



National Agency for Food and Drug Administration and Control

Director-General's office, Abuja

Reforms Unit

reforms@nafdac.gov.ng

COMPLAINTS NO.(YR/SERIAL NO./SOURCE)	DATE RECEIVED/ BY(NAME)	SOURCE	MODE OF COMPLAINTS	CATEGORY	ROOT CAUSE INVESTIGATION	CORRECTIVE ACTION	STATUS(OPEN OR CLOSE)	DATE OF CLOSURE	REMARKS
2021/001/DGO/RFM	03/01/2021 Reforms Unit	Consumer	Email	Water	Substandard pure water	Complainant was asked to provide details of the said pure water for immediate necessary action.	Closed	29/01/2021	Since information wasn't provided by complainant, complaint was marked closed.
2021/002/DGO/RFM	05/01/2021 Reforms Unit	Manufacturer	Email	Others (services)	Double debit on Remita	Complainant was asked to contact the account department (email was provided to complainant)	Closed	08/01/2021	No further correspondence from complainant
2021/003/DGO/RFM	07/01/2021	whistleblower	Email	Medical device	A marketer selling a particular sanitary pad with	Acknowledged Complaint was	Closed	30/06/2021	Since there was no feedback from DER

	Reforms Unit				claims it can cure several diseases when soaked and consumed	forwarded to DER focal officer with all attachment sent by complainant			complaint was marked closed.
2021/004/DGO/RFM	08/01/2021 Reforms Unit	Consumer	Email	Cosmetics	Supposed expired Vaseline	Complainant was asked to provide detailed information on the said product for immediate necessary action	Closed	29/01/2020	Since information wasn't provided by complainant, complaint was marked closed.
2021/005/DGO/RFM	12/01/2021 Reforms Unit	Consumer	Email	Food	A supposed fake Andre wine sold in Nsukka market	Complaint was forwarded to Enugu focal officer with information sent by complainant	Closed	26/2/2021	Since there was no feedback from Enugu complaint was marked closed.
2021/006/DGO/RFM	12/01/2021 Reforms Unit	Consumer	Email	Food	Supposed substandard yoghurt purchased in Kano	Complainant was forwarded to Kano focal officer with information sent by complainant. Issue was traced to the manual filling machine used; The company now uses fully automated filling	Closed	09/01/2021	Complainant replied to thank us.

						machine.			
2021/007/DGO/ RFM	14/01/2021 Reforms Unit	whistleblower	Email	Drugs	Supposed sales of Tramadol and other controlled drugs in Imo state	Complaint was forwarded to Imo focal officer & I&E with information sent by complainant	Closed	29/02/2021	Since there was no feedback from Enugu complaint was marked closed.
2021/008/DGO/ RFM	16/01/2021 Reforms Unit	Manufacturer	Email	Others (Services)	Supposed delayed registration	Complainant was asked to provide detailed information on the said product to enable us track the status of the said product	Closed	29/01/2021	Since there was no feedback from complainant complaint was marked closed
2021/009/DGO/ RFM	17/01/2021 Reforms Unit	Consumer	Email	Others (Animal feeds)	Supposed substandard animal feed (k- feeds)	Complaint was forwarded to Delta state with all attachment sent by complainant. Investigation was carried out and administrative charge of 5M was issued for production of	Closed	12/04/2021	Feedback was sent to complainant

						unregistered poultry feeds.			
2021/010/DGO/ RFM	18/01/2021 Reforms Unit	Consumer	Email	Food	Supposed baked beans	Complaint was forwarded to FSAN focal officer with information sent by complainant	Closed	29/02/2021	Since there was no feedback from Enugu complaint was marked closed.
2021/011/DGO/ RFM	22/01/2021 Reforms Unit	Consumer	Email	Food	Supposed fake Bama	Complainant was asked to provide detailed information on the said product for immediate necessary action	Closed	29/02/2021	Since information wasn't provided by complainant, complaint was marked closed.
2021/012/DGO/ RFM	01/02//2021 Reforms Unit	Manufacturer	Email	Others (Services)	The use of NAPAMS platform	Complainant was asked to use the chat engine to resolve issue	Closed	08/02/2021	No further correspondence from complainant
2021/013/DGO/ RFM	09/02/2021 Reforms Unit		Email	Others (services)	The use of NAPAMS platform	Complainant was asked to use the chat engine to resolve issue	Closed	09/02/2021	Complainant replied to thank us.
2021/014/DGO/	14/02/2021	Manufacturer	Email	Others	Delayed import		Closed	26/03/2021	No further correspondence

