

ANNEXURE -08	NAFDAC SOP REF. NO.:NAFDAC-QMS-010-00	2024 COMPLAINTS LOG
--------------	---------------------------------------	---------------------



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)	NAME OFCOMPLAINANT	DATE RECEIVED/BY(NAME)	SOURCE	MODE OF COMPLAINT	CATEGORY	ROOT CAUSE INVESTIGATION	CORRECTIVE ACTION	STATUS (OPEN OR CLOSE)	DATE OF CLOSURE	REMARKS
2024/001/DGO/RFM	Eze Chukwumereze	01/01/2024 Reforms Unit	Consumer	Email	Product	Purchase of substandard toothpaste	Complainant was asked to take sample to the nearest NAFDAC PMS or request to see the SERVICOM officer in that location with all relevant information	Closed	08/01/2024	No further correspondence from complainant
2024/002/DGO/RFM	Bright Izogie	08/01/2024 Reforms Unit	Consumer	Email	Product	Purchase of substandard oral B prohealth	Complainant was asked to take sample to the nearest NAFDAC PMS or request to see the SERVICOM officer in that location with all relevant information	Closed	08/01/2024	Replied to thank us
2024/003/DGO/RFM	Miracle Okoi-Obuli	11/01/2024 Reforms Unit	Consumer	Email	Product	Purchase of substandard bitter lemon drink	Complainant was asked to take sample to the nearest NAFDAC PMS or	Closed	16/01/2024	No further correspondence from complainant

ANNEXURE -08	NAFDAC SOP REF. NO.:NAFDAC-QMS-010-00	2024 COMPLAINTS LOG
--------------	---------------------------------------	---------------------



							request to see the SERVICOM officer in that location with all relevant information			
2024/004/DGO/ RFM	Darkweb	17/01/2024 Reforms Unit	Consumer	Email	Product	Purchase of substandard milk	Complainant was asked to take sample to the nearest NAFDAC PMS or request to see the SERVICOM officer in that location with all relevant information	Closed	17/01/2024	No further correspon ce from complainant
2024/005/DGO/ RFM	Paul Odeyemi	22/01/2024 Reforms Unit	Consumer	Email	Product	Purchase of substandard chivita	Complainant was asked to take sample to the nearest NAFDAC PMS or request to see the SERVICOM officer in that location with all relevant information	Closed	23/01/24	No further correspon ce from complainant
2024/006/DGO/ RFM	Bosun Solarin	22/01/2024 PEBEC	Manufactur er	reportgov	Service	Waiver for MSME registration for several products	Forwarded to Head Reforms Unit who contacted the D, SWZ informed that the policy is an Agency policy and registration of that	Closed	25/01/2024	No further correspon ce from complainant

ANNEXURE -08	NAFDAC SOP REF. NO.:NAFDAC-QMS-010-00	2024 COMPLAINTS LOG
--------------	---------------------------------------	---------------------



							magnitude is no longer classified as MSME; further increase will warrant additional requirements and fees . Update forwarded to complainant			
2024/007/DGO/RFM	Kelly Humphery	13/02/2024 Reforms Unit	Consumer	Email	Product	Purchase of substandard water	Complainant was asked to take sample to the nearest NAFDAC PMS or request to see the SERVICOM officer in that location with all relevant information	Closed	15/02/2024	No further correspondence from complainant
2024/008/DGO/RFM	Kimberly Chris	17/02/2024 Reforms Unit	Consumer	Email	Product	Purchase of substandard yoghurt	Complainant was asked to take sample to the nearest NAFDAC PMS or request to see the SERVICOM officer in that location with all relevant information	Closed	18/02/2024	No further correspondence from complainant

ANNEXURE -08	NAFDAC SOP REF. NO.:NAFDAC-QMS-010-00	2024 COMPLAINTS LOG
--------------	---------------------------------------	---------------------



