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| ANNEXURE -08 | NAFDAC SOP REF. NO.:NAFDAC-QMS-010-00 | 2023 COMPLAINTS LOG |
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*National Agency for Food and Drug Administration and Control*

*Director-General's office, Abuja*

*Reforms Unit*

[reforms@nafdac.gov.ng](mailto:reforms@nafdac.gov.ng)

| COMPLAINTS NO.(YR/SERIAL NO./SOURCE) | NAME OFCOMPLAINANT | DATE RECEIVED/BY( NAME)    | SOURCE       | MODE OF COMPLAINT | CATEGORY       | ROOT CAUSE INVESTIGATION                          | CORRECTIVE ACTION  | STATUS (OPEN OR CLOSE) | DATE OF CLOSURE | REMARKS                                    |
|--------------------------------------|--------------------|----------------------------|--------------|-------------------|----------------|---|--|------------------------|-----------------|--|
| 2023/001/D GO/RFM                    | Peter Musa         | 01/01/2023<br>Reforms Unit | Consumer     | Email             | Product        | Expired drink (not specified )                    | PRASCOR link for consumer reporting was sent to complainant  | Closed                 | 17/01/2023      | No further correspondence from complainant |
| 2023/002/D GO/RFM                    | Kingsley Nwefo     | 02/01/2023<br>Reforms Unit | Consumer     | Email             | Product        | Purchase of substandard fish feed                 | PRASCOR link for consumer reporting was sent to complainant  | Closed                 | 17/01/2023      | No further correspondence from complainant |
| 2023/003/D GO/RFM                    | info@vitahemng.com | 05/01/2023<br>Reforms Unit | Manufacturer | Email             | Service        | Pending permit approval                           | Forwarded to VMAP-reminder was sent on the 09/01/23-company was contacted via phone by the focal officer and approval was confirmed by the Company- feedback sent to complainant | Closed                 | 10/02/2023      | No further correspondence from complainant |
| 2023/004/D GO/RFM                    | Blessing Ndulue    | 06/01/2023<br>Reforms Unit | Consumer     | Email             | Product - drug | Purchase of substandard drug -Emzolyn expectorant | PRASCOR link for consumer reporting was sent to complainant  | Closed                 | 18/01/2023      | No further correspondence from complainant |

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| 2023/005/D<br>GO/RFM | Patomalabo<br>San | 13/01/2023<br>Reforms<br>Unit | Consumer | Email | Product -<br>milk      | Purchase of<br>substandard<br>chi evaporated<br>milk   | PRASCOR link for<br>consumer reporting<br>was sent to<br>complainant  | Closed | 18/01/2023 | No further<br>correspondence<br>from<br>complainant |
| 2023/006/D<br>GO/RFM | EmidaJide         | 16/01/2023<br>Reforms<br>Unit | Consumer | Email | Product -<br>milk      | Substandard<br>BB Royal<br>sachet water<br>on sale in Ekiti<br>state   | Forwarded to Ekiti<br>State investigation was<br>carried out and<br>compliance directive<br>was issued for<br>destroyed machine<br>stand in the production<br>room. Feedback sent<br>to complainant | Closed | 06/02/2023 | No further<br>correspondence<br>from<br>complainant |
| 2023/007/D<br>GO/RFM | Adeoye<br>Adebisi | 18/01/2023<br>Reforms<br>Unit | Consumer | Email | Product –<br>water     | Production of<br>tomatoes<br>without<br>NAFDAC<br>registration<br>number by<br>Sabeni food<br>ventures,Lagos | Forwarded to<br>Investigation and<br>Enforcement  | Closed | 30/06/2023 | No feedback<br>from I&E                             |
| 2023/008/D<br>GO/RFM | Victory<br>Uchay  | 18/01/2023<br>Reforms<br>Unit | Consumer | Email | Product -<br>Cosmetics | Unregistered<br>cosmetics<br>product by<br>TNS Beauty  | Forwarded to<br>Investigation and<br>Enforcement.<br><br>No unregistered<br>product was found at<br>the time of<br>investigation;   | Closed | 11/04/2023 | No further<br>correspondence<br>from<br>complainant |

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|                      |                                 |                                   |          |       |                    |  | consultative meeting was held and routine inspection was recommended.<br><br>Feedback was sent to complainant   |        |            |   |
| 2023/009/D<br>GO/RFM | Afrainaide<br>Entertainm<br>ent | 18/01/2023<br><br>Reforms<br>Unit | Consumer | Email | Product -<br>wine  | Substandard<br>Rome and<br>wine                          | Forwarded to<br>Investigation and<br>Enforcement.<br><br>Samples of product<br>and letter of request to<br>re-assess the GMP was<br>sent to FSAN for<br>further regulatory<br>action        | Closed | 12/04/2023 | No further<br>correspondence<br>form<br>complainant |
| 2023/010/D<br>GO/RFM | Akpehe<br>Cephas                | 24/01/2023<br><br>Reforms<br>Unit | Consumer | Email | Product –<br>water | Substandard<br>AGWAJAM<br>sachet water in<br>Benue State | Forwarded to Benue<br>State focal officer.<br>Investigation was<br>carried out and<br>products found as<br>claimed by<br>complainant were<br>produced samples for<br>lab analysis. feedback | Closed | 10/02/2023 | No further<br>correspondence<br>from<br>complainant |