RFM	Reforms Unit			(Services)	Permit	Complaint forwarded focal officer River State. Complainant was redirected to PID			from complainant
2021/015/DGO/RFM	17/02/2021 Reforms Unit	Consumer	Email	Water	Substandard sachet water	Complaint forwarded to Nasarawa focal officer	Closed	26/03/2021	Since there was no feedback from Nasarawa state complaint was marked closed.
2021/016/DGO/RFM	23/02/2021 Reforms Unit	Consumer	Email	Drug	Supposed circulation of unregistered /substandard Valupak vitamin C in Lagos	Complaint forwarded to I&E. I&E replied requesting for further details from complainant which was provided and sent back to them	Closed	30/06/2021	No feedback from I&E
2021/017/DGO/RFM	24/02/2021 Reforms Unit	Consumer	Email	Food	The sale of expired food in Kwara State	Complainant was asked for detailed information to aid investigation	Closed	26/03/2021	Since information wasn't provided by complainant, complaint was

									marked closed.
2021/018/DGO/ RFM	27/02/2021 Reforms Unit	Whistle blower	Email	Food	Supposed illegal bakery in Rivers State	Complaint forwarded to Rivers State	Closed	26/03/2021	Since there was no feedback by Rivers state, complaint was marked closed
2021/019/DGO/ RFM	07/03/2021 Reforms Unit	Consumer	Email	Food	Substandard origin	Complainant was asked to provide detailed information to aid investigation	Closed	29/04/2021	Since information wasn't provided by complainant, complaint was marked closed.
2021/020/DGO/ RFM	08/03/2021 Reforms Unit	Consumer	Email	Water	Substandard sachet water in Port Harcourt	Complaint was forwarded to Rivers State	Closed	29/04/2021	Since there was no feedback by Rivers state, complaint was marked closed
2021/021/DGO/ RFM	17/03/2021 Reforms Unit	Manufacturer	Email	Others (Services)	Delayed registration	Complaint forwarded to Ogun State. Feedback was forwarded to complainant on the status of the registration which is lab analysis report from Lagos.	Closed	07/04/2021	Complainant replied to thank us.

2021/022/DGO/ RFM	18/03/2021 Reforms Unit	Whistle blower	Email	Food	NAFDAC Staff directing a shop keeper items that should be displayed/ what not be displayed when inspection is about to take place	Complainant was asked for further detail as contact was not available	Closed	29/04/2021	Since information wasn't provided by complainant, complaint was marked closed.
2021/023/DGO/ RFM	19/03/2021 Reforms Unit	Consumer	Email	Water	OSHIE table water in Cross River State	Complaint forwarded to Cross River state	Closed	29/04/2021	Since there was no feedback by Cross River state, complaint was marked closed
2021/024/DGO/ RFM	22/03/2021 Reforms Unit	Consumer	Email	Food	Supposed substandard Mr cream Vanilla sweetened yoghurt	Complaint forwarded to FSAN	Closed	31/05/2021	Since there was no feedback from FSAN complaint was marked closed
2021/025/DGO/ RFM	01/04/2021 Reforms Unit	Consumer	Email	Others (Petition)	Petition about BNSL ltd on supposed counterfeit drugs	Complaint forwarded to VMAP. Re-forwarded to I&E on the 17/5/21	Closed	30/06/2021	Since there was no feedback from I&E complaint was marked closed
2021/026/DGO/ RFM	06/04/2021 Reforms Unit	Tip-off	Email	Others	Unprofessional substandard pharmacy inDelta state	Investigation was carried out by Delta state and it was discovered that the claims by	Closed	28/04/2021	Feedback was communicated to complainant

						the pharmacy and pharmacy has valid license and certificate for operation; there was also no substandard or expired drugs/product at the store at the time of inspection.			
2021/027/DGO/RFM	06/04/2021 Reforms Unit	Consumer	Email	Food	Suspected substandard Rev Up Greek yoghurt in Ogun state	Complaint forwarded to Ondo state. Investigation was carried and it was recommended that an administrative charge be issues for violation. Feedback on action taken sent to complainant	Closed	14/05/2021	No further correspondence from complainant
2021/028/DGO/RFM	08/04/2021 Reforms Unit	Consumer	Email	Cosmetics	Suspected substandard Epiclair	Complainant was asked to provide detailed information on the said product for immediate	Closed	11/05/2021	Complaint was closed as complainant didn't provide details needed for investigation

