

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

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 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 the complainant
2023/002/D GO/RFM	Kingsley Nwefo	02/01/2023 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 the complainant
2023/003/D GO/RFM	info@vitahemng.com	05/01/2023 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 the complainant
2023/004/D GO/RFM	Blessing Ndulue	06/01/2023 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 the complainant

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2023/005/D GO/RFM	Patomalabo San	13/01/2023 Reforms Unit	Consumer	Email	Product - milk	Purchase of substandard chi evaporated milk	PRASCOR link for consumer reporting was sent to complainant	Closed	18/01/2023	No further correspondence from the complainant
2023/006/D GO/RFM	Emida Jide	16/01/2023 Reforms Unit	Consumer	Email	Product - milk	Substandard BB Royal sachet water on sale in Ekiti state	Forwarded to Ekiti State investigation was carried out and compliance directive was issued for destroyed machine stand in the production room. Feedback sent to complainant	Closed	06/02/2023	No further correspondence from the complainant
2023/007/D GO/RFM	Victory Uchay	18/01/2023 Reforms Unit	Consumer	Email	Product - Cosmetics	Unregistered cosmetics product by TNS Beauty	Forwarded to Investigation and Enforcement. No unregistered product was found at the time of investigation; consultative meeting was held and routine inspection was recommended. Feedback was sent to complainant	Closed	11/04/2023	No further correspondence from the complainant

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2023/008/D GO/RFM	Afrainaide Entertainm ent	18/01/2023 Reforms Unit	Consumer	Email	Product - wine	Substandard Rome and wine	Forwarded to Investigation and Enforcement. Samples of product and letter of request to re-assess the GMP was sent to FSAN for further regulatory action	Closed	12/04/2023	No further correspondence form the complainant
2023/09/DG O/RFM	Akpehe Cephas	24/01/2023 Reforms Unit	Consumer	Email	Product – water	Substandard AGWAJAM sachet water in Benue State	Forwarded to Benue State focal officer. Investigation was carried out and products found as claimed by complainant were produced samples for lab analysis. feedback forwarded to complainant	Closed	10/02/2023	No further correspondence from the complainant
2023/010/D GO/RFM	Shuab iLami	01/02/2023 Reforms Unit	Consumer	Email	Product – Vegetable oil	Substandard vegetable oil around balogunfulani area in ilorin south local	Forwarded to Kwara State Investigation was carried out; compliance directive and administrative	Closed	10/03/2023	No further correspondence from the complainant

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						government area.	charge issued to the Company for producing substandard product. Feedback sent to complainant			
2023/011/D GO/RFM	Matoxki	03/02/2023 Reforms Unit	Tip-off	Email	Product- Wine	Sale and storage of foreign wine without NAFDAC registration number somewhere in Lagos	Detailed information requested from complainant. Details forwarded I&E. No unregistered product was found at the time of investigation; consultative meeting was held and routine inspection was recommended. Feedback was sent to complainant	Closed	11/4/2023	No further correspondence from the complainant
2023/012/D GO/RFM	Bryan Chigozie	05/02/2023 Reforms Unit	Tip-off	Email	Product – beverages	Production with expired food /beverages	Detailed information requested from complainant	Closed	28/02/2023	Inadequate information from the complainant

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2023/013/D GO/RFM	Ibrahim Aliyu	07/02/2023 Reforms Unit	Consumer	Email	Product – drink	Purchase of expired drink	Detailed information requested from complainant	Closed	28/02/2023	Inadequate information from the complainant
2023/014/D GO/RFM	AdenikeIsh ola	24/02/2023 Reforms Unit	Consumer	Email	Product - Drug	Purchase of expired drugs	Complainant was asked to take sample to the nearest NAFDAC office for immediate necessary action	Closed	23/03/2023	No further correspondence from the complainant
2023/015/D GO/RFM	Akinwande Abiodun	27/02/2023 Reforms Unit	Consumer	Email	Product- cosmetic	Purchase of expired cream	Complainant was asked to take sample to the nearest NAFDAC office for immediate necessary action	Closed	23/03/2023	No further correspondence from the complainant
2023/016/D GO/RFM	SCD supply chain (cutix plc) Uche Igbokwe	17/03/2023 Reforms Unit	Manufactur er	Email	Service – Clearance issues	Penalty incurred charge due to lapses from NAFDAC PID	Compliant Forwarded to PID –Lagos. Investigation revealed that. 1. the charges issued to the Company was as result of compromised SOPs of inspection	Closed	12/4/2023	No further correspondence from complainant

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							<p>before first endorsement.</p> <ol style="list-style-type: none"> 2. Invoice attached was doctored. 3. The Company was invited to a meeting on the 6/4/23 4. During the meeting the company claimed that it was an agent that forged invoice and other documents. 5. The report was sent to the complainant. 			
2023/017/D GO/RFM	Alexander Anunwa	06/04/2023 Reforms Unit	Consumer	Email	Product food	Poor GMP Perfect Cuisines – Asaba,Delta State	Forwarded to Delta State. 1.Investigation was carried out and the company was sanctioned for Poor Hygiene Practice.	Closed	06/06/2023	Complainant replied to thank Reforms

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							2. Feedback forwarded to complainant			
2023/018/D GO/RFM	ABS Multi- Trade Ventures water	06/04/2023 Reforms Unit	Manufactur er	Email	Product Packaged Water	Reuse of ABS table water packaging material to reproduce	Forwarded to Kano State. 1.During investigation it was discovered that the two parties (ABS &Numsac had an agreement which was bridged, and the case was already in court before NAFDAC was contacted hence investigation cannot go on. 2.Feedback was sent to complainant	Closed	31/05/2023	No further correspondence from the complainant
2023/019/D GO/RFM	TemiloaSal aku	09/04/2023 Reforms Unit	Consumer	Email	Product Biscuit	Purchase Substandard biscuit	Complainant was asked to take sample of the said biscuit to the nearest NAFDAC office for necessary action.	Closed	11/4/2023	No further correspondence from the complainant.