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|                      |                |                               |                  |       |                               |   | forwarded to complainant  |        |            |   |
| 2023/011/D<br>GO/RFM | ShuabiLam<br>i | 01/02/2023<br>Reforms<br>Unit | Consumer         | Email | Product –<br>Vegetable<br>oil | Substandard<br>vegetable oil<br>around<br>balogunfulani<br>area in ilorin<br>south local<br>government<br>area. | Forwarded to Kwara<br>State<br><br>Investigation was<br>carried out;<br>compliance directive<br>and administrative<br>charge issued to the<br>Company for<br>producing substandard<br>product.<br><br>Feedback sent to<br>complainant | Closed | 10/03/2023 | No further<br>correspondence<br>from<br>complainant |
| 2023/012/D<br>GO/RFM | Bill Cole      | 01/02/2023<br>Reforms<br>Unit | Manufactur<br>er | Email | Service –<br>website          | Unsecured<br>website  | HRU directed<br>complainant be<br>forwarded to DD, ICT.<br>Same was forwarded<br>to DD,ICT  | Closed | 19/03/2023 | No feedback<br>from DD,ICT                          |
| 2023/013/D<br>GO/RFM | Matoxki        | 03/02/2023<br>Reforms<br>Unit | Tip-off          | Email | Product-<br>Wine              | Sale and<br>storage of<br>foreign wine<br>without<br>NAFDAC<br>registration<br>number                           | Detailed information<br>requested from<br>complainant. Details<br>forwarded I&E to No<br>unregistered product<br>was found at the time<br>of investigation;<br>consultative meeting   | Closed | 11/4/2023  | No further<br>correspondence<br>from<br>complainant |

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|                      |                      |                               |          |       |                        | somewhere in Lagos                               | was held and routine inspection was recommended.<br><br>Feedback was sent to complainant                        |        |            |   |
| 2023/014/D<br>GO/RFM | Bryan<br>Chigozie    | 05/02/2023<br>Reforms<br>Unit | Tip-off  | Email | Product –<br>beverages | Production<br>with expired<br>food<br>/beverages | Detailed information<br>requested from<br>complainant   | Closed | 28/02/2023 | Inadequate<br>information<br>from<br>complainant    |
| 2023/015/D<br>GO/RFM | Ibrahim<br>Aliyu     | 07/02/2023<br>Reforms<br>Unit | Consumer | Email | Product –<br>drink     | Purchase of<br>expired drink                     | Detailed information<br>requested from<br>complainant   | Closed | 28/02/2023 | Inadequate<br>information<br>from<br>complainant    |
| 2023/016/D<br>GO/RFM | AdenikeIsh<br>ola    | 24/02/2023<br>Reforms<br>Unit | Consumer | Email | Product -<br>Drug      | Purchase of<br>expired drugs                     | Complainant was<br>asked to take sample<br>to the nearest<br>NAFDAC office for<br>immediate necessary<br>action | Closed | 23/03/2023 | No further<br>correspondence<br>from<br>complainant |
| 2023/017/D<br>GO/RFM | Akinwande<br>Abiodun | 27/02/2023<br>Reforms<br>Unit | Consumer | Email | Product-<br>cosmetic   | Purchase of<br>expired cream                     | Complainant was<br>asked to take sample<br>to the nearest<br>NAFDAC office for                                  | Closed | 23/03/2023 | No further<br>correspondence<br>from<br>complainant |

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|                      |                                      |                               |                  |       |                                  |   | immediate necessary action   |        |            |   |
| 2023/018/D<br>GO/RFM | SCD<br>supply<br>chain(cutix<br>plc) | 17/03/2023<br>Reforms<br>Unit | Manufactur<br>er | Email | Service –<br>Clearance<br>issues | Supposed<br>penalty<br>charge due to<br>lapses from<br>NAFDAC PID | Forwarded to PID –<br>Lagos. Investigation<br>roves the charges<br>issued to the Company<br>was as result of<br>compromised SOPs of<br>inspection before first<br>endorsement and<br>doctored invoice.<br>Same forwarded to<br>complainant | Closed | 12/4/2023  | No further<br>correspondence<br>from<br>complainant |
| 2023/019/D<br>GO/RFM | Olanrewaju<br>Timothy                | 18/03/2023<br>Reforms unit    | Consumer         | Email | Product –<br>pure<br>water       | Substandard<br>pure water<br>factory in<br>Lagos                  | Forwarded to PMS -<br>Lagos  | Closed | 30/06/2023 | No feedback<br>from PMS<br>Lagos                    |
| 2023/020/D<br>GO/RFM | Arege<br>Oluwafemi                   | 20/03/2023<br>Reforms<br>Unit | Consumer         | Email | Product-<br>pure<br>water        | Substandard<br>pure water<br>factory in<br>Lagos                  | Forwarded to PMS -<br>Lagos  | Closed | 30/06/2023 | No feedback<br>from PMS<br>Lagos                    |
| 2023/021/D<br>GO/RFM | Alexander<br>Anunwa                  | 06/04/2023<br>Reforms<br>Unit | Consumer         | Email | Product<br>food                  | Poor GMP<br>Perfect<br>Cuisines –<br>Asaba,Delta<br>State         | Forwarded to Delta<br>State.<br><br>Investigation was<br>carried out and the<br>company was  | Closed | 06/06/2023 | Complainant<br>replied to thank<br>us               |

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|                      |  |                               |                  |       |                    |  | sanctioned for Poor Hygiene Practice.<br>Feedback forwarded to complainant   |        |            |   |
| 2023/022/D<br>GO/RFM | ABS Multi-<br>Trade<br>Ventures<br>water | 06/04/2023<br>Reforms<br>Unit | Manufactur<br>er | Email | Product<br>Water   | Reuse of ABS<br>table water<br>packaging<br>material to<br>reproduce | Forwarded to Kano<br>State. During<br>investigation it was<br>discovered that the two<br>parties(ABS &Numsac<br>had an agreement<br>which was bridged and<br>the case was already in<br>court before NAFDAC<br>was contacted hence<br>investigation cannot<br>go on .Feedback was<br>sent to complainant | Closed | 31/05/2023 | No further<br>correspondence<br>from<br>complainant |
| 2023/023/D<br>GO/RFM | TemiloaSal<br>aku                        | 09/04/2023<br>Reforms<br>Unit | Consumer         | Email | Product<br>Biscuit | Purchase<br>Substandard<br>biscuit                                   | Complainant was<br>asked to take sample<br>of the said biscuit to<br>the nearest NAFDAC<br>office  | Closed | 11/4/2023  | No further<br>correspondence<br>from<br>complainant |
| 2023/024/D<br>GO/RFM | Dike<br>Nwachukw<br>u                    | 09/04/2023<br>Reforms<br>Unit | Consumer         | Email | Product<br>Soap    | Purchase of<br>substandard<br>soap                                   | Complainant was<br>asked to take sample<br>of the said biscuit to<br>the nearest NAFDAC<br>office  | Closed | 18/4/2023  | No further<br>correspondence<br>from<br>complainant |