						necessary action			
2021/029/DGO/ RFM	08/04/2021 Reforms Unit	Consumer	Email	Food	Suspected substandard semolina	Complaint forwarded to Ondo state	Closed	30/06/2021	No feedback from Ondo state
2021/030/DGO/ RFM	10/04/2021 Reforms Unit	Whistleblower	Email	Drugs	Tip-off on supposed storage of drugs in THIR Hotel ,Kano state	Complainant was asked for detailed information to aid investigation.	Closed	30/06/2021	No information from complainant
2021/031/DGO/ RFM	11/04/2021 Reforms Unit	whistleblower	Email	Food	Tip-off on supposed production of Bama Mayonnaise in Ogun state	Complainant was asked for detailed information to aid investigation	Closed	31/05/2021	No information from complainant
2021/032/DGO/ RFM	17/04/2021 Reforms Unit	Manufacturer	Email	Others (Services)	Suspected fake NAFDAC certificate	Complaint forwarded to R&R. R&R replied that certificate was fake and complainant was advised to visit the website/NAPAMS platform in order to be properly guided inregistration	Closed	27/04/2021	No further correspondence from complainant

						procedures and avoid any form of fraud.			
2021/033/DGO/RFM	18/04/2021 Reforms Unit	Consumer	Email	Food	Suspected fake cabin biscuit	Complainant was asked for detailed information to aid investigation.	Closed	31/05/2021	No information from complainant
2021/034/DGO/RFM	20/04/2021 Reforms Unit	Consumer	Email	Water	Suspected substandard pure water factory	Complaint forwarded to Adamawa state	Closed	30/05/2021	No feedback from Adamawa state
2021/035/DGO/RFM	22/04/2021 Reforms Unit	Consumer	Email	Cosmetics	Supposed substandard white care gold body milk	Complainant was asked for detailed information to aid investigation.	Closed	30/05/2021	No information from complainant
2021/036/DGO/RFM	26/04/2021 Reforms Unit	Consumer	Email	Cosmetics	Product without NAFDAC reg. no.	Complainant was forwarded to Oyo state.	Closed	30/05/2021	No feedback from Oyo state
2021/037/DGO/RFM	26/04/2021 Reforms Unit	Consumer	Email	Food	Suspected fake benny powder spice	Complainant was asked for detailed information to aid investigation	Closed	30/05/2021	No information from complainant
2021/038/DGO/	27/04/2021	Tip-off	Email	Food	Tip-off on alleged used of residence		Closed	30/05/2021	No information

RFM	Reforms Unit				for commercial bakery	Complainant was asked for detailed information to aid investigation			from complainant
2021/039/DGO/RFM	01/05/2021 Reforms Unit	Tip-off	Email	Drug	Alleged unprofessional and substandard pharmacy	Complainant was asked for detailed information to aid investigation	Closed	6/7/2021	No information from complainant
2021/040/DGO/RFM	04/05/2021 Reforms Unit	Manufacturer	Email	Service Delayed Registration	Delayed registration	Complainant was forwarded to R&R	Closed	30/07/2021	No feedback from R&R
2021/041/DGO/RFM	12/05/2021 Reforms Unit	Consumer	Email	Food	Golden morn cereal	Complainant was asked to furnish us with more details. Complainant replied that it has been resolve	Closed	30/6/2021	No further correspondence from complainant
2021/042/DGO/RFM	18/05/2021 Reforms Unit	Consumer	Email	Food	Substandard Indomie purchased from ShopRite Apo,Abuja	Complainant was forwarded to PV/PMS,Abuja	Closed	30/06/2021	No further correspondence from complainant
2021/043/DGO/RFM	20/05/2021 Reforms Unit	Tip-off	Email	Water	Substandard water in Warri, Delta state	Complainant was asked to furnish us with more details	Closed	30/6/2021	No information from complainant