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2023/020/D GO/RFM	Dike Nwachukwu	09/04/2023 Reforms Unit	Consumer	Email	Product Soap	Purchase of substandard soap	Complainant was asked to take sample of the said Soap to the nearest NAFDAC office at his location for further necessary action.	Closed	18/4/2023	No further correspondence from the complainant
2023/021/D GO/RFM	Abdulchelsea	14/04/2023 Reforms Unit	Manufacturer	Email	Service	Delayed registration	Forwarded to Nasarawa State. 1.The product is awaiting final approval from Lagos, 2.Forwarded to SFO – Food R&R 3.Status is currently at the meeting stage. Update sent to complainant on the 6/6/23	Closed	30/06/2023	No feedback from the complainant
2023/022/D GO/RFM	Chinyere Onyerionwu	20/04/2023 Reforms Unit	Consumer	Email	Product Bread	Purchase of substandard bread	Complainant was asked to take sample of the said bread to the nearest NAFDAC office.	Closed	25/4/2023	No further correspondence from the complainant

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2023/023/D GO/RFM	Akan U	21/04/2023 Reforms Unit	Consumer	Email	Product	Purchase of substandard cruset hair dye	Complainant was asked to take sample of the said product to the nearest NAFDAC office in their location for necessary action.	Closed	25/4/2023	No further correspondence from the complainant
2023/024/D GO/RFM	ChristainaL ilbanga	22/04/2023 Reforms Unit	Consumer	Email	Product	Purchase of substandard drugs	Complainant was asked to take sample of the said drug to the nearest NAFDAC in their location	Closed	25/04/2023	No further correspondence from the complainant
2023/025/D GO/RFM	Patience Ojo	26/04/2023 Reforms Unit	Consumer	Email	Product	Storages and re-branding of substandard products in Abuja	Forwarded to I&E Abuja. The shop was visited and samples taken to the Lab for analysis	Closed	27/12/2023	
2023/026/D GO/RFM	Sanusi Jimoh	06/05/2023 Reforms Unit	Consumer	Email	Product	Purchase of substandard drugs	Complainant was asked to take sample to the nearest NAFDAC office for necessary action	Closed	8/5/2023	No further correspondence from the Complainant
2023/027/D GO/RFM	Sani Usman	10/05/2023 Reforms Unit	Consumer	Email	Product	Purchase of substandard soft drink	Complainant was asked to take sample to the nearest NAFDAC office for necessary action	Closed	24/05/2023	No further correspondence from the Complainant

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2023/028/D GO/RFM	AkereDami lare	12/05/2023 Reforms Unit	Consumer	Email	Product Water	Purchase of substandard sachet water	Complainant was asked to take sample to the nearest NAFDAC office for necessary action	Closed	14/05/2023	No further correspondence from the Complainant
2023/029/D GO/RFM	Odia Daniel	12/05/2023 Reforms Unit	Consumer	Email	Product Water	Purchase of substandard sachet water	Complainant was asked to take sample to the nearest NAFDAC office for necessary action	Closed	14/05/2023	No further correspondence from the Complainant
2023/030/D GO/RFM	AmechiDib ie	31/05/2023 Reforms Unit	Consumer	Email	Product Drugs	Sale of expired drugs	More details was requested from complainant	Closed	21/06/2023	No further correspondence from the Complainant
2023/031/D GO/RFM	NwanneBui ke Paschal	02/06/2023 Reforms Unit	Consumer	Email	Product	Purchase of substandard dano milk	Complaint was forwarded to DD, PMS. Complainant replied that another supply has been made to replace the bad one.	Closed	08/06/2023	No further correspondence from the Complainant
2023/032/D GO/RFM	Onyinyechi Felix	02/06/2023 Reforms Unit	Consumer	Email	Product Drugs	ADR-Adverse Drug Reaction	Complainant was asked to use the med safety app to lodge ADR complaint	Closed	05/06/2023	No further correspondence from the Complainant

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2023/033/D GO/RFM	Odumakin Joe	16/06/2023 Reforms Unit	consumer	Email	Product	Substandard product-not specific	Requested for more details from complaint	Closed	30/06/2023	Inadequate information from the complainant
2023/034/D GO/RFM	Bright Ugbobor	30/06/2023 Reforms Unit	Consumer	Email	Product water	Purchase of substandard table water	Complainant was asked to take samples to the nearest NAFDAC office for immediate necessary action.	Closed	04/07/2023	No further correspondence from the Complainant
2023/035/D GO/RFM	Anamandi Adednego	07/07/2023 Reforms Unit	Consumer	Email	Product Bread/Ba kery	Substandard bakery	Forwarded to Delta State. 1. Investigation was carried out. 2. facility placed on hold and, 3. Company invited to NAFDAC officer for further compliance. 4. Feedback forwarded to complainant	Closed	13/07/2023	No further correspondence from the Complainant