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| 2023/025/D<br>GO/RFM | Abdulchels<br>ea           | 14/04/2023<br>Reforms<br>Unit | Manufactur<br>er | Email | Service          | Delayed<br>registration                          | Forwarded to<br>Nasarawa State.<br>Awaiting final<br>approval from Lagos,<br>forwarded to SFO –<br>F,R&R<br><br>-Status is currently at<br>the meeting stage.<br><br>Update sent to<br>complainant on the<br>6/6/23 | Closed | 30/06/2023 | No feedback<br>from<br>complainant                  |
| 2023/026/D<br>GO/RFM | Chinyere<br>Onyerionw<br>u | 20/04/2023<br>Reforms<br>Unit | Consumer         | Email | Product<br>Bread | Purchase of<br>substandard<br>bread              | Complainant was<br>asked to take sample<br>of the said biscuit to<br>the nearest NAFDAC<br>office   | Closed | 25/4/2023  | No further<br>correspondence<br>from<br>complainant |
| 2023/027/D<br>GO/RFM | Akan U                     | 21/04/2023<br>Reforms<br>Unit | Consumer         | Email | Product          | Purchase of<br>substandard<br>cruset hair<br>dye | Complainant was<br>asked to take sample<br>of the said biscuit to<br>the nearest NAFDAC<br>office   | Closed | 25/4/2023  | No further<br>correspondence<br>from<br>complainant |
| 2023/028/D<br>GO/RFM | ChristainaL<br>ilbanga     | 22/04/2023<br>Reforms<br>Unit | Consumer         | Email | Product          | Purchase of<br>substandard<br>drugs              | Complainant was<br>asked to take sample<br>of the said biscuit to<br>the nearest NAFDAC   | Closed | 25/04/2023 | No further<br>correspondence<br>from<br>complainant |

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| 2023/029/D<br>GO/RFM | Patience<br>Ojo      | 26/04/2023<br>Reforms<br>Unit | Consumer         | Email | Product          | Storages and<br>re-branding of<br>substandard<br>products in<br>Abuja | Forwarded to I&E<br>Abuja . The shop was<br>visited and samples<br>taken to the Lab for<br>analysis | Closed | 27/12/2023 | No feedback<br>from I&E                             |
| 2023/030/D<br>GO/RFM | Tochukwu<br>Enetanya | 02/05/2023<br>Reforms<br>Unit | Consumer         | Email | Product          | Substandard<br>bakery at<br>AbuleEgba,<br>Lagos State                 | Forwarded to I&E.<br>followed up via phone<br>calls but no update<br>was provided                   | Closed | 30/10/2023 | No feedback<br>from I&E                             |
| 2023/031/D<br>GO/RFM | DondoShan<br>de      | 02/05/2023<br>Reforms<br>Unit | Manufactur<br>er | Email | Service          | Delayed<br>registration   | Forwarded to Benue<br>State   | Closed | 30/10/2023 | No feedback<br>from Benue<br>State                  |
| 2023/032/D<br>GO/RFM | Sanusi<br>Jimoh      | 06/05/2023<br>Reforms<br>Unit | Consumer         | Email | Product          | Purchase of<br>substandard<br>drugs                                   | Complainant was<br>asked to take sample<br>to the nearest<br>NAFDAC office for<br>necessary action  | Closed | 8/5/2023   | No further<br>correspondence<br>from<br>Complainant |
| 2023/033/D<br>GO/RFM | Sani<br>Usman        | 10/05/2023<br>Reforms<br>Unit | Consumer         | Email | Product          | Purchase of<br>substandard<br>soft drink                              | Complainant was<br>asked to take sample<br>to the nearest<br>NAFDAC office for<br>necessary action  | Closed | 24/05/2023 | No further<br>correspondence<br>from<br>Complainant |
| 2023/034/D<br>GO/RFM | AkereDami<br>lare    | 12/05/2023<br>Reforms<br>Unit | Consumer         | Email | Product<br>Water | Purchase of<br>substandard<br>pure water                              | Complainant was<br>asked to take sample<br>to the nearest   | Closed | 14/05/2023 | No further<br>correspondence<br>from<br>Complainant |

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|                      |                             |                                   |          |       |                          |   | NAFDAC office for necessary action  |        |            |   |
| 2023/035/D<br>GO/RFM | Odia<br><br>Daniel          | 12/05/2023<br><br>Reforms<br>Unit | Consumer | Email | Product<br><br>Water     | Purchase of<br>substandard<br>pure water          | Complainant was<br>asked to take sample<br>to the nearest<br>NAFDAC office for<br>necessary action                                      | Closed | 14/05/2023 | No further<br>correspondence<br>from<br>Complainant |
| 2023/036/D<br>GO/RFM | AmechiDib<br><br>ie         | 31/05/2023<br><br>Reforms<br>Unit | Consumer | Email | Product<br><br>Drugs     | Sale of expired<br>drugs                          | More details was<br>requested from<br>complainant   | Closed | 21/06/2023 | No further<br>correspondence<br>from<br>Complainant |
| 2023/037/D<br>GO/RFM | NwanneBui<br><br>ke Paschal | 02/06/2023<br><br>Reforms<br>Unit | Consumer | Email | Product                  | Purchase of<br>substandard<br>dano milk           | Complaint was<br>forwarded to<br>DD,PMS.<br><br>Complainant replied<br>that another supply has<br>been made to replace<br>the bad one . | Closed | 08/06/2023 | No further<br>correspondence<br>from<br>Complainant |
| 2023/039/D<br>GO/RFM | Onyinyechi<br><br>Felix     | 02/06/2023<br><br>Reforms<br>Unit | Consumer | Email | Product<br><br>Drugs     | ADR-Adverse<br>Drug Reaction                      | Complainant was<br>asked to use the med<br>safety app to lodge<br>ADR complaint   | Closed | 05/06/2023 | No further<br>correspondence<br>from<br>Complainant |
| 2023/040/D<br>GO/RFM | Alexzandra<br><br>Ryndz     | 8/06/2023<br><br>Reforms<br>Unit  | consumer | Email | Product-<br><br>Goya oil | Substandard<br>Goya oil by<br>Chikason Ind<br>Ltd | Forwarded to SSZ  | Closed | 30/10/2023 | No feedback<br>from SSZ                             |

