD



Complaints Unit Staff of the Nigerian Shippers' Council have pledged to adhere strictly to the 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; 08023021173, 07040955718, 08053030010 or email complaints@shipperscouncil.gov.ng



"On behalf of Wigs World Legal practitioners representing the petitioner Queway against CMA-CGM and F. O. J., the agency has acted swiftly to resolve the disputes and reconciled the grievances and settled the parties. It is/was a good job carried out by the Agency." **-Wigs World Legal Practitioners, Lagos**