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2023/036/D GO/RFM	Golden Grace Water	11/07/2023 Reforms Unit	Manufactur er	Email	Personnel	Alleged defraud by NAFDAC staff for license renewal	Complainant was contacted via Reforms Unit Complaint line on the 14/07/23 by the Head Reforms Unit for further details but complainant insisted that the case be dropped as her money has been returned. Complainant was encouraged to always adhere to the Agency guidelines and procedure.	Closed	14/07/2023	No further correspondence from the Complainant
2023/037/D GO/RFM	OkohDenni s	12/07/2023 Reforms Unit	Consumer	Email	Product - Drug	Averse Drug Reaction - ADR	Complainant was asked to use the med safety app to lodge ADR complaint	Closed	31/07/2023	No further correspondence from the Complainant
2023/038/D GO/RFM	SoladayeTr imisyu	19/07/2023 Reforms Unit	Manufactur er	Email	Service	Delayed registration	1.More details requested from the complainant. 2.Details Forwarded to Food R&R. 3. Food R&R Replied that complainant should visit Lagos State Office	Closed	24/07/2023	No further correspondence from the Complainant

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							<p>immediately for further processing directive.</p> <p>4.Feedback sent to complainant</p>			
2023/039/D GO/RFM	Shea Speldor	19/07/2023 Reforms Unit	Manufactur er	Email	Service	Delayed registration	<p>1.More details for requested from complainant.</p> <p>2.Complain forwarded to FCT Focal officer.</p> <p>3.Complaint redirected to Lagos based on the update provided by FCT as at 24/07/23</p> <p>4.DR&R replied that delay was due to systematic flaws of application which was treated wrongly via the NAPAMS platform.</p> <p>5.Application has been reassigned for further processing and awaiting Lab result.</p> <p>6.Feedback sent to complainant</p>	Closed	31/07/2023	No further correspondence from the Complainant

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2023/040/D GO/RFM	Frangelina Letsoalo	20/07/2023 Reforms Unit	Importer	Email	Service	Delayed permit	1.Requested for more details 2.Forwarded to DR&R 3.Investigation shows that the delay is as a result of nonpayment of processing fees, no samples submitted, and no report of inspection done. 4.Feedback sent to complainant	Closed	01/08/2023	No further correspondence from the Complainant
2023/041/D GO/RFM	Ajiboye Adigun	05/08/2023 Reforms Unit	Consumer	Email	Product Drug	Purchase of substandard drugs	Complainant was asked to take samples to the nearest NAFDAC PMS office for immediate necessary action.	Closed	08/08/2023	No further correspondence from the Complainant
2023/042/D GO/RFM	Afolabi Moses	06/08/2023 Reforms Unit	Consumer	Email	Product Drug	Averse Drug Reaction	Complainant was asked to use the med safety app to lodge ADR complaint	Closed	08/08/2023	No further correspondence from the Complainant

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2023/043/D GO/RFM	Emmanuel Frederick	07/08/2023 Reforms Unit	Consumer	Email	Product Drink	Purchase of substandard soft drink	Complainant was asked to take samples to the nearest NAFDAC PMS office for immediate necessary action.	Closed	08/08/2023	No further correspondence from the Complainant
2023/044/D GO/RFM	Muhamma d Nur Daiyibu	09/08/2023 Reforms Unit	Consumer	Email	Product Milk	Purchase of substandard peak milk	Complainant was asked to take samples to the nearest NAFDAC PMS office for immediate necessary action	Closed	11/08/2023	No further correspondence from the Complainant
2023/045/D GO/RFM	RuqayyaAd amu	01/09/2023 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 the Complainant
2023/046/D GO/RFM	Najib Zakari	04/09/2023 Reforms Unit	Manufactur e	Email	Service	Pending application on the NAPAMS platform	Complainant was provided with lodregistraton@nafdac.gov.ng to resolve the issue.	Closed	06/09/2023	Complainant replied to thank the Reforms Unit.

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2023/047/D GO/RFM	SylviaOguguo	04/09/2023 Reforms Unit	Consumer	Email	Product - Cosmetic	Purchase of substandard Dr. Teal lotion	Complainant was asked to take samples to the nearest NAFDAC PMS office for immediate necessary action.	Closed	06/09/2023	No further correspondence from the Complainant
2023/048/D GO/RFM	Ernest Brainbox	08/09/2023 Reforms Unit	Consumer	Email	Product- Drug	Purchase of substandard Omezal Capsule	Complainant was asked to take samples to the nearest NAFDAC PMS office for immediate necessary action	Closed	11/09/2023	No further correspondence from the Complainant
2023/04/9D GO/RFM	Anne Epelle	13/09/2023 Reforms Unit	Consumer	Email	Product - Cosmetics	Purchase of substandard cosmetics	Complainant was asked to take samples to the nearest NAFDAC PMS office for immediate necessary action	Closed	14/09/2023	No further correspondence from the Complainant
2023/050/D GO/RFM	Ugo Austin Peter	26/09/2023 Reforms Unit	Manufactur er	Email	Service	Complaint on in ability to get response on the NAPAMS platform	Complainant was provided with lodregistraton@nafdac.gov.ng to resolve the issue.	Closed	26/09/2023	No further correspondence from the Complainant
2023/051/D GO/RFM	Babatunde Sulayman	06/10/2023 Reforms Unit	Manufactur er	Email	Service	Complaint on in ability to get response on	Complainant was provided with lodregistraton@nafdac.gov.ng	Closed	16/10/2023	No further correspondence from the Complainant