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| 2023/041/D<br>GO/RFM | Odumakin<br>joe        | 16/06/2023<br>Reforms<br>Unit | consumer | Email | Product                                    | Substandard<br>product-not<br>specific                     | Requested for more<br>details from complaint  | Closed | 30/06/2023 | inadequate<br>feedback from<br>complainant          |
| 2023/042/D<br>GO/RFM | Tope Raine             | 17/06/2023<br>Reforms<br>Unit | Consumer | Email | Product<br>Toothpaste<br>in<br>circulation | Substandard<br>maleansmilk<br>teeth children<br>toothpaste | Forwarded to I&E  | Closed | 30/10/2023 | No feedback<br>from I&E                             |
| 2023/043/D<br>GO/RFM | Kennyking<br>s Martins | 25/06/2023<br>Reforms<br>Unit | consumer | Email | Product<br>Bread                           | Substandard<br>Bread                                       | Forwarded to Ogun<br>state  | Closed | 30/10/2023 | No feedback<br>from Ogun                            |
| 2023/044/D<br>GO/RFM | Bright<br>Ugbobor      | 30/06/2023<br>Reforms<br>Unit | Consumer | Email | Product<br>water                           | Purchase of<br>substandard<br>table water                  | Complainant was<br>asked to take samples<br>to the nearest<br>NAFDAC office for<br>immediate necessary<br>action.   | Closed | 04/07/2023 | No further<br>correspondence<br>from<br>Complainant |
| 2023/045/D<br>GO/RFM | Anamandi<br>Adednego   | 07/07/2023<br>Reforms<br>Unit | Consumer | Email | Product<br>Bread/Ba<br>kery                | Substandard<br>bakery                                      | Forwarded to Delta<br>State.<br><br>Investigation was<br>carried out, facility<br>placed on hold and<br>Company invited to<br>NAFDAC officer for<br>further compliance. | Closed | 13/07/2023 | No further<br>correspondence<br>from<br>Complainant |

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CCO: Consumer complaints for others

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| ANNEXURE -08 | NAFDAC SOP REF. NO.:NAFDAC-QMS-010-00 | 2023 COMPLAINTS LOG |
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|                      |                          |                               |                  |       |                   |  | Feedback forwarded to complainant   |        |            |   |
| 2023/046/D<br>GO/RFM | Golden<br>Grace<br>Water | 11/07/2023<br>Reforms<br>Unit | Manufactur<br>er | Email | Personnel         | Alleged<br>defraud by<br>NAFDAC<br>staff for<br>license<br>renewal | Complainant was<br>contacted via RU<br>Complaint line on the<br>14/07/23 by the HRU<br>for further details but<br>complainant insisted<br>that the case be<br>dropped as her money<br>has been returned.<br>Complainant was<br>encouraged to always<br>adhere to the Agency<br>guidelines and<br>procedure. | Closed | 14/07/2023 | No further<br>correspondence<br>from<br>Complainant |
| 2023/047/D<br>GO/RFM | OkohDenni<br>s           | 12/07/2023<br>Reforms<br>Unit | Consumer         | Email | Product -<br>Drug | Averse Drug<br>Reaction -<br>ADR                                   | Complainant was<br>asked to use the med<br>safety app to lodge<br>ADR complaint   | Closed | 31/07/2023 | No further<br>correspondence<br>from<br>Complainant |
| 2023/048/D<br>GO/RFM | SoladayeTr<br>imisyu     | 19/07/2023<br>Reforms<br>Unit | Manufactur<br>er | Email | Service           | Delayed<br>registration  | More details<br>requested.<br><br>Forwarded to F R&R.<br><br>Replied that<br>complainant should<br>visit Lagos State<br>Office immediately for  | Closed | 24/07/2023 | No further<br>correspondence<br>from<br>Complainant |

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|                      |                     |                                   |                  |       |         |                         | further processing directive.<br><br>Feedback sent to complainant  |        |            |  |
| 2023/049/D<br>GO/RFM | Shea<br><br>Speldor | 19/07/2023<br><br>Reforms<br>Unit | Manufactur<br>er | Email | Service | Delayed<br>registration | More details for requested from complainant.<br><br>Complain forwarded to FCT Focal officer.<br><br>Complaint redirected to Lagos based on the update provided by FCT as at 24/07/23<br><br>DR&R replied that delay was due to systematic flaws of application which was treated wrongly via the NAPAMS platform.<br><br>Application has been reassigned for further processing and awaiting Lab result.<br><br>Feedback sent to complainant | Closed | 31/07/2023 | No further correspondence from Complainant |

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| ANNEXURE -08 | NAFDAC SOP REF. NO.:NAFDAC-QMS-010-00 | 2023 COMPLAINTS LOG |
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| 2023/050/D<br>GO/RFM | Frangelina<br>Letsoalo | 20/07/2023<br>Reforms<br>Unit | Importer | Email | Service         | Delayed<br>permit  | Requested for more<br>details<br><br>Forwarded to DR&R<br><br>Investigation shows<br>that the delay is as a<br>result of nonpayment<br>of processing fees, no<br>samples submitted and<br>no report of inspection<br>done.<br><br>Feedback sent to<br>complainant | Closed | 01/08/2023 | No further<br>correspondence<br>from<br>Complainant |
| 2023/051/D<br>GO/RFM | LASCOPA                | 31/07/2023<br>Reforms<br>Unit | Consumer | Email | Product<br>Drug | Substandard<br>drugs sold at<br>Healthrite<br>pharmacy&su<br>permarket<br>,Lagos | Forwarded to<br>I&E,Lagos.  | Closed | 26/10/2023 | No feedback<br>from I&E                             |
| 2023/052/D<br>GO/RFM | Ajiboye<br>Adigun      | 05/08/2023<br>Reforms<br>Unit | Consumer | Email | Product<br>Drug | Purchase of<br>substandard<br>drugs  | Complainant was<br>asked to take samples<br>to the nearest<br>NAFDAC PMS office<br>for immediate<br>necessary action.   | Closed | 08/08/2023 | No further<br>correspondence<br>from<br>Complainant |