2021/044/DGO/ RFM	02/06/2021 Reforms Unit	Manufacturer	Email	Service Delayed Registration	Delayed registration	Complainant was forwarded to Delta State. Notification was sent to complainant for pick up	Closed	11/06/2021	No further correspondence from complainant
2021/045/DGO/ RFM	03/06/2021 Reforms Unit	Consumer	Email	Food	Suspected Marvel powdered milk	Complainant was forwarded to PV/PMS, Lagos	Closed	30/07/2021	No feedback from PV/PMS
2021/046/DGO/ RFM	03/06/2021 Reforms Unit	Manufacturer	PEBEC App	Service Product registration	Non- notified of registration of 20 products under MSME's during palliative period	Complainant was forwarded to DD,Kano State Kano replied that company was notified that only 5 products can be registered but since the NAPAMS platform allowed for more. A recommendation has been sent to DG to approve for others.	Closed	30/06/2021	No feedback from complainant

2021/047/DGO/ RFM	07/06/2021 Reforms Unit	Consumer	Email	Food	Substandard pure water	Complainant was asked to furnish us with more details	Closed	30/07/2021	No information from complainant
2021/048/DGO/ RFM	08/06/2021 Reforms Unit	Manufacturer	Email	Services Payment issues	Double payment on the NAPAMS platform	Complainant was asked to send a mail to info@napams. Compliant replied to thank us that it has been resolved	Closed	12/06/2021	No further correspondence from complainant
2021/049/DGO/ RFM	15/06/2021 Reforms Unit	Consumer	Email	Food	Substandard coconut bread in Akure	Complainant was forwarded to Ondo State. Investigation was carried out but there was no trace of chemical in it but surveillance activities will be carried out	Closed	11/06/2021	No further correspondence from complainant
2021/050/DGO/ RFM	17/06/2021 Reforms Unit	Whistleblower	Email	Tip-off	Illegal production of talcum powder	Complainant was asked to furnish us with more details	Closed	30/07/2021	No information from complainant
2021/051/DGO/	18/06/2021	Consumer	Email	Food	Supposed rotten		Closed	30/07/2021	No feedback

RFM	Reforms Unit				chicken sold at Mr. Biggs	Complainant was forwarded to PV/PMS, Lagos			from PV/PMS
2021/052/DGO/RFM	25/06/2021 Reforms Unit	Whistleblower	Email	Water	Tip-off on substandard water factory	Complainant was forwarded to FSAN, Lagos	Closed	30/07/2021	No feedback from FSAN
2021/053/DGO/RFM	25/06/2021 Reforms Unit	Consumer	Email	Food	Supposed rotten fish sold at a restaurant in Lagos	Complainant was forwarded to PV/PMS, Lagos	Closed	30/07/2021	No feedback from PV/PMS
2021/054/DGO/RFM	25/06/2021 Reforms Unit	Consumer	Email	Service Wrong deduction	Staff complain on wrong deduction by corporative	Complainant was forwarded to F&A focal officer Abuja	Closed	30/07/2021	No feedback from F&A
2021/055/DGO/RFM	28/06/2021 Reforms Unit	Whistleblower	Email	Tip-off	A supermarket in Apapa selling expired products.	Complainant was asked to furnish us with more details	Closed	01/07/2021	complainant insisted not to give information
2021/056/DGO/RFM	30/06/2021 Reforms Unit	Manufacturer	Email	Service Delayed registration	Delayed registration	Complainant was asked to furnish us with more details. Complaint forwarded to Rivers state who replied that product have been	Closed	12/07/2021	No further correspondence from complainant

						approved. Feedback sent to complainant			
2021/057/DGO/RFM	01/07/2021 Reforms Unit	Manufacturer	Email	Service Delayed registration	Delayed registration	Complainant was asked to furnish us with more details	Closed	30/07/2021	No information from complainant
2021/058/DGO/RFM	02/07/2021 Reforms Unit	Consumer	Email	Water	Substandard water in Lagos(green Olive water)	Complainant was forwarded to FSAN. Administrative charge of 230,000 was issued	Closed	08/10/2021	Complainant replied to appreciate us
2021/059/DGO/RFM	02/07/2021 Reforms Unit	Distributor	Email	Service	Non-release of container by PID	Complainant was forwarded to PID	Closed	30/08/2021	No feedback from PID
2021/060/DGO/RFM	02/07/2021 Reforms Unit	Consumer	Email	Water	Supposed spider in water	Complainant was asked to furnish us with more details	Closed	30/08/2021	Lack information from complaint
2021/061/DGO/RFM	05/07/2021 Reforms Unit	Consumer	Email	Water	Substandard water	Complainant was asked to furnish us with more details	Closed	30/08/2021	Lack of information from complainant
2021/062/DGO/	05/07/2021	Consumer	Email	Drug	Supposed fake		Closed	30/08/2021	No feedback