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						the NAPAMS platform	.gov.ng to resolve the issue			
2023/052/D GO/RFM	Princess Funke	06/10/2023 Reforms Unit	Manufactur er	Email	Service	Complaint on supposed defrauding by NAFDAC staff	1.Contacted HR to verify if the said name was a NAFDAC staff but such name wasn't found on the nominal roll. 2.Complaint was asked to discontinue any business with anyone posing to be staff of the Agency and also giving money to anyone other than the official registration platforms of the Agency.	Closed	23/10/2023	No further correspondence from the Complainant
2023/053/D GO/RFM	I'm Ali	09/10/2023 Reforms Unit	Consumer	Email	Product- not specified	Purchase of substandard product	Complainant was asked to take samples to the nearest NAFDAC PMS office for immediate necessary action	Closed	16/10/2023	No further correspondence from the Complainant
2023/054/D GO/RFM	Sunday Ilonze	09/10/2023 Reforms Unit	Manufactur er	Email	Service	Inability to get response from the Portal for	Complainant was provided with lodregistraton@nafdac	Closed	16/10/2023	No further correspondence

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						inspection of facility	.gov.ng to resolve the issue			from the Complainant
2023/055/D GO/RFM	Ifeanyi Okafor	09/10/2023 Reforms Unit	Manufactur er	Email	Service	Inability to get response from the Portal for inspection of facility	Complainant was provided with lodregistraton@nafdac.gov.ng to resolve the issue	Closed	16/10/2023	No further correspondence from the Complainant
2023/056/D GO/RFM	Anthony Emeka Ebom	10/10/2023 Reforms Unit	Consumer	Email	Product	Importation of illegal products	Complainant was asked to provide detailed information	Closed	25/10/2023	Inadequate information form the complainant
2023/057/D GO/RFM	Edo Abasi Udo	10/10/2023 Reforms Unit	Manufactur er	Email	Service	Error in GMP invoice	<p>1.Complainant was asked to contact NAPAMS, the email address and phone number was provided.</p> <p>2.Complainant replied that it could not be resolved.</p> <p>3. Reforms contacted FCT Account officer and complainant was advice to visit the nearest NAFDAC Account Directorate in their location so that</p>	Closed	24/10/2023	No further correspondence from the Complainant

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							the issue can be resolved hands on.			
2023/058/D GO/RFM	Whitney Ekwe	11/10/2023 Reforms Unit	Consumer	Email	Product - ADR	ADR after consuming a drug prescribed by Queens Specialist Hospital Abuja.	1.Complainant was asked to use the med safety app to lodge ADR complaint or bring sample to PMS- Abuja office for further action.	Closed	16/10/2023	No further correspondence from the Complainant
2023/059/D GO/RFM	Remedy Group	19/10/2023 Reforms Unit	Manufactur er	Email	Service	Delayed update from the portal on registration status	1.Complainant was asked for more details, details were sent on the 31/10/23 which was forwarded to Anambara state. 2.Update from Anaabara State on the 08/11/23 states that the delay was because of the company's noncompliance since 11/05/22 which they took over 3 months to respond. 3.The process is on course and samples satisfactory.	Closed	08/11/2023	No further correspondence from the Complainant

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							4.Information Has been communicated to NAPAMS team for information to be updated on the portal. 5.Complainant was given feedback on the 08/11/2023			
2023/060/D GO/RFM	Ajarat B. Olamoyegun	19/10/2023 Reforms Unit	Consumer	Email	Product - drug	Purchase of substandard drugs purchased from a Pharmacy	Complainant was asked to take samples to the nearest NAFDAC PMS office for immediate necessary action	Closed	23/10/2023	No further correspondence from the Complainant
2023/061/D GO/RFM	Gbemi Enemiku	20/10/2023 Reforms Unit	Manufacturer	Email	Service	Issue with NAPAMS	Email and phone number of NAPAMS was provided to the complainant for issue to be resolved	Closed	23/10/2023	No further correspondence from the Complainant
2023/062/D GO/RFM	Gloria Francis	25/10/2023 Reforms Unit	Consumer	Email	Product	Substandard product sold by Med Plus pharmacy	Requested for more details. Details provided by complainant. Forwarded to I&E	Ongoing	30/10/2023	Awaiting feedback from I&E