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| 2023/053/D<br>GO/RFM | Afolabi<br>Moses              | 06/08/2023<br>Reforms<br>Unit | Consumer         | Email | Product<br>Drug  | Averse Drug<br>Reaction                  | Complainant was<br>asked to use the med<br>safety app to lodge<br>ADR complaint                                       | Closed | 08/08/2023 | No further<br>correspondence<br>from<br>Complainant |
| 2023/054/D<br>GO/RFM | Emmanuel<br>Frederick         | 07/08/2023<br>Reforms<br>Unit | Consumer         | Email | Product<br>Drink | Purchase of<br>substandard<br>soft drink | Complainant was<br>asked to take samples<br>to the nearest<br>NAFDAC PMS office<br>for immediate<br>necessary action. | Closed | 08/08/2023 | No further<br>correspondence<br>from<br>Complainant |
| 2023/055/D<br>GO/RFM | Muhamma<br>d Nur<br>Daiyibu   | 09/08/2023<br>Reforms<br>Unit | Consumer         | Email | Product<br>Milk  | Purchase of<br>substandard<br>peak milk  | Complainant was<br>asked to take samples<br>to the nearest<br>NAFDAC PMS office<br>for immediate<br>necessary action  | Closed | 11/08/2023 | No further<br>correspondence<br>from<br>Complainant |
| 2023/056/D<br>GO/RFM | NnoromOn<br>yinyechi<br>Mercy | 27/08/2023<br>Reforms<br>Unit | Manufactur<br>er | Email | Service          | Delayed<br>registration                  | Forwarded to FCT<br>focal officer,a follow<br>up call was done a<br>week after .                                      | Closed | 26/10/2023 | No feedback<br>from FCT                             |
| 2023/057/D<br>GO/RFM | Amit Patel                    | 28/08/2023                    | Consumer         | Email | Product -        | Tampering of<br>expiry date by           | Forwarded to<br>I&E,Lagos.  | Closed | 26/10/2023 | No feedback<br>from I&E                             |

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|                      |              | Reforms Unit               |              |       |                          | Majorsuper market Ikoyi                    |   |        |            |  |
|----------------------|--------------|----------------------------|--------------|-------|--------------------------|--|---|--------|------------|--|
| 2023/058/D<br>GO/RFM | OlasonHerbal | 28/08/2023<br>Reforms Unit | Manufacturer | Email | Service                  | Delayed renewal                            | Requested for more details which was forwarded to FCT. FCT replied details provided wasn't enough and more information was requested from complainant; which was forwarded to FCT on the 15/09/2023. Reminder was sent to FCT on the 16/10/2023 | Closed | 27/12/2023 | No feedback from FCT                       |
| 2023/059/D<br>GO/RFM | RuqayyaAdamu | 01/09/2023<br>Reforms Unit | Consumer     | Email | Product - herbal mixture | Substandard herbal mixture in circulation  | Complainant was asked to provide details or take samples to the nearest NAFDAC PMS office for immediate necessary action  | Closed | 03/09/2023 | No further correspondence from Complainant |
| 2023/060/D<br>GO/RFM | Najib Zakari | 04/09/2023<br>Reforms Unit | Manufacturer | Email | Service                  | Pending application on the NAPAMS platform | Complainant was provided with <a href="mailto:lodregistraton@nafdac.gov.ng">lodregistraton@nafdac.gov.ng</a> to resolve the issue.  | Closed | 06/09/2023 | Complainant replied to thank us.           |

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| 2023/061/D<br>GO/RFM | SlyviaOgug<br>uo       | 04/09/2023<br>Reforms<br>Unit | Consumer | Email | Product -<br>Cosmetic  | Purchase of<br>substandard<br>Dr. Teal lotion  | Complainant was<br>asked to take samples<br>to the nearest<br>NAFDAC PMS office<br>for immediate<br>necessary action | Closed | 06/09/2023 | No further<br>correspondence<br>from<br>Complainant |
| 2023/062/D<br>GO/RFM | Hehpzibah<br>Landscape | 07/09/2023<br>Reforms<br>Unit | Consumer | Email | Product -              | Complaint<br>about a<br>company<br>producing<br>chemicals in a<br>residential area<br>in Kubwa-<br>Abuja | Complainant was<br>requested to send<br>details which as<br>forwarded to FCT   | Closed | 26/10/2023 | No feedback<br>from FCT                             |
| 2023/063/D<br>GO/RFM | Ernest<br>Brainbox     | 08/09/2023<br>Reforms<br>Unit | Consumer | Email | Product-<br>Drug       | Purchase of<br>substandard<br>Omezal<br>Capsule  | Complainant was<br>asked to take samples<br>to the nearest<br>NAFDAC PMS office<br>for immediate<br>necessary action | Closed | 11/09/2023 | No further<br>correspondence<br>from<br>Complainant |
| 2023/064/D<br>GO/RFM | Anne<br>Epelle         | 13/09/2023<br>Reforms<br>Unit | Consumer | Email | Product -<br>Cosmetics | Purchase of<br>substandard<br>cosmetics  | Complainant was<br>asked to take samples<br>to the nearest<br>NAFDAC PMS office<br>for immediate<br>necessary action | Closed | 14/09/2023 | No further<br>correspondence<br>from<br>Complainant |