RFM	Reforms Unit				buscomac tablet	Complainant was forwarded to PV/PMS Lagos			from PV/PMS
2021/063/DGO/RFM	07/07/2021 Reforms Unit	Consumer	Email	Water	Substandard pure water in circulation	Complainant was forwarded to Delta state	Closed	30/08/2021	No feedback from Delta state
2021/064/DGO/RFM	07/07/2021 Reforms Unit	Manufacture	Email	Service	Issue with NAPAMS platform	Complainant was asked to send a message to info@napams.gov.ng to resolve the issue or call the number which was provided	Closed	30/07/2021	No further correspondence from complainant
2021/065/DGO/RFM	08/07/2021 Reforms Unit	Manufacturer	Email	Service	Wrong payment	Complainant was asked to contact the account department to resolve the issue	Closed	30/07/2021	No further correspondence from complainant
2021/066/DGO/RFM	10/07/2021 Reforms Unit	Whistleblower	Email	Tip-off	Alleged substandard medicine dealer in Lagos	Complainant was asked to furnish us with more details	Closed	30/08/2021	No information from complainant
2021/067/DGO/RFM	18/07/2021 Reforms Unit	Manufacture	Email	Service	Issue with NAPAMS	Complainant was	Closed	30/07/2021	No further correspondence from

					platform	asked to send a message to info@napams.gov.ng to resolve the issue			complainant
2021/068/DGO/RFM	29/07/2021 Reforms Unit	Consumer	Email	Drug	Supposed drug online without NAFDAC registration number	Complainant was asked to furnish us with more details	Closed	30/07/2021	No information from complainant
2021/069/DGO/RFM	29/07/2021 Reforms unit	Consumer	Email	Drugs	Maggi inside drug	Complaint was forwarded to PV/PMS Lagos. Lagos focal officer replied that the consumer complaint line be given to the complainant. Same was sent to complainant.	Closed	12/08/2021	Complainant replied to thank us
2021/070/DGO/RFM	02/08/2021 Reforms Unit	Manufacturer	Email	Service Delayed registration	Delayed registration	Complainant was asked to furnish us with more details	Closed	30/09/2021	No information from complainant
2021/071/DGO/RFM	03/08/2021 Reforms Unit	Consumer	Email	Food (drink)	Supposed expired soda drink	Complainant was asked to furnish us with more details	Closed	30/09/2021	No information from complainant

2021/072/DGO/ RFM	05/08/2021 Reforms Unit	Consumer	Email	Food (bread)	Supposed expired bread	Complainant was asked to furnish us with more details	Closed	30/09/2021	No information from complainant
2021/073/DGO/ RFM	08/08/2021 Reforms Unit	Consumer	Email	Cosmetics (perfume)	Supposed expired perfume	Complainant was asked to furnish us with more details	Closed	30/09/2021	No information from complainant
2021/074/DGO/ RFM	11/08/2021 Reforms Unit	Consumer	Email	Drugs	Supposed ADR (CIOMS forms)	Complaint was forwarded to PV/PMS	Closed	12/08/2021	No further correspondence from complainant
2021/075/DGO/ RFM	15/08/2021 Reforms Unit	Consumer	Email	Food (drink)	Supposed substandard drink	Complainant was asked to furnish us with more details	Closed	30/09/2021	No information from complainant
2021/076/DGO/ RFM	16/08/2021 Reforms Unit	Manufacturer	Email	Service Delayed registration	Delayed registration	Complainant was asked to furnish us with more details	Closed	30/09/2021	No information from complainant
2021/077/DGO/ RFM	16/08/2021 Reforms Unit	Consumer	Email	Drugs	Complainant on supposed ADR	Link was sent to Complainant to file in complaint via the (ADR REPORTING FORM)	Closed	17/08/2021`	No further correspondence from complainant
2021/078/DGO/ RFM	17/08/2021 Reforms Unit	Whistle blower	Email	Tipoff	Tipoff on supposed substandard bakery	Complainant was asked to furnish us with more details which was sent to FSAN. Investigation was	Closed	21/10/2021	No further correspondence from complainant