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2023/063/D GO/RFM	Ayoade Ademide	26/10/2023 Reforms Unit	Consumer	Email	Product	Consumption of expired coca cola	Complainant was asked to take samples of the product to the nearest NAFDAC PMS office for immediate necessary action	Closed	27/10/2023	No further correspondence from the complainant
2023/064/D GO/RFM	Stella Jacobs	27/10/2023 Reforms Unit	Consumer	Email	Product	Expired soft drink served at a restaurant at Kaduna	Complainant was asked to take samples to the nearest NAFDAC PMS office for immediate necessary action, also provide the name and address of the Restaurant.	Closed	30/10/2023	No further correspondence from the complainant
2023/065/D GO/RFM	Imonijobo Mayor	31/10/2023 Reforms Unit	Consumer	Email	Product	Substandard Ampiclox Beecham by GSK in circulation	More details requested from complainant, Complainant did not provide the details requested for.	Closed	03/11/2023	Inadequate details from the complainant
2023/066/D GO/RFM	Chidinma Egbuna	02/11/2023 Reforms Unit	Consumer	Email	Product	Purchase of substandard Dano cream Milk	Complainant was asked to take samples to the nearest NAFDAC PMS office for immediate necessary action	Closed	03/11/2023	No further correspondence from the complainant

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2023/067/D GO/RFM	Sujay Singh	02/11/2023 Reforms Unit	Manufactur er	Email	Service	Counterfeiting of a product by Onifarm	1.Complaint was Forwarded to Drug Registration focal officer. 2.Investigation was carried out and it was recommended Onifarm be sanction for contradicting the Agency guidelines. 3.Update forwarded to complainant	Closed	09/11/2023	No further correspondence from the complainant
2023/068/D GO/RFM	Afrainaide Entertainm ent	09/11/2023 Reforms Unit	Consumer	Email	Product	Purchase of substandard hollandia milk	Complainant was asked to take sample to the nearest NAFDAC office for immediate necessary action	Closed	10/11/2023	No further correspondence from the complainant
2023/069/D GO/RFM	Dahiru Daiyabu	10/11/2023 Reforms Unit	Consumer	Email	Product	Purchase of substandard drink	Complainant was asked to take sample to the nearest NAFDAC office for immediate necessary action	Closed	13/11/2023	No further correspondence from the complainant

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2023/070/D GO/RFM	Morufu Ganiyu	19/11/2023 Reforms Unit	Manufactur er	Email	Service	Delayed registration	Requested for detailed information from complainant	Closed	28/12/23	Inadequate of feedback from the complainant
2023/071/D GO/RFM	Olayinka Ogundimu	20/11/2023 Reforms Unit	Manufactur er	Reportgo v.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
2023/072/D GO/RFM	Ime Umoh	22/11/2023 Reforms Unit	Consumer	Email	Product - drink	Purchase of substandard beta malt	Complainant was asked to take sample to the nearest NAFDAC office for immediate necessary action	Closed	24/11/2023	No further correspondence from the complainant
2023/073/D GO/RFM	Carrington Akosa	4/12/2023 Reforms Unit	Manufactur er	Email	Service	Delayed registration	Requested for more details from the complainant to track the status	Closed	28/12/2023	Inadequate information from the complainant

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2023/074/D GO/RFM	Mikeuncle mike	6/12/2023 Reforms Unit	Manufactur er	Email	Service	Delayed registration	Requested for more details from complainant to track the status of registration.	Closed	28/12/2023	Inadequate information from the complainant
2023/075/D GO/RFM	Rachel Chijioke	7/12/2023 Reforms Unit	Consumer	Email	Product – packaged water	stomach upset after consuming dispenser water	Complainant was asked to take sample to the nearest NAFDAC office for immediate necessary action	Closed	28/12/23	No further correspondence from the complainant
2023/076/D GO/RFM	Hillary Abugu	7/12/2023 Reforms Unit	Manufactur er	Email	Service	Delayed registration	1.Complaint forwarded to Anambara state Focal officer. 2. Feedback stated that water division in Lagos is yet to complete their work on inspection module. Update sent to complainant. Same forwarded to Lagos Food R&R focal officer on the 28/12/23	Closed	28/12/23	Food R&R Focal officer replied that certificate has been issued since 15/12/23 client should be advised to print from the portal. update sent to complainant

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2023/077/D GO/RFM	Syncom legal	16/12/2023 Reforms Unit	Manufactur e	Email	Product	Counterfeiting of their Paracetamol BP 500mg	1.Forwarded to Drug R&R Focal officer. 2.Feedback from Drug R&R focal show Counterfeiting of the said product and recommended complaint be forwarded to Enforcement for further necessary action. Update forwarded to complainant	Closed	03/01/2024	Forwarded to I&E as recommended by Drug R&R for further actions on the 3/01/24
2023/078/D GO/RFM	Pius Sunday	18/12/2023 Reforms Unit	Consumer	Email	Product - milk	Substandard peak milk	Complainant was asked to take sample to the nearest NAFDAC office for immediate necessary action	Closed	20/12/23	No further correspondence from the complainant
2023/079/D GO/RFM	Edidiong Udofia	23/12/2023 Reforms Unit	Manufactur er	Email	Service	Delayed registration	More details requested from complainant	Closed	23/01/2024	Inadequate information from the complainant
2023/080/D GO/RFM	Arolowo Kehinde	23/12/2023 Reforms Unit	Manufactur er	Email	Service	Delayed registration	More details requested from complainant	Closed	23/01/2024	Inadequate information from the complainant