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| 2023/065/D<br>GO/RFM | Ugo<br>Austin<br>Peter | 26/09/2023<br>Reforms<br>Unit | Manufactur<br>er | Email | Service | Complaint on<br>in ability to get<br>response on<br>the NAPAMS<br>platform | Complainant was<br>provided with<br><a href="mailto:lodregistraton@nafdac.gov.ng">lodregistraton@nafdac.gov.ng</a> to resolve the<br>issue.  | Closed | 26/09/2023 | No further<br>correspondence<br>from<br>Complainant |
| 2023/066/D<br>GO/RFM | Babatunde<br>Sulayman  | 06/10/2023<br>Reforms<br>Unit | Manufactur<br>er | Email | Service | Complaint on<br>in ability to get<br>response on<br>the NAPAMS<br>platform | Complainant was<br>provided with<br><a href="mailto:lodregistraton@nafdac.gov.ng">lodregistraton@nafdac.gov.ng</a> to resolve the<br>issue   | Closed | 16/10/2023 | No further<br>correspondence<br>from<br>Complainant |
| 2023/067/D<br>GO/RFM | Princess<br>Funke      | 06/10/2023<br>Reforms<br>Unit | Manufactur<br>er | Email | Service | Complaint on<br>supposed<br>defrauding by<br>NAFDAC<br>staff               | Contacted Admin to<br>verify if the said name<br>was a NAFDAC staff<br>but such name wasn't<br>found on the nominal<br>roll.<br><br>Complaint was asked<br>to discontinue any<br>business with anyone<br>posing to be staff of<br>the Agency and also<br>giving money to<br>anyone other than<br>theofficial platforms of<br>the Agency. | Closed | 23/10/2023 | No further<br>correspondence<br>from<br>Complainant |

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| 2023/068/D<br>GO/RFM | I'm Ali                  | 09/10/2023<br>Reforms<br>Unit | Consumer         | Email | Product-<br>not<br>specified | Purchase of<br>substandard<br>product  | Complainant was<br>asked to take samples<br>to the nearest<br>NAFDAC PMS office<br>for immediate<br>necessary action                       | Closed | 16/10/2023 | No further<br>correspondence<br>from<br>Complainant |
| 2023/069/D<br>GO/RFM | Sunday<br>Ilonze         | 09/10/2023<br>Reforms<br>Unit | Manufactur<br>er | Email | Service                      | Inability to get<br>response from<br>the Portal for<br>inspection of<br>facility | Complainant was<br>provided with<br><a href="mailto:lodregistraton@nafdac.gov.ng">lodregistraton@nafdac.gov.ng</a> to resolve the<br>issue | Closed | 16/10/2023 | No further<br>correspondence<br>from<br>Complainant |
| 2023/070/D<br>GO/RFM | Ifeanyi<br>Okafor        | 09/10/2023<br>Reforms<br>Unit | Manufactur<br>er | Email | Service                      | Inability to get<br>response from<br>the Portal for<br>inspection of<br>facility | Complainant was<br>provided with<br><a href="mailto:lodregistraton@nafdac.gov.ng">lodregistraton@nafdac.gov.ng</a> to resolve the<br>issue | Closed | 16/10/2023 | No further<br>correspondence<br>from<br>Complainant |
| 2023/071/D<br>GO/RFM | Anthony<br>Emeka<br>Ebom | 10/10/2023<br>Reforms<br>Unit | Consumer         | Email | Product                      | Importation of<br>illegal<br>products  | Complainant was<br>asked to provide<br>detailed information  | Closed | 25/10/2023 | Inadequate<br>information<br>form<br>complainant    |
| 2023/072/D<br>GO/RFM | EdoAbasi<br>Udo          | 10/10/2023<br>Reforms<br>Unit | Manufactur<br>er | Email | Service                      | Error in GMP<br>invoice  | Complainant was<br>asked to contact<br>NAPAMS with their<br>email phone number<br>provided.  | Closed | 24/10/2023 | No further<br>correspondence<br>from<br>Complainant |

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|----------------------|-----------------|-------------------------------|------------------|-------|------------------|---|--|--------|------------|--|
|                      |                 |                               |                  |       |                  |   | Complainant replied that it could not be resolved.<br><br>Contacted FCT Account officer and complainant was advice to visit the nearest NAFDAC account d   |        |            |  |
| 2023/073/D<br>GO/RFM | Whitney<br>Ekwe | 11/10/2023<br>Reforms<br>Unit | Consumer         | Email | Product -<br>ADR | ADR after consuming a drug prescribed by Queens Specialist Hospital | Complainant was asked to use the med safety app to lodge ADR complaint or bring sample to PMS- Abuja office  | Closed | 16/10/2023 | No further correspondence from Complainant |
| 2023/074/D<br>GO/RFM | Remedy<br>Group | 19/10/2023<br>Reforms<br>Unit | Manufactur<br>er | Email | Service          | Delayed update from the portal on registration status               | Complainant was asked for more details, details was sent on the 31/10/23 which was forwarded to Anambara state.<br><br>Update from Anaabara State on the 08/11/23 that the delay was as a result of the company's non compliance since | Closed | 08/11/2023 | No further correspondence from Complainant |

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|                      |                             |                               |                  |       |                   |  | 11/05/23 which they took over 3 months to respond. The process is on course and samples satisfactory. Information Has been communicated to NAPAMS team for information to be updated on the portal. Complainant was updated on the 08/11/2023 |        |            |   |
| 2023/075/D<br>GO/RFM | Ajarat B.<br>Olamoyegu<br>n | 19/10/2023<br>Reforms<br>Unit | Consumer         | Email | Product -<br>drug | Purchase of<br>substandard<br>drugs<br>purchased<br>from a<br>Pharmacy | Complainant was<br>asked to take samples<br>to the nearest<br>NAFDAC PMS office<br>for immediate<br>necessary action  | Closed | 23/10/2023 | No further<br>correspondence<br>from<br>Complainant |
| 2023/076/D<br>GO/RFM | Gbemi<br>Enemiku            | 20/10/2023<br>Reforms<br>Unit | Manufactur<br>er | Email | Service           | Issue with<br>NAPAMS   | Email and phone<br>number of NAPAMS<br>was provided for issue<br>to be resolved   | Closed | 23/10/2023 | No further<br>correspondence<br>from<br>Complainant |
| 2023/077/D<br>GO/RFM | EdoAbasi<br>Udo             | 24/10/2023<br>ReportGov       | Manufactur<br>er | Email | Service           | Error in GMP<br>Invoice  | Contacted FCT<br>account Dept and<br>complainant was<br>advised to visit the<br>nearest NAFDAC  | Closed | 24/10/2023 | No further<br>correspondence<br>from<br>Complainant |

