

COMPLAINTS NO.(YR/SERIAL NO./SOURCE)	DATE RECEIVED/BY(NAME)	SOURCE	MODE OF COMPLAINTS	ROOT CAUSE INVESTIGATION	CORRECTIVE ACTION	STATUS(OPEN OR CLOSE)	DATE OF CLOSURE	REMARKS
2019/001/DGO/RFM	06/01/2019 Reforms Unit	Manufacturer	Email	Delayed Registration	Acknowledged Complainant was asked to provide details as it was omitted to enable us track status of registration	Closed	03/04/2019	No further correspondence from complainant
2019/002/DGO/RFM	07/01/2019 Reforms Unit	Consumer	Email	Suspected expired table water	Acknowledged Complainant was asked to provide details of the product or take a sample to the nearest NAFDAC office	Closed	03/04/2019	No further correspondence from complainant
2019/003/DGO/RFM	10/01/2019 Reform Unit	Consumer	Email	Particles in Hi-malt	Acknowledged Complainant was asked to provide details of the Hi-malt or take a sample to the nearest NAFDAC office	Closed	03/04/2019	No further correspondence from complainant
2019/004/DGO/RFM	18/01/2019 Reform Unit	Whistle-blower	Email	Suspected Pharmacy in Akwa-ibom selling	Acknowledged Complaint was forwarded to	Open		Awaiting feedback from Akwa-ibom State

				expired drugs	Akwa-ibom Focal office			
2019/005/DGO/ RFM	21/01/2019 Reform Unit	Manufacturer	Email	Delayed Registration	Acknowledged Complainant was asked to provide details as it was omitted to enable us track status of registration	Closed	03/04/2019	No further correspondence from complainant
2019/006/DGO/ RFM	29/01/2019 Reform Unit	Consumer	Email	Contaminated Chi-vita Juice	Acknowledged Complainant was asked for more details but replied that issue has been resolved	Closed	31/01/2019	No further correspondence from complainant
2019/007/DGO/ RFM	31/01/2019 Reform Unit	Whistle blower	Email	Tip-off on unauthorized warehouse where expired chemicals are stored in Isolo, Lagos State	Acknowledged Complaints was forwarded to CER and I &E I&E replied that its already been handled by CER	Open		Awaiting feedback from CER and I &E
2019/008/DGO/ RFM	14/02/2019 Reform Unit	Manufacturer	Email	Delayed Registration	Acknowledged Complainant was asked to provide details as it was omitted to enable us track status of	Closed	29/03/2019	No further correspondence from complainant

					registration			
2019/009/DGO/ RFM	19/02/2019 Reform Unit	Whistle blower	Email	Tip-off n sale of fake/expired drugs	Acknowledged Complainant was asked to provide detailed information about the product as it was omitted	Closed	29/03/2019	No further correspondence from complainant
2019/010/DGO/ RFM	19/02/2019 Reform Unit	Consumer	Email	Inconsistency /suspicious manufacture date.	Acknowledged Complainant was forwarded to DER	Open		Awaiting feedback from DER
2019/011/DGO/ RFM	20/02/2019 Reform Unit	Consumer	Email	Particles in Chi-vita drink	Acknowledged Complaint was asked to provide details as it was omitted to enable us track status of registration	Closed	29/03/2019	No further correspondence from complainant
2019/012/DGO/ RFM	26/02/2019 Reform Unit	Manufacturer	Email	Issues with PID application for bulk importation of soya beans	Acknowledged Complaint was forwarded to PID & FSAN . Investigation was carried out and compliance directive was issued	Closed	29/03/2019	No further correspondence from complainant
2019/013/DGO/	03/03/2019	Consumer	Email	Substandard Lantal	Acknowledged	Closed	29/04/2019	Awaiting feedback

RFM	Reform Unit			special bread	Complainant was asked to provide detailed information as it was omitted for investigation to be carried out			from complainant
2019/014/DGO/ RFM	10/03/2019 Reform Unit	Whistle blower	Email	Tip –off on illegal Pharmacy in illesa Osun State	Acknowledged Complaint forwarded to I&E	Open		Awaiting feedback from I&E
2019/015/DGO/ RFM	16/03/2019 Reform Unit	Consumer	Email	Substandard on Eva table water	Acknowledged Complaint was asked to provide detailed information or take sample to NAFDAC office for Lab analysis	Closed	29/04/2019	No further correspondence from complainant
2019/016/DGO/ RFM	16/03/2019 Reform Unit	Manufacturer	Email /PEBEC	Delayed registration	Acknowledged Complaint forwarded to Oyo State focal officers. Evidence of notification was forwarded to the company for pick- up	Closed	28/03/2019	Closed by PEBEC team
2019/017/DGO/ RFM	16/03/2019	Manufacturer	Email /PEBEC	Delayed registration	Acknowledged Complaint	Closed	14/06/2019	Closed by PEBEC team