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2023/081/D GO/RFM	Fedor Blink	23/12/2023 Reforms Unit	Consumer	Email	Product - Rice	Purchase of substandard Red bull rice in Abuja	Complainant was asked to bring the said product to PMS-Abuja	Closed	27/12/2023	No further correspondence from the complainant
2023/082/D GO/RFM	Annie Ani	24/12/2023 Reforms Unit	Consumer	Email	Product	Purchase of expired Fanta and Ribena drink	Complainant was asked to take sample to the nearest NAFDAC Servicom focal officer in the state for immediate necessary action	Closed	27/12/2023	No further correspondence from the complainant
2023/083/D GO/RFM	Mains Propres	27/12/2023 Reforms Unit	Manufactur er	Email	Service	Delayed registration	1.Complainant was forwarded to Drug R&R. 2.Investigation found out that the delay was because of nonpayment of processing and certificate fee 3. Complainant was advised to make the above payment 4.provide lab samples Update forwarded to complainant	Closed	08/01/2024	No further correspondence from the complainant

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2023/084/D GO/REM	Dala GNC	29/12/2023 Reforms Unit	Manufactur er	Email	Service	Inability to get feedback from the NAPAMS Portal	Email address of the NAPAMS desk officer, including their phone number was provided to the complainant	Closed	30/01/2024	No further correspondence from the complainant
2023/CCD/0 01/PMS		17/01/2023 PMS	Consumer	Walk-in Verbal; complaint form	Product Drug	NORLAND Healthway Calcium Iron and Zinc Capsules The capsules were congealed.	A search on NRPD shows that the product is registered. Capsules sometimes clump together due to their gelatinous content.	Closed	24/01/2023	Findings was communicated to the complainant.
2023/CCF/00 2/PMS		20/01/2023 PMS	Consumer	Walk-in Verbal; complaint form	Product Milk	Peak Full Cream Instant Milk Powder 14g (sachet) The product did not dissolve in hot coffee even	Investigation was carried out at the place of purchase and at the facility of the supplier. Evidence from investigation point to poor handling and storage practices.	Closed	27/01/2023	Findings was communicated to the complainant.

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						<p>though it was not expired</p>	<p>The vendor of the complaint product was sensitized on proper handling of dairy products, and proper hygiene of a food handling business.</p> <p>The vendor was directed to write an undertaking to maintain proper hygiene of his facility and his food handlers.</p>			
2023/CCD/003/PMS		23/01/2023	Consumer	Walk-in Verbal; complaint form	Product Herbal Medicine	<p>Dr. One Week Herbal Remedy 500ml</p> <p>The product is unregistered.</p> <p>The NRN on the bottle belongs to Benbe herbal mixture, a registered product.</p>	<p>The complaint was forwarded to NAFDAC zonal offices and Cross-river state office for surveillance and other regulatory action.</p>	Closed	25/01/2023	Findings was communicated to the complainant.

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2023/CCO/01/PMS		20/02/2023 PMS	Consumer	Walk-in Verbal; complaint form	Products	Sale of unregistered and banned bread, bottled water and other products by a supermarket.	Complaint referred to FPMS to investigate. Investigation was carried out at implicated facility. The manager of the facility was invited for a meeting. The facility was sanctioned.	Closed	22/02/2023	Outcome was communicated to the complainant.
2023/CCD/03/PMS		23/02/2023 PMS	Consumer	Walk-in Verbal; complaint form	Product Drug	Eurolux Ampicillin250 mg and Cloxacillin 250mg capsules 10x10 Stooling after consuming complaint product.	Causality indicates that diarrhea is a common side effect of Ampiclox. Investigation was carried out at the address of purchase. The vendor was invited for a meeting and mandated to submit the invoice of supply. He was sensitized on the need to follow best practice in purchasing	Closed	15/05/2023	Findings communicated to the complainant.

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							<p>pharmaceutical product for his facility.</p> <p>The product was sampled and sent to the laboratory for analysis.</p> <p>A memo was sent to Anambra office to visit the supplier of the product and mop up the complaint batch.</p> <p>A memo was sent to DER to extend investigation to the implicated batch and other batches produced within the same period.</p> <p>The report of laboratory analysis showed the product to be unsatisfactory. The laboratory report was also shared with DER.</p>			
2023/CCD/04/PMS		27/02/2023 PMS	Consumer	Walk-in Verbal;	Product Drug	GAVISCON Double Action Liquid	Investigation was carried out at the address of purchase.	Closed	15/05/2023	Findings was communicated

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				complaint form		<p>Suspension, Peppermint Flavour 150ml.</p> <p>Treatment failure - Complainant did not experience relief after consuming the product.</p>	<p>The product was sampled and sent to the laboratory for analysis.</p> <p>The report of laboratory analysis showed the product to be satisfactory.</p>			to the complainant.
2023/CCD/005/PMS		15/03/2023 PMS	Consumer	Walk-in Verbal; complaint form	Product Drug	<p>OCULLERG Eye Drops 10ml.</p> <p>Complainant was sold an expired product.</p>	<p>Investigation was carried out at the address of purchase (15/03/2023).</p> <p>The superintendent pharmacist was invited for a meeting with the DD i/c (PMS).</p> <p>At the conclusion of the meeting, the facility was issued a warning and the MD was mandated to write an undertaking to desist from the sale</p>	Closed	17/03/2023	Outcome was communicated to the complainant