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|                      |                    |                               |          |       |         |  | account to resolve the issues  |        |            |   |
| 2023/078/D<br>GO/RFM | Gloria<br>Francis  | 25/10/2023<br>Reforms<br>Unit | Consumer | Email | Product | Substandard<br>product sold<br>by Med Plus<br>pharmacy         | Requested for more<br>details.<br><br>Details provided by<br>complainant.<br><br>Forwarded to I&E                    | Closed | 30/10/2023 | Awaiting<br>feedback from<br>I&E                    |
| 2023/079/D<br>GO/RFM | Ayoade<br>Ademide  | 26/10/2023<br>Reforms<br>Unit | Consumer | Email | Product | Consumption<br>of expired<br>coca cola                         | Complainant was<br>asked to take samples<br>to the nearest<br>NAFDAC PMS office<br>for immediate<br>necessary action | Closed | 27/10/2023 | No further<br>correspondence<br>from<br>complainant |
| 2023/080/D<br>GO/RFM | Stella<br>Jacobs   | 27/10/2023<br>Reforms<br>Unit | Consumer | Email | Product | Expired soft<br>drink served at<br>a restaurant at<br>Kaduna   | Complainant was<br>asked to take samples<br>to the nearest<br>NAFDAC PMS office<br>for immediate<br>necessary action | Closed | 30/10/2023 | No further<br>correspondence<br>from<br>complainant |
| 2023/081/D<br>GO/RFM | Imonijobo<br>Mayor | 31/10/2023<br>Reforms<br>Unit | Consumer | Email | Product | Substandard<br>Ampiclox<br>Beecham by<br>GSK in<br>circulation | More details requested<br>from complainant   | Closed | 03/11/2023 | Inadequate<br>details from<br>complainant           |

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| 2023/082/D<br>GO/RFM | Chidinma<br>Egbuna              | 02/11/2023<br>Reforms<br>Unit | Consumer         | Email | Product | Purchase of<br>substandard<br>Dano cream<br>Milk | Complainant was<br>asked to take samples<br>to the nearest<br>NAFDAC PMS office<br>for immediate<br>necessary action  | Closed | 03/11/2023 | No further<br>correspondence<br>from<br>complainant |
| 2023/083/D<br>GO/RFM | Sujay<br>Singh                  | 02/11/2023<br>Reforms<br>Unit | Manufactur<br>er | Email | Service | Counterfeiting<br>of a product by<br>Onifarm     | Forwarded to Drug<br>Registration focal<br>officer.<br><br>Investigation was<br>carried out and it was<br>recommended Onifarm<br>be sanction for<br>contradicting the<br>Agency guidelines.<br><br>Update forwarded to<br>complainant | Closed | 09/11/2023 | No further<br>correspondence<br>from<br>complainant |
| 2023/084/D<br>GO/RFM | Afrainaide<br>Entertainm<br>ent | 09/11/2023<br>Reforms<br>Unit | Consumer         | Email | Product | Purchase of<br>substandard<br>hollandia milk     | Complainant was<br>asked to take sample<br>to the nearest<br>NAFDAC office for<br>immediate necessary<br>action   | Closed | 10/11/2023 | No further<br>correspondence<br>from<br>complainant |
| 2023/085/D<br>GO/RFM | Dahiru<br>Daiyabu               | 10/11/2023<br>Reforms<br>Unit | Consumer         | Email | Product | Purchase of<br>substandard<br>drink              | Complainant was<br>asked to take sample<br>to the nearest<br>NAFDAC office for  | Closed | 13/11/2023 | No further<br>correspondence<br>from<br>complainant |

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| ANNEXURE -08 | NAFDAC SOP REF. NO.:NAFDAC-QMS-010-00 | 2023 COMPLAINTS LOG |
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|                      |                      |                            |              |              |         |  |  |        |            |   |
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|                      |                      |                            |              |              |         |  | immediate necessary action                           |        |            |   |
| 2023/086/D<br>GO/RFM | Dami<br>Famakin      | 16/11/2023<br>Reforms Unit | Consumer     | Email        | Product | Substandard skin care product in Lagos-Sign Hesel Oghenetega | Forwarded to PMS-Lagos                               | Closed | 28/12/23   | No feedback from PMS-Lagos  |
| 2023/087/D<br>GO/RFM | Elvis<br>Ezekiel     | 16/11/2023<br>Reforms Unit | Consumer     | Email        | Product | Substandard bakery in Magodo - Lagos                         | Forwarded to PMS-Lagos                               | Closed | 28/12/23   | No feedback from PMS-Lagos  |
| 2023/088/D<br>GO/RFM | Morufu<br>Ganiyu     | 19/11/2023<br>Reforms Unit | Manufacturer | Email        | Service | Delayed registration   | Requested for detailed information from complainant  | Closed | 28/12/23   | Inadequate of feedback from complainant   |
| 2023/089/D<br>GO/RFM | Olayinka<br>Ogundimu | 20/11/2023<br>Reforms Unit | Manufacturer | Reportgov.ng | Service | Delayed registration   | Requested for detailed information from complainant. | Closed | 23/11/2023 | Complaint was closed by reportgov due to complainants' inability of providing adequate information to resolve the issue |

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CCO: Consumer complaints for others