	Reform Unit				forwarded to FCT and R&R focal officers. Complainant was asked to pick up certificate from FCT office.			
2019/018/DGO/RFM	23/03/2019 Reform Unit	Consumer	Email	Substandard water	Acknowledged Complainant was asked to provide details of the product or take a sample to the nearest NAFDAC office	Closed	30/05/2019	Awaiting feedback from complainant
2019/019/DGO/RFM	25/03/2019 Reform Unit	Consumer	Letter	Difficulty in using the Mobile Authentication Service	Acknowledged Complaint was asked to send text to 20453 PRASCOR (Pharmacovigilance Rapid Alert System for Consumer Reporting)	Closed	30/05/2019	No further correspondence from complainants
2019/020/DGO/RFM	28/03/2019 Reform Unit	Consumer	Email	Antioxidant E319 suspected to be in indomie that may be harmful to human health	Acknowledged Complainant was forwarded to FSAN , investigations shows claims were	Closed	30/05/2019	No further correspondence from complainant

					not valid and that indomie is safe for consumption			
2019/021/DGO/ RFM	01/04/2019 Reforms Unit	Consumer	Email	Complaint on difficult In using the Mobile Authentication Service	Acknowledged Complaint was asked to send text to 20453 PRASCOR (Pharmacovigilance Rapid Alert System for Consumer Reporting)	Closed	30/05/2019	No further correspondence from complainant
2019/022/DGO/ RFM	01/04/2019 Reforms Unit	Consumer	Email	Complaint on rotten milo drink	Acknowledged Complainant was asked to take a sample to the nearest NAFDAC office for immediate necessary action	Closed	30/05/2019	No further correspondence from complainant
2019/023/DGO/ RFM	01/04/2019	Manufacturer	Email	Complaint on GMP certificate withheld by their representative	Acknowledged Complaint forwarded to DER	Open		Awaiting feedback from DER
2019/024/DGO/ RFM	03/04/2019	Consumer	Email	Complaints on an expired skin whitening soap(silka herbal	Acknowledged Complainant was asked to take the said sap to the	Closed	30/05/2019	No further correspondence from complainant

				whitening soap),	nearest NAFDAC Offices			
2019/025/DGO/ RFM	04/04/2019	Consumer	Email	Complaints on peak milk	Acknowledged Complainant was asked to take the said milk with detailed information of purchase to the nearest NAFDAC office for immediate necessary action	Closed	30/05/2019	No further correspondence from complainant
2019/026/DGO/ RFM	10/04/2019	Consumer	Email	Complaints on an expired drug noticed after usage	Acknowledged Complainant was asked to take the said drug to the nearest NAFDAC office	Closed	30/05/2019	No further correspondence from complainant
2019/027/DGO/ RFM	10/04/2019	Consumer	Email	Complaint on an expired milk	Complainant was asked to take the sample of milk to the nearest NAFDAC office	Closed	30/05/2019	No further correspondence from complainant
2019/028/DGO/ RFM	15/04/2019	Whistle blower	Email	Complaints on a location where fake products is produce in Nyanya	Acknowledged Complainant was forwarded to FCT focal office and Director	Open		Awaiting feedback from FCT

2019/029/DGO/ RFM	15/04/2019	Consumer	Email	Complaint on fake fish purchased from Hub mart store,35 Adeola Odeku,VI,Lagos	Acknowledged Complainant was forwarded to FSAN focal office &Director FSAN	Open		Awaiting feedback from FSAN
	18/04/2019	Whistle blower	Email	Complaints on a suspected fake Astymin syrubb	Acknowledged Complainant was asked to immediately take the sample to the nearest NAFDAC office for necessary action	Closed	30/05/2019	No further correspondence from complainant
2019/030/DGO/ RFM	22/04/2019	Manufacturer	Email	Difficult in getting tariff for Agro-Allied crop treatment on the website	Acknowledged Checked on the website but couldn't find it, contacted Vmap and information was sent to the complainant	Closed	30/05/2019	No further correspondence from complainant
2019/031/DGO/ RFM	24/04/2019	Whistle blower	Email	Complaints on plastic rice and that NAFDAC should inform the media	Acknowledged Complainant was informed that NAFDAC have already informed customers and also done a press conference with	Closed	30/05/2019	No further correspondence from complainant

					regards to the said plastic rice			
2019/032/DGO/ RFM	27/04/2019	Consumer	Email	Complaints on rotten fish served at the china Garden in Lagos	Acknowledged Complainant forwarded to FSAN focal officer Lagos (copied Director)	Open		Awaiting feedback from FSAN
2019/033/DGO/ RFM	29/04/2019	Consumer	Email	Complaints on unsatisfactory service by Otade skin care (issue of lateness and not issuing certificate as agreed after completion of training	Acknowledged Complainant does not fall within our mandate, complainant was referred to consumer protection council	Closed	30/05/2019	No further correspondence from complainant
2019/034/DGO/ RFM	29/04/2019	Manufacturer	Email	Complaint on products held by NAFDAC	Acknowledged Complainant forwarded to PID Yaba . Director PID replied that complainant should come to PID office with all necessary documents for issue to be resolved. complainant was informed	Closed	08/05/2019	No further correspondence from complainant