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							and distribution of expired products.			
2023/CCF/00 2/PMS		11/04/2023 PMS	Consumer	Walk-in Verbal; complaint form	Product Food	Lipton Yellow Label Tea (25 tea bags) The product is allegedly fake and does not look like the original.	Investigation was conducted both at the address of purchase and the manufacturer of the product. Findings indicate that both products submitted for the complaint belong to Unilever and neither is fake. Differences observed in the packaging material and batch coding were due to different machines used for each production. These two machines have different coding font sizes and are used simultaneously.	Closed	20/07/2023	Finding was communicated to the complainant.
2023/CCO/0 02/PMS		25/05/2023 PMS	Consumer	DG's Registry Letter	Product Beverages	Petition against alleged supply of adulterated	Investigation was carried out at the address of purchase.	Closed		

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						alcoholic drinks	The case could not be concluded because the complainant involved the police.			
2023/CCF/003/PMS		25/05/2023 PMS	Consumer	Walk-in Verbal; complaint form	Product	Hollandia Yoghurt Drink (Plain) 180ml	<p>The complaint did not have relevant information with regards address of purchase and receipt of purchase. He promised to get the information.</p> <p>The complainant was called several times to get the information, but he did not respond (31/05/2023).</p> <p>Another call was made to the complainant but there was no response. An SMS was also sent as a reminder (01/06/2023).</p> <p>No response has been received from the complainant. He was called several times but there was no response. An SMS was</p>	Closed	26/06/2023	<p>The complainant did not provide necessary information needed to carry out investigation even after several calls and messages.</p> <p>The complaint has been closed.</p>

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							sent to him as a reminder (06/06/2023).			
2023/CCF/004/PMS		07/06/2023 PMS	Consumer	Walk-in Verbal; complaint form	Product Breveages	<p>Sprite 50cl Glass Bottle</p> <p>The product has several particles in it and allegedly caused the complainant to vomit.</p>	<p>An investigation was conducted at the point of sale, and at the depot which supplied the retailer.</p> <p>Several crates of the same batch as the complaint product were discovered, also contaminated with particles. The products were mopped up and the supplier was invited to the PMS office for a meeting.</p> <p>NBC was invited for a meeting to account for the presence of the unwholesome product in the market and to provide their distribution list for the implicated batch.</p>	closed	28/06/23	Outcome was communicated to the complainant.

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							<p>They were made to recall all products with the same batch.</p> <p>They were sanctioned, and the fine was paid.</p>			
2023/CCF/005/PMS		19/06/2023 PMS	Consumer	Walk-in Verbal; complaint form	Product Food	<p>Ortolan Rice 50kg</p> <p>The rice was smelling and allegedly unfit for consumption.</p>	<p>The complaint was forwarded to Nasarawa state office for investigation (22/06/2023).</p> <p>Nasarawa state office conducted investigation and sanctioned the vendor for poor GWP.</p>	Closed		Outcome communicated to the complainant.
2023/CCF/006/PMS		19/06/2023 PMS	Consumer	Walk-in Verbal; complaint form	Product Package Water	<p>Swan Natural Spring Water 50cl</p> <p>The water has a foul smell and an odd taste</p>	<p>*Observation: upon open an uncompromised sample of the complaint product submitted by the complainant, a strong plastic-like smell was perceived.</p>	Closed	27/07/23	Findings was communicated to the complainant.

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							<p>An investigation was carried out at the address of purchase.</p> <p>The batch of the water was not found in the facility.</p> <p>The facility manager was invited to NAFDAC and sensitized</p>			
2023/CCF/007/PMS		27/06/2023 PMS	Consumer	Walk-in Verbal; complaint form	Product Food	<p>Fazs Natural Honey</p> <p>Products is allegedly fake and dangerous for consumption.</p>	<p>*Observation: Product appears to be caramelized sugar instead of honey. The smell of the product also suggests this.</p> <p>An investigation was carried out at the address of purchase.</p> <p>none of the item was found.</p> <p>•A meeting was held with the H-Medix key personnel and all the batches of FAZS honey in all their</p>	Closed	12/08/2023	Outcome was communicated to the complainant.

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							<p>outlets and these were placed on HOLD</p> <ul style="list-style-type: none"> •Samples from the batches were sent to NAFDAC laboratory Kaduna for analysis. •The samples failed laboratory analysis. •All the products (120 bottles of FAZS Honey) placed on Hold have been evacuated to be destroyed appropriately by the Agency. • The manufacturing facility was re-assessed for good manufacturing Practices (GMP) to ensure production of quality batches subsequently. 			
2023/CCD/006/PMS		03/07/2023 PMS	Consumer	Walk-in Verbal;	Product Drug	TOSHMA Hi Powder Eye Care Remedy	*Observation: The product has some labelling lapses; there	Closed	12/08/2023	Findings was communicated

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				complaint form		Though the product has NRN on it, it appeared questionable, and the complainant wants to verify its Authenticity.	is no manufacturer's address and no directions for use. A search was conducted on NARPAD. The product was not found. However, other products produced by the same manufacturer were on the database. The complaint was forwarded to Oyo state office for further regulatory action. (12/07/2023)			to the complainant.
2023/CCF/008/PMS		14/07/2023 PMS	Consumer	Walk-in Verbal; complaint form	Product Food	Chivita Exotic Pineapple & Coconut Nectar 1L Complainant and family stooped uncontrollably after	An investigation was carried out at the address of purchase. It was discovered that within a carton of 10 packs of chivita, they had varying batch numbers. The products were stored poorly. The manager of the facility was invited to	Closed	24/07/2023	Findings was communicated with the complainant.