2024/009/DGO/ RFM	Cynthia Ukadike	21/02/2024 Reforms Unit	Manufacturer	Email	Service	Complaint on NAFDAC assigning expired certificate of another company to their company - Havens Finest Nature	Complaint was forwarded to SFO DR&R and complainant was informed that correction has been made and company can go to print the correct certificate from their dashboard on NAPAMS. Update was forwarded to complainant	Closed	27/02/2024	Complainant replied to thank us for our prompt resolution
2024/010/DGO/ RFM	David Kelechi Eze	01/03/2024 Reforms Unit	Consumer	Email	Product	Purchase of substandard Augmenthin	Complainant was asked to take sample to the nearest NAFDAC PMS or request to see the SERVICOM officer in that location with all relevant information	Closed	03/03/2024	No further correspon den ce from complainant
2024/011/DGO/ RFM	Yusuf Sani	08/03/2024 Reforms Unit	Manufacturer	Email	Petition	Petition against Katsina State coordinator	Complainant replied to appreciate us on the 12/03/24. After update from the state coordinator that it was act from	Closed	15/03/24	No further correspon den ce from complainant

ANNEXURE -08	NAFDAC SOP REF. NO.:NAFDAC-QMS-010-00	2024 COMPLAINTS LOG
--------------	---------------------------------------	---------------------



							the company to dent his image. email was sent to complaint to provided us with phone number for further inquiries but no response from complainant.			
2024/012/DGO/RFM	Ut Ut	09/03/2024 Reforms Unit	Manufacturer	Email	Petition	Petition against NAFDAC Staff in Edo State involved in corrupt practices	Discussed with Head Reforms Unit who requested complainant provide his phone number for further information to aid investigation	Closed	15/03/24	In adequate information from complainant
2024/013/DGO/RFM	Anthony Oyegbile	23/03/2024 Reforms Unit	Consumer	Email	Product	Substandard Oculor F Nervus Opticus purchased at H-Medix Asokoro	Complainant was asked to take sample to the nearest NAFDAC PMS or request to see the SERVICOM officer in that location with all relevant information	Closed	29/03/24	No further correspondence from complainant
2024/014/DGO/RFM	Virtue .E Ottoh	23/03/2024 Reforms Unit	Manufacturer	Email	Services	Inability to generate TIN	Contacted FCT account who advised complainant to contact FIRS as	Closed	24/03/24	No further correspondence from complainant

ANNEXURE -08	NAFDAC SOP REF. NO.:NAFDAC-QMS-010-00	2024 COMPLAINTS LOG
--------------	---------------------------------------	---------------------



							issues with TIN is to be resolved by them			
2024/015/DGO/RFM	Mohammed Abdulazeez	01/04/24 Reforms Unit	Consumer	Email	Product - Wine	Purchase of substandard Don Simon wine	Complainant was asked to take sample to the nearest NAFDAC PMS or request to see the SERVICOM officer in that location with all relevant information	Closed	02/04/24	No further correspondence from complainant
2024/016/DGO/RFM	Oyinkonsola Dejiagboola	07/04/24 Reforms Unit	Consumer	Email	Product-Water	Purchase of substandard pure water	Complainant was asked to take sample to the nearest NAFDAC PMS or request to see the SERVICOM officer in that location with all relevant information	Closed	08/04/24	No further correspondence from complainant
2024/017/DGO/RFM	Nodify123@gmail.com	11/04/24 Reforms Unit	Consumer	Email	Product	Purchase of substandard corn flakes	Complainant was asked to take sample to the nearest NAFDAC PMS or request to see the SERVICOM officer in that location with all relevant information	Closed	19/04/24	No further correspondence from complainant

ANNEXURE -08	NAFDAC SOP REF. NO.:NAFDAC-QMS-010-00	2024 COMPLAINTS LOG
--------------	---------------------------------------	---------------------