						carried out and company was issued appropriate sanctions			
2021/079/DGO/RFM	18/08/2021 Reforms Unit	Consumer	Email	Drugs	Supposed substandard drugs	Complainant was asked to furnish us with more details	Closed	30/09/2021	No information from complainant
2021/080/DGO/RFM	19/08/2021 Reforms Unit	Manufacturer	Email	Service registration	Delayed registration	Complainant was asked to furnish us with more details	Closed	30/09/2021	No information from complainant
2021/081/DGO/RFM	20/08/2021 Reforms Unit	Whistle blower	Email	Tipoff	Tipoff on supposed forged NAFDAC registration document	Complainant was asked to furnish us with more details	Closed	30/09/2021	No information from complainant
2021/082/DGO/RFM	22/08/2021 Reforms Unit	Importer	Email	Drugs Service	Non response on registration application	Complaint was forwarded to DER as complainant complaint that their mail keep saying full,	Closed	30/09/2021	No feedback from DER
2021/083/DGO/RFM	22/08/2021 Reforms Unit	Consumer	Email	Food	Supposed substandard chin chin	Complainant was asked to furnish us with more details	Closed	30/09/2021	No information from complainant
2021/084/DGO/RFM	26/08/2021 Reforms Unit	Manufacturer	Email	Services Registration	Delayed registration	Complaint was forwarded to R&R who replied that	Closed	30/08/2021	No further correspondence from complainant

						complainant should resubmit as the previous application could not be processed			
2021/085/DGO/RFM	26/08/2021 Reforms Unit	Manufacturer	Email	Services NAPAMS	NAPAMS platform	Complaint was provided with email and phone number to contact to resolve issue	Closed	27/08/2021	No further correspondence from complainant
2021/086/DGO/RFM	29/08/2021 Reforms Unit	Consumer	Email	Food	Supposed substandard food	Complainant was asked to furnish us with more details	Closed	30/09/2021	No information from complainant
2021/087/DGO/RFM	30/08/2021 Reforms Unit	Whistle blower	Email	Wine	Tipoff on supposed substandard wine	Complainant was asked to furnish us with more details	Closed	30/09/2021	No information from complainant
2021/088/DGO/RFM	10/09/2021 Reforms Unit	Consumer	Email	Food	Supposed substandard food	Complainant was asked to furnish us with more details	Closed	29/10/2021	No information from complainant
2021/089/DGO/RFM	11/09/2021 Reforms Unit	Consumer	Email	Food	Supposed Gala sausage roll	Complainant was asked to furnish us with more details	Closed	29/10/2021	No information from complainant
2021/090/DGO/RFM	12/09/2021 Reforms Unit	Whistle blower	Email	Not stated	Tipp-off on supposed substandard product	Complainant was asked to furnish us with more details	Closed	29/10/2021	No from information from complainant

2021/091/DGO/ RFM	20/09/2021 Reforms Unit	Consumer	Email	Food (rice)	Supposed rice smelling of kerosene	Complainant was forwarded to Ogun state	Open		No feedback from Ogun State
2021/092/DGO/ RFM	20/09/2021 Reforms Unit	Consumer	Email	Drink	Supposed substandard product coke	Complainant was asked for more details	Closed	29/10/2021	No information from complainant
2021/093/DGO/ RFM	21/09/2021 Reforms Unit	Consumer	Email	Food (drink)	Supposed substandard bread	Complainant was asked for more information	Closed	29/10/2021	No information information from complainant
2021/094/DGO/ RFM	21/09/2021 Reforms Unit	Consumer	Email	Bread	Supposed substandard bread	Complainant was asked for more details	Closed	29/10/2021	No information information from complainant
2021/095/DGO/ RFM	22/09/2021 Reforms Unit	Consumer	Email	Drug	Difficulty in verifying a product on the website	Complaint was forwarded to R&R who confirmed that the product is undergoing registration and has not yet been registered Same forwarded to complainant	Closed	13/10/2021	No correspondence from complainant
2021/096/DGO/ RFM	28/09/2021 Reforms Unit	Distributor	Email	Medical	Investigation into the quality of	Discussed with HRU who advised	Closed	30/10/2021	No feedback