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| <b>ANNEXURE -08</b> | <b>NAFDAC SOP REF. NO.:NAFDAC-QMS-010-00</b> | <b>2023 COMPLAINTS LOG</b> |
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| 2023/090/D<br>GO/RFM | Ime Umoh            | 22/11/2023<br>Reforms<br>Unit | Consumer         | Email | Product -<br>drink | Purchase of<br>substandard<br>beta malt                               | Complainant was<br>asked to take sample<br>to the nearest<br>NAFDAC office for<br>immediate necessary<br>action                                   | Closed | 24/11/2023 | No further<br>correspondence<br>from<br>complainant |
| 2023/091/D<br>GO/RFM | Olufemi<br>Emeya    | 23/11/2023<br>Reforms<br>Unit | Consumer         | Email | Product -<br>water | Substandard<br>sachet water in<br>circulation                         | Discussed with Head<br>Reforms Unit who<br>directed complaint be<br>forwarded to D,Ogun<br>State, another<br>reminder was sent on<br>the 29/11/23 | Closed | 28/12/23   | No feedback<br>from D,Ogun<br>state                 |
| 2023/092/D<br>GO/RFM | Carrington<br>Akosa | 4/12/2023<br>Reforms<br>Unit  | Manufactur<br>er | Email | Service            | Delayed<br>registration   | Requested or more<br>details to track the<br>status   | Closed | 28/12/2023 | Inadequate<br>information<br>from<br>complainant    |
| 2023/093/D<br>GO/RFM | Mikeuncle<br>mike   | 6/12/2023<br>Reforms<br>Unit  | Manufactur<br>er | Email | Service            | Delayed<br>registration   | Requested or more<br>details to track the<br>status   | Closed | 28/12/2023 | Inadequate<br>information<br>from<br>complainant    |
| 2023/094/D<br>GO/RFM | Rachel<br>Chijioko  | 7/12/2023<br>Reforms<br>Unit  | Consumer         | Email | Product -<br>water | Supposed<br>stomach upset<br>after<br>consuming<br>dispenser<br>water | Complainant was<br>asked to take sample<br>to the nearest<br>NAFDAC office for<br>immediate necessary<br>action                                   | Closed | 28/12/23   | No further<br>correspondence<br>from<br>complainant |

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| 2023/095/D<br>GO/RFM | Hillary<br>Abugu | 7/12/2023<br>Reforms<br>Unit  | Manufactur<br>er | Email | Service | Delayed<br>registration                               | Forwarded to<br>Anambara state focal<br>officer. feedback<br>stated that water<br>division in Lagos is<br>yet to complete their<br>work on inspection<br>module. Update sent to<br>complainant. Same<br>forwarded to Lagos<br>FR&R focal officer on<br>the 28/12/23 | Closed | 28/12/23   | FR&R focal<br>officer replied<br>that certificate<br>has been issued<br>since 15/12/23<br>client should be<br>advised to print<br>from the portal.<br>update sent to<br>complainant |
| 2023/096/D<br>GO/RFM | Syncom<br>legal  | 16/12/2023<br>Reforms<br>Unit | Manufactur<br>e  | Email | Product | Counterfeiting<br>of their<br>Paracetamol<br>BP 500mg | Forwarded to DR&R<br>Focal officer.<br>Feedback from DR&R<br>focal show<br>counterfeiting of the<br>said product and<br>recommended<br>complaint be<br>forwarded to<br>Enforcement for<br>further necessary<br>action. Update<br>forwarded to<br>complainant        | Closed | 03/01/2024 | Forwarded to<br>I&E as<br>recommended<br>by DR&R for<br>further actions<br>on the 3/01/24   |

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| 2023/097/D<br>GO/RFM | Pius<br>Sunday     | 18/12/2023<br>Reforms<br>Unit | Consumer         | Email | Product -<br>milk  | Substandard<br>peak milk                            | Complainant was<br>asked to take sample<br>to the nearest<br>NAFDAC office for<br>immediate necessary<br>action | Closed | 20/12/23   | No further<br>correspondence<br>from<br>complainant |
| 2023/098/D<br>GO/RFM | Nels Oly           | 19/12/2023<br>Reforms<br>Unit | Consumer         | Email | Product -<br>water | Substandard<br>water<br>production in<br>Enugu      | Requested for detail.<br>Forwarded to Enugu<br>focal officer  | Closed | 28/12/23   | No feedback<br>from Enugu<br>focal officer          |
| 2023/099/D<br>GO/RFM | Edidiong<br>Udofia | 23/12/2023<br>Reforms<br>Unit | Manufactur<br>er | Email | Service            | Delayed<br>registration                             | More details requested<br>from complainant  | Closed | 23/01/2024 | Inadequate<br>information<br>from<br>complainant    |
| 2023/100/D<br>GO/RFM | Arolowo<br>Kehinde | 23/12/2023<br>Reforms<br>Unit | Manufactur<br>er | Email | Service            | Delayed<br>registration                             | More details requested<br>from complainant  | Closed | 23/01/2024 | Inadequate<br>information<br>from<br>complainant    |
| 2023/101/D<br>GO/RFM | Fedor Blink        | 23/12/2023<br>Reforms<br>Unit | Consumer         | Email | Product -<br>rice  | Purchase of<br>substandard<br>red rice in<br>Abuja  | Complainant was<br>asked to bring the said<br>product to PMS-Abuja  | Closed | 27/12/2023 | No further<br>correspondence<br>from<br>complainant |
| 2023/102/D<br>GO/RFM | Annie Ani          | 24/12/2023<br>Reforms<br>Unit | Consumer         | Email | Product            | Purchase of<br>expired fanta<br>and ribina<br>drink | Complainant was<br>asked to take sample<br>to the nearest<br>NAFDAC servicom<br>focal officer in the            | Closed | 27/12/2023 | No further<br>correspondence<br>from<br>complainant |

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|----------------------|----------------------|-----------------------------------|------------------|-------|---------|-------------------------|---|--------|------------|--|
|                      |                      |                                   |                  |       |         |                         | state for immediate necessary action  |        |            |  |
| 2023/103/D<br>GO/RFM | Mains<br><br>Propres | 27/12/2023<br><br>Reforms<br>Unit | Manufactur<br>er | Email | Service | Delayed<br>registration | Complainant was forwarded to DR&R who investigated and found out that the delay was as a result of<br><br>-non payment of processing and certificate fee<br><br>-advised to make the above payment<br><br>-provide lab samples<br><br>Update forwarded to complainant | Closed | 08/01/2024 | No further correspondence from complainant |

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