2024/018/DGO/ RFM	Christian Edet	18/04/24 Reforms Unit	Consumer	Email	Product	Purchas of substandard coca- cola	Complainant was asked to take sample to the nearest NAFDAC PMS or request to see the SERVICOM officer in that location with all relevant information	Closed	19/04/24	No further correspon ce from complainant
2024/019/DGO/ RFM	Mark Nwajei	01/05/24 Reforms Unit	Consumer	Email	Product	Purchase of substandard cream	Complainant was asked to take sample to the nearest NAFDAC PMS or request to see the SERVICOM officer in that location with all relevant information	Closed	22/05/24	No further correspon ce from complainant
2024/020/DGO/ RFM	Citizen Concern	06/05/24 Reforms Unit	Manufactur er	Email	Service	Supposed request by Staff of Kogi State office requesting client to pay fees other than what is on the website	Complainant was requested for detailed information to aid proper investigation	Closed	27/05/24	Inadequate information from complainant to aid investigation
2024/021/DGO/ RFM	Nicholas Anyanwu	13/05/24 Reforms Unit	Consumer	Email	Product	Purchase of substandard coca- cola	Complainant was asked to take sample to the nearest NAFDAC PMS or request to see the	Closed	22/05/24	No further correspon ce from complainant

ANNEXURE -08	NAFDAC SOP REF. NO.:NAFDAC-QMS-010-00	2024 COMPLAINTS LOG
--------------	---------------------------------------	---------------------



							SERVICOM officer in that location with all relevant information			
2024/022/DGO/RFM	Olu Awolowo	13/05/24 Reforms Unit	Manufacturer	Reportgov	Service	Bottle neck to renewal issues with NAFDAC,CAC &FIRS	Forwarded to DD E-registration who on investigation the following was discovered -Company's CAC was not valid -TIN should be upgraded to Tax Pro Max via FIRS platform -Company's profile as Micro was not Mirco as claimed -Company's TIN could not be verified on FIRS which affects their CAC and NAFDAC registration -No Tax ID found. Update sent to complainant.	Closed	30/05/24	No further correspondence from complainant
2024/022/DGO/RFM	Enaholo Nelson	26/05/24 Reforms Unit	Manufacturer	Email	Service	Delayed registration	Forward to Food R&R who advised complaints be	Closed	28/05/24	No further correspondence

ANNEXURE -08	NAFDAC SOP REF. NO.:NAFDAC-QMS-010-00	2024 COMPLAINTS LOG
--------------	---------------------------------------	---------------------



							forwarded to Edo State as bread certifications falls within the state level. Complaint was forwarded to Edo state SFO with a follow-up call. Reply from Edo SFO was that there was system error during report upload which is being corrected to enable it move to approval stage. Update sent to complainant			ce from complainant
2024/023/DGO/RFM	Joliedot Global Concept	27/-5/34 Reforms Unit	Manufacturer	Email	Personnel	Supposed extortion by one Mariam Yakubu. Who collected the sum of 140,000 for product registration a without registering and is now threatening them? Head Reforms Unit directed	The officer in question was invited by the ACTU I&E team led by Head Reforms Unit and the officer was asked to provide all necessary documents as evidence on the next meeting. It was agreed that the complainant will be invited for the next	Closed	03/07/2024	Unavailability of complainant for final hearing was abortive.

ANNEXURE -08	NAFDAC SOP REF. NO.:NAFDAC-QMS-010-00	2024 COMPLAINTS LOG
--------------	---------------------------------------	---------------------



						complaint be forwarded to I&E-Abuja in line with ACTU's Mandate	meeting, which was 1 st July,2024. All efforts to contact complainant proved abortive.			
2024/024/DGO/RFM	Grace Oriaghan	29/05/24 Reforms Unit	Manufacturer	Reportgov	Service	Supposed Poor service, delayed approval and extra billing from NAFDAC	Contacted for more details to resolve the issue but complainant said there was no details to the claims and there was no case since certificate has already been issued since 2022	Closed	05/06/24	No further correspondence from complainant
2024/025/DGO/RFM	Daniel Nwaka	01/06/2024 Reforms Unit	Consumer	Email	Product	Purchase of substandard water	Complainant was asked to take sample to the nearest NAFDAC PMS or request to see the SERVICOM officer in that location with all relevant information	Closed	05/06/2024	No further correspondence from complainant
2024/026/DGO/RFM	Partone Pharmaceutical	02/06/2024 Reforms Unit	Manufacturer	Email	Service	Delayed registration	Forwarded to F.O D,R&R who replied that the approval of the D,DER was needed complaint	Closed	13/06/2024	Complainant replied to thank us that the issue has been resolved