RFM	Reforms Unit			device Covid test kits	COVID 19 test kits	complaint be forwarded to PV/PMS			from PV/PMS
2021/097/DGO/RFM	28/09/2021 Reforms Unit	Consumer	Email	Soap	Supposed expired soap	Complainant was asked to detailed information	Closed	30/10/2021	No information information from complainant
2021/098/DGO/RFM	29/09/2021 Reforms Unit	Manufacturer	Email	Services (Delayed registration)	Delayed registration	Complainant was asked for detailed information which was forwarded to R&R. Complainant replied that product has been approved	Closed	08/10/2021	No Further correspondence from complainant
2021/099/DGO/RFM	04/10/2021 Reforms Unit	Consumer	Email	Extortion/corruption	Supposed extortion by NAFDAC staff at the airport (Lagos)	Complainant was asked for details of the said officers	Closed	30/11/2021	No feedback from complainant
2021/100/DGO/RFM	09/10/2021 Reforms Unit	Whistle blower	Email	Vegetable oil	Tip-off on supposed substandard vegetable oil in circulation in Kaduna (zaria)	Complaint was forwarded to Kaduna state	Closed	30/11/2021	No feedback from Kaduna State
2021/101/DGO/RFM	17/10/2021 Reforms Unit	Concerned citizen	Email	Impostor	Supposed impostor claiming to be NAFDAC on	Forwarded to	Closed	18/10/2021	No further correspondence from

					recruitment	Admin focal officer. D, Admin replied that the Agency is not recruiting at the moment and investigation will be carried out on the fraudster			complainant
2021/102/DGO/RFM	19/10/2021 Reforms Unit	Consumer	Email	Pure water	Tip-off on supposed substandard pure water in circulation in Kaduna (zaria)	Complainant was asked for detailed information which was forwarded to Kaduna state	Closed	31/12/2021	No feedback from Kaduna state
2021/103/DGO/RFM	20/10/2021 Reforms Unit	Manufacturer	Email	Advert right	Use of CWay table water slogan by Preswin table water	Confirmed from FCT who advised complainant to provide NAFDAC approved advert license from Lagos	Closed	31/12/2021	No feedback from complainant
2021/104/DGO/RFM	22/10/2021 Reforms Unit	Consumer	Email	Drugs	Supposed substandard drugs and cream	Complainant was asked to detailed information	Closed	31/12/2021	No information from complainant
2021/105/DGO/RFM	22/10/2021 Reforms Unit	Consumer	Email	Food	Supposed substandard biscuit	Complainant was asked to detailed	Closed	31/12/2021	No information from complainant

						information			
2021/106/DGO/ RFM	25/10/2021 Reforms Unit	Consumer	Email	Food	Supposed substandard contraceptive	Complainant was asked to detailed information	Closed	31/12/2021	No information from complainant
2021/107/DGO/ RFM	02/11/2021 Reforms Unit	Consumer	Email	Food	Supposed substandard tomato paste	Complainant was asked to detailed information	Closed	31/12/2021	No information from complainant
2021/108/DGO/ RFM	03/11/2021 Reforms Unit	Consumer	Email	Water	Supposed substandard water	Complainant was asked to detailed information	Closed	31/12/2021	No information from complainant
2021/109/DGO/ RFM	03/11/2021 Reforms Unit	Manufacturer	Email	Service	Difficulty with the NAPAMS platform	NAPAMS email and phone number was provided to resolve the issue	Closed	04/11/2021	No further correspondence from complainant
2021/110/DGO/ RFM	03/11/2021 Reforms Unit	Consumer	Email	Drink	Supposed substandard soft drink	Complainant was asked to detailed information	Closed	5/11/2022	No information from complainant
2021/111/DGO/ RFM	03/11/2021 Reforms Unit	Consumer	Email	Water	Supposed substandard water	Complainant was asked to detailed information	Closed	5/11/2022	No information from complainant
2021/112/DGO/ RFM	08/11/2021 Reforms Unit	Consumer	Email	Food (Rice)	Supposed substandard rice	Complainant was asked to detailed information or bring a sample to our office in Abuja	Closed	5/11/2022	No information from complainant