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2023/CCD/007/PMS		17/07/2023 PMS	Consumer	Walk-in Verbal; complaint form	Product Drug	<p>Nurofen for Children 100mg Chewable Capsules (Orange)</p> <p>Importation and distribution of unregistered Nurofen.</p>	<p>Investigation carried out at address of purchase.</p> <p>The complaint product was not found in stock. However, foreign unregistered Nurofen syrup for children was found on sale and mopped up.</p> <p>The Supt. Pharmacist was invited for a meeting with the D (PMS). He submitted</p>	Closed	Outcome communicated to the complainant.

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							<p>invoice of purchase for the implicated product, indicating that the product was sourced from Lagos.</p> <p>He was given a warning letter and directed to write an undertaking on behalf of the defaulting facility to desist from stocking, selling and distributing unregistered products, and to only source from credible wholesalers.</p> <p>The case and invoice of purchase were forwarded to PMS Lagos for further regulatory action.</p>			
2023/CCF/00 9/PMS		01/08/2023 PMS	Consumer	Walk-in Verbal; complaint form	Product Food	SUNMATE table Water An ant was discovered in the water	The complaint was referred to FCT office for further regulatory action (01/08/2023)	Closed	01/08/2023	No further correspondence from the complainant

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2023/CCD/08/PMS		11/08/2023 PMS	Consumer	Walk-in Verbal; complaint form	Product Drug	<p>PRONATAL x 30 Tablets</p> <p>The product is unregistered and has no manufacturing date.</p>	<p>Investigation carried out at address of purchase.</p> <p>The complaint product was not found in stock as the company had withdrawn it from circulation.</p> <p>The Supt. Pharmacist however admitted that the pharmacy outlet had indeed sold the implicated product to the complainant.</p> <p>The Supt. Pharmacist was invited for a meeting with the D (PMS). She submitted invoice of purchase for the implicated product. She stated that the facility refunded the complainant for the purchase of the violating product</p> <p>She was given a warning letter and directed to write an</p>	Closed	23/08/2023	Outcome was communicated to the complainant.
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							undertaking on behalf of the defaulting facility to desist from stocking, selling and distributing unregistered products, and to only source from credible wholesalers.			
2023/CCF/010/PMS		17/08/2023 PMS	Consumer	Walk-in Verbal; complaint form	Product Beverages	Freshfarm Unsweetened Yoghurt Drink 1L Product was contaminated with black slimy stuff even though it was not expired.	An investigation was carried out at the address of purchase. The product with the same batch number was not found in the facility.	Closed	29/08/2023	Findings was communicated with the complainant
2023/CCC/001/PMS			Consumer	Walk-in Verbal; complaint form	Product Chemical	Hypo Toilet Cleaner The product is allegedly fake.	*Observation: 1.The complainant purchased the complaint product from a hawker. 2.The labeling of the product was faded	Closed	26/10/2023	Findings was communicated to the complainant and the complainant was advised to always purchase from a properly

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							<p>(possibly from being in the sun for long).</p> <p>3.The complaint products had no noticeable date markings or batch number.</p> <p>Investigative surveillance was conducted at the alleged location of purchase. However, the alleged seller was not found and no other hawker in the location was found to be selling Hypo Toilet Cleaner.</p>			addressed location or store.
2023/CCD/09/PMS		04/12/2023 PMS	Consumer	Walk-in Verbal; complaint form	Product Drug	Sale of expired products by a patent medicine store at Suleja.	<p>Complaint was forwarded to Niger state office for further regulatory action.</p> <p>An investigation by NAFDAC officers from Niger state office indicates that no expired, unregistered or illegal products</p>	Closed	28/12/2023	Findings was communicated to the complainant.

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							were found at the facility.			
2023/CCD/010/PMS		05/12/2023 PMS	Consumer	Walk-in Verbal; complaint form	Product Drug	VISIORAX Use of the product caused an adverse drug reaction of swollen eyes and face.	<p>Observations:</p> <p>1.The product has no NRN</p> <p>2.The details on the label of the product are not legible.</p> <p>The complaint was also handled by PV as an ADR.</p> <p>An investigation was carried out at the address of the supplier of the product.</p> <p>The product was not in stock. The supplier stated that the company no longer imported the product.</p> <p>The MD was invited for a meeting with AD(DPMS) and directed to come along with his distribution</p>	Closed	14/02/2024	Findings was communicated to the complainant.

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							list, invoice of purchase and other relevant documents. A meeting was held with the MD/supplier of the complaint product (12/12/2023).			
2023/CCC/002/PMS		20/12/2023 PMS	Consumer	Walk-in Verbal; complaint form	Product Chemical	VITEX The product is allegedly a herbal skin care product but looks like a chemical. The product has no NRN.	*Observations: 1. The product has no batch number or production date. The product has no list of ingredients or directions for use.	Open		Ongoing

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