ANNEXURE -08	NAFDAC SOP REF. NO.:NAFDAC-QMS-010-00	2024 COMPLAINTS LOG
--------------	---------------------------------------	---------------------



							was forwarded to Director,DER. D.DER replied that the delay was as a result of company's inability to provide evidence of GMP payment and without it the process will remain suspended. Update sent to complainant.			
2024/027/DGO/RFM	xxxxxxx	13/06/2024 Reforms Unit	Consumer	Reportgov	Product	Production of substandard water in Borno	Forwarded to the Zonal Director as directed by HRU. Investigation was carried out but report was satisfactory. Update forwarded to complainant	Closed	01/07/2024	No further correspondence from complainant
2024/028/DGO/RFM	Jarafu Jabula	13/06/2024 Reforms Unit	Staff	Email	Service	Complaint on short -fall of payment for transport/perdiem during a 3 day training	Compliant was forwarded to focal officer F&A. Focal officer replied that D,F&A has approved for the payment of the said allowances and the process has commenced . update	Closed	21/06/2024	No further correspondence from complainant

ANNEXURE -08	NAFDAC SOP REF. NO.:NAFDAC-QMS-010-00	2024 COMPLAINTS LOG
--------------	---------------------------------------	---------------------



							forwarded to complainant			
2024/028/DGO/RFM	Abigail Chinonzo	13/06/2024 Reforms Unit	Consumer	Email	Product	Purchase of substandard mouth wash	Complainant was asked to take sample to the nearest NAFDAC PMS or request to see the SERVICOM officer in that location with all relevant information	Closed	19/06/2024	No further correspondence from complainant
2024/029/DGO/RFM	Nosillia	14/06/2024 Reforms Unit	Consumer	Email	Product	Purchase of substandard hair die	Complainant was asked to take sample to the nearest NAFDAC PMS or request to see the SERVICOM officer in that location with all relevant information	Closed	19/06/2024	No further correspondence from complainant
2024/030/DGO/RFM	Samson Loveson	16/06/2024 Reforms Unit	Consumer	reportgov	Product	Purchase of substandard granola	Complainant was asked to take sample to the nearest NAFDAC PMS or request to see the SERVICOM officer in that location with all relevant information	Closed	19/06/2024	No further correspondence from complainant

ANNEXURE -08	NAFDAC SOP REF. NO.:NAFDAC-QMS-010-00	2024 COMPLAINTS LOG
--------------	---------------------------------------	---------------------



2024/031/DGO/ RFM	Ismail Olabisi	18/06/2024 Reforms Unit	Consumer	Email	Product	Purchase of substandard dettol	Complainant was asked to take sample to the nearest NAFDAC PMS or request to see the SERVICOM officer in that location with all relevant information	Closed	19/06/2024	No further correspon ce from complainant
2024/032/DGO/ RFM	Promise Ife	20/07/2024 Reforms Unit	Manufactur er	Email	Service	Delayed registration	Requested for more details from complainant	Closed	29/07/2024	Inadequate information from complainant
2024/033/DGO/ RFM	Anyanwu David	22/07/2024 Reforms Unit	Consumer	Email	Product	Purchase of substandard baby product	Complainant was asked to take sample to the nearest NAFDAC PMS or request to see the SERVICOM officer in that location with all relevant information	Closed	25/07/2024	No further correspon ce from complainant
2024/034/DGO/ RFM	ABL foods	01/08/2024 Reforms Unit	Manufactur er	Email	Service	Delayed registration	Requested for detailed information after which complaint was forwarded to F,R&R SERVICOM Focal officer who replied	Closed	12/08/2024	Update was sent to complainant