2019/035/DGO/ RFM	03/05/2019	Manufacturer	Email	Complaint on remita during payment for registration(there was no bank official stamp or proof of such payment	Acknowledged Contacted FCT/Account and complainant was advised to go back to the bank and resolve the issue	Closed	30/05/2019	No further correspondence from complainant
2019/036/DGO/ RFM	04/05/2019	Consumer	Email	Complaints on fake Dopatane 50, bought in a pharmacy, but discovered later.	Acknowledged Complainant was asked to always look out for NAFDAC markings, mandate, expiry date, and batch number. Also use scratch and text where applicable	Closed	30/05/2019	No further correspondence from complainant
2019/037/DGO/ RFM	06/05/2019	Consumer	Email	Bicu Apple flavor drink with different color	Acknowledged Complainant was asked to immediately take the sample to the nearest NAFDAC office for necessary action	Closed	30/05/2019	Complainant sent a mail of appreciation
2019/038/DGO/ RFM	07/05/2019	Manufacturer	Email	Delayed registration	Acknowledged Complainant was	Closed	30/05/2019	No further correspondence

					<p>asked to provide details of the product.</p> <p>Complainant forwarded to R&R.</p> <p>R&R replied that product was sent to the lab and lab result is yet to be out.</p> <p>Feedback sent to complainant</p>			from complainant
2019/039/DGO/ RFM	13/05/2019	Manufacturer	Email	Delayed registration	<p>Acknowledged</p> <p>Complainant forwarded to R&R.</p> <p>R&R replied that complainant should visit NAFDAC oshodi office to pickup certificate.</p> <p>Feedback sent to complainant</p>	Closed	31/05/2019	No further correspondence from complainant
2019/040/DGO/ RFM	16/05/2019	Consumer	Email	Baby food purchased that is suspected to be fake	<p>Acknowledged</p> <p>Complainant was asked to immediately take the sample to the nearest NAFDAC office for necessary</p>	Closed	30/05/2019	No further correspondence from complainant

					action			
2019/041/DGO/ RFM	21/05/2019	Manufacture	Email	Delayed registration	Acknowledged Complainant was asked to provide details of the product.	Closed	30/05/2019	No further correspondence from complainant
2019/042/DGO/ RFM	28/05/2019	Consumer	Email	Difficulty in using the Mobile Authentication Service	Acknowledged Complaint was asked to send text to 20453 PRASCOR (Pharmacovigilance Rapid Alert System for Consumer Reporting)	Closed	30/05/2019	No further correspondence from complainant
2019/043/DGO/ RFM	31/05/2019	Whistle blower	Email	Counterfeit gino production in zaria, Kaduna	Acknowledged Complainant forwarded to Kaduna state focal officer. (zonal and state coordinator copied)	Open		Awaiting feedback from Kaduna
2019/044/DGO/ RFM	02/06/2019	Consumer	Email	Substandard toothpaste	Acknowledged Complainant was asked to provide	Closed	05/06/2019	No further correspondence from complainant

					details of the product or take to the closest NAFDAC office for immediate necessary action			
2019/045/DGO/ RFM	04/06/2019	Consumer	Email	Substandard product	Acknowledged Complainant was asked to provide details of the product or take to the closest NAFDAC office for immediate necessary action.	Closed	05/06/2019	No further correspondence from complainant
2019/046/DGO/ RFM	05/06/2019	Consumer	Email	Substandard pure water	Acknowledged Complainant forwarded to FSAN focal officer.	Open		Awaiting feedback from FSAN
2019/047DGO/ RFM	07/06/2019	Manufacturer	PEBEC App	High tariff	Acknowledged After the council meeting , complainant was informed that the new tariff is on hold till after NAFDAC meets with stakeholders	Closed	05/07/2019	No further correspondence from complainant

2019/047/DGO/ RFM	09/06/2019	Manufacturer	Email	High tariff	Acknowledged After the council meeting , complainant was informed that the new tariff is on hold till after NAFDAC meets with stakeholders	Closed	05/07/2019	No further correspondence from complainant
2019/048/DGO/ RFM	10/06/2019	Consumer	Email	Suspected fake Gino bought in Kano	Acknowledged Complainant was asked to provide details of the product or take to the closest NAFDAC office for immediate necessary action.	Closed	05/07/2019	No further correspondence from complainant
2019/049/DGO/ RFM	12/06/2019	Manufacturer	PEBEC App	Hike in tariff	Acknowledged After the council meeting , complainant was informed that the new tariff is on hold till after NAFDAC meets with stakeholders	Closed	05/07/2019	No further correspondence from complainant
2019/050/DGO/ RFM	14/06/2019	Consumer	Email	Suspected fake peak milk	Acknowledged Complainant	Opened		Awaiting feedback from FSAN

					