2021/113/DGO/ RFM	12/11/2021 Reforms Unit	Manufacturer	Email	Services	Delayed registration	Complainant was asked to detailed information to enable us track registration status	Closed	5/11/2022	No information from complainant
2021/114/DGO/ RFM	14/11/2021 Reforms Unit	Manufacturer	Email	Services	Delayed registration	Complaint was forwarded to Delta State focal officer	Closed	31/12/2021	No feedback from Delta state
2021/115/DGO/ RFM	20/11/2021 Reforms Unit	Manufacture	Email	Services	Difficulty using the NAPAMS platform	Complainant provided with email and phone number for assistance	Closed	31/12/2021	No information from complainant
2021/116/DGO/ RFM	22/11/2021 Reforms Unit	Consumer	Email	Drugs	Suspected substandard Apotex capsule	Complaint was forwarded to PV/PMS /I&E			Awaiting feedback from PV/PMS AND I&E
2021/117/DGO/ RFM	22/11/2021 Reforms Unit	Consumer	Email	Drug	Supposed substandard drugs	Complainant was asked to send complaint as text to the Pharmacovigilance Rapid Alert System for Consumer Reporting	Closed	31/12/2021	No further correspondence from complainant
2021/118/DGO/ RFM	29/11/2021	Consumer	Email	Water	Supposed substandard GSU	Complaint was asked for detailed	Closed	26/01/2022	No further correspondence

RFM	Reforms Unit				water	information which was forwarded to Gombe state. Investigation was carried out on the 18/01/2022, reason being the school was on vacation, GMP was satisfactory and samples taken to the lab for analysis. Feedback on action taken sent to complainant			from complainant
2021/119/DGO/RFM	05/12/2021 Reforms Unit	Consumer	Email	Wine	Supposed substandard wine in circulation in Lagos	Complaint was forwarded to PV/PMS	Open		Awaiting feedback from PV/PMS-Lagos
2021/120/DGO/RFM	06/12/2021 Reforms Unit	Manufacturer	Email	Services	Appeal to continue with registration process	Complaint was forwarded to Taraba State .Investigation was carried out on the said company who at the time was producing without market authorization and compliance directives issued. Feedback	Closed	27/01/2022	No further correspondence from complainant

						forwarded to complainant			
2021/121/DGO/ RFM	10/12/2021 Reforms Unit	Consumer	Email	Water	Supposed substandard pure water production in Ikorodu-Lagos state	Complaint forwarded to PV/PMS –Lagos	Open		Awaiting feedback from PV/PMS
2021/122/DGO/ RFM	14/12/2021 Reforms Unit	Consumer	Email	Drugs	Supposed sale of substandard drugs	Complainant was asked to detailed information	Closed	31/12/2021	No information from complainant
2021/123/DGO/ RFM	16/12/2021 Reforms Unit	Consumer	Email	Drugs	Supposed substandard pharmacy in Lagos	Complainant was asked to detailed information	Closed	31/12/2021	No information from complainant
2021/124/DGO/ RFM	20/12/2021 Reforms Unit	Manufacturer	Email	Services	Delayed registration -Abuja	Complaint forwarded to FCT focal officer. Focal officer replied a phone conversation between R&R Lagos proves that complainant did not submit the right documents and samples failed Lab analysis, complainant was contacted directly on what to do to resolve the issue	Closed	17/01/2022	Same forwarded to complainant

2021/125/DGO/ RFM	21/12/2021 Reforms Unit	Manufacturer	Email	Extortion	Petition against NAFDAC staff for alleged extortion for product registration	Forwarded to HRO, who fwd to D,Admin. Complainant sent a mail withdrawing the complaint	Closed	06/01/2022	No further correspondence from complainant
2021/126/DGO/ RFM	22/12/2021 Reforms Unit	Manufacturer	Email	Service	Delayed registration	Complainant was asked for detailed information to track status.	Closed	31/12/2021	No information from complainant
2021/127/DGO/ RFM	25/12/2021 Reforms Unit	Consumer	Email	Food(yoghurt)	Supposed substandard yoghurt	Complainant was asked for more details	Closed	31/12/2021	No information from complainant
2021/128/DGO/ RFM	29/12/2021 Reforms Unit	Importer	Email	Services	Difficulty getting permit	Complainant was provided with PID email address to resolve the issue	Closed	29/12/2021	No further correspondence from complainant