ANNEXURE -08	NAFDAC SOP REF. NO.:NAFDAC-QMS-010-00	2024 COMPLAINTS LOG
--------------	---------------------------------------	---------------------



							that the status is at premeeting stage			
2024/035/DGO/RFM	Poloni water	07/08/2024 Reforms Unit	Manufacturer	Email	Service	Delayed registration	Requested for detailed information after which complaint was forwarded to Food, R&R SERVICOM Focal officer who replied that the status is at premeeting stage	Closed	20/08/2024	Update sent to complainant
2024/036/DGO/RFM	Chijioke Ature	13/08/2024 Reforms Unit	Consumer	Email	Product	Complaint on Adverse Drug Reaction	Advised to download the medsafety App on goggle or play store to lodge the complaint	Closed	15/08/2024	No further correspondence from complainant
2024/037/DGO/RFM	Chinwe Aniiuba	26/08/2024 Reforms Unit	Consumer	Email	Product	Purchase of substandard milk	Complainant was asked to take sample to the nearest NAFDAC PMS or request to see the SERVICOM officer in that location with all relevant information	Closed	28/07/2024	No further correspondence from complainant
2024/038/DGO/RFM	xxxxx	29/08/2024 Reforms Unit	Consumer	Email	Product	Complaint on substandard water in circulation in Ibadan	Complainant was asked for detailed information to aid investigation	Closed	12/09/2024	Inadequate information from complainant

ANNEXURE -08	NAFDAC SOP REF. NO.:NAFDAC-QMS-010-00	2024 COMPLAINTS LOG
--------------	---------------------------------------	---------------------



2024/039/DGO/ RFM	Lord Peter	30/08/2024 Reforms Unit	Consumer	Email	Product	Purchase of substandard goya extra virgin oil	Complainant was asked to take sample to the nearest NAFDAC PMS or request to see the SERVICOM officer in that location with all relevant information	Closed	30/08/2024	No further correspon ce from complainant
2024/040/DGO/ RFM	xxxxxxx	30/08/2024 Reforms Unit	Consumer	Email	Product	Supposed sales of substandard drugs by former employer with details provided	Forwarded to DER SERVICOM focal officer who replied that company was issued Corrective Action &Preventive Plan as it falls within our mandate and the other issue which is a legal matter is for both parties to resolve in court not the Agency	Closed	18/09/2024	Complainant replied to thank us
2024/041/DGO/ RFM	Edosa Osasuyi	31/08/2024 Reforms Unit	Manufactur er	Email	Service	Delayed registration	Requested for detailed information to track status but complainant replied that Edo State is	Closed	12/09/2024	Complainant replied to thank us

ANNEXURE -08	NAFDAC SOP REF. NO.:NAFDAC-QMS-010-00	2024 COMPLAINTS LOG
--------------	---------------------------------------	---------------------



							already working on it.			
2024/042/DGO/RF	John Bolaj83	04/09/2024 Reforms Unit	Consumer	Email	Product	Purchase of substandard milk	Complainant was asked to take sample to the nearest NAFDAC PMS or request to see the SERVICOM officer in that location with all relevant information	Closed	11/09/2024	No further correspondence from complainant
2024/043/DGO/RF	Mfon Barry	12/09/2024 Reforms Unit	Consumer	Email	Product	Purchase of substandard spaghetti	Complainant was asked to take sample to the nearest NAFDAC PMS or request to see the SERVICOM officer in that location with all relevant information	Closed	12/09/2024	No further correspondence from complainant
2024/044/DGO/RF	Sales anamresources	12/09/2024 Reforms Unit	Importer	Email	Service	Pending import permit	Contacted PID - Abuja office who requested complainant to upload evidences of payment for progress to be made.	Closed	12/09/2024	No further correspondence from complainant

ANNEXURE -08	NAFDAC SOP REF. NO.:NAFDAC-QMS-010-00	2024 COMPLAINTS LOG
--------------	---------------------------------------	---------------------



2024/045/DGO/ RF	Oyindamola Adewuyi	17/09/2024 Reforms Unit	Consumer	reportgov	Product	Purchase of substandard product	Complainant was asked to take sample to the nearest NAFDAC PMS or request to see the SERVICOM officer in that location with all relevant information	Closed	18/09/2024	No further correspon ce from complainant
2024/046/DGO/ RF	Arinze Okonkwo	17/09/2024 Reforms Unit	Consumer	Email	Product	Purchase of substandard drink	Complainant was asked to take sample to the nearest NAFDAC PMS or request to see the SERVICOM officer in that location with all relevant information	Closed	23/09/2024	No further correspon ce from complainant
2024/047/DGO/ RF	Rasheed Oyelade	23/09/2024 Reforms Unit	Manufactur er	Email	Service	Delayed registration	Requested for details to track status of registration	Closed	30/09/2024	Inadequate information form complainant
2024/048/DGO/ RF	Anad	03/10/2024 Reforms Unit	Manufactur er	Email	Service	Delayed registration	Requested for details to track status of registration	Closed	23/10/2024	Inadequate information form complainant
2024/049/DGO/ RF	Sam Ijomah	22/10/2024 Reforms Unit	Consumer	Email	Product	Purchase of substandard cream	Complainant was asked to take sample to the nearest	Closed	23/10/2024	No further correspon ce from complainant

ANNEXURE -08	NAFDAC SOP REF. NO.:NAFDAC-QMS-010-00	2024 COMPLAINTS LOG
--------------	---------------------------------------	---------------------



							NAFDAC PMS or request to see the SERVICOM officer in that location with all relevant information			
2024/050/DGO/RF	Gabriel Ifeanyi	23/10/2024 Reforms Unit	Manufacturer	Email	Service	Delayed registration	Details requested from complainant to enable us track status	Closed	30/12/2024	Complainant did not provide information requested to follow up on his complaint.
2024/051/DGO/RF	Adebayo Salami	23/10/2024	Manufacturer	Email	Service	Product registration enquiry	Link to the registration guideline was sent to the client	Closed	23/10/2024	No further correspondence from complainant
2024/052/DGO/RF	Fatima Dasuki	23/10/2024	Manufacturer	Email	Service	Issues with NAPAMS	Requested to visit NAFDAC Account Directorate to resolve the issue	Closed	23/10/2024	No further correspondence from complainant
2024/053/DGO/RF	Chinedu Ugbu	30/10 2024	Consumer	Email	Product/Drug	Enquiry on the authenticity of Cpri Gold syrup	The link to the NAFDAC greenbook was forwarded to the client	Closed	30/10/2024	No further correspondence from complainant
2024/054/DGO/RF	xxxxxxx	5/11/2024	Consumer	Email	Product/Food	Complaint on an unsafe food production	The complainant was asked to provide detailed information	Closed	10/12/2024	No further correspondence from complainant

ANNEXURE -08	NAFDAC SOP REF. NO.:NAFDAC-QMS-010-00	2024 COMPLAINTS LOG
--------------	---------------------------------------	---------------------



							to assist in the investigation			
2024/055/DGO/RF	Okey Osakwe	5/11/2024	Manufacturer	Email	Service	Complaint on delayed registration	The complaint was forwarded to Delta state SERVICOM focal officer and a follow up call was made. The feedback was that the registration has reached the approval stage. This finding was communicated to the complainant	Closed	10/12/2024	No further correspondence from complainant
2024/056/DGO/RF	xxxxxx	05/11/2024 Reforms Unit	Consume	Email	Product	Compliant on fake Herbal drug bought on-line	The complainant was advised to desist from purchasing unregistered product and to ensure to always buy from a verifiable address	Closed	05/11/2024	No further correspondence from complainant
2024/057/DGO/RF	xxxxxxxx	05/11/2024 Reforms Unit				Compliant on compliance directive	The complainant was directed to go back to the NAFDAC office he started his registration process to see if it can be changed for him.	Closed	05/11/2024	The complainant mistakenly purchased a wrong form and he wanted it to be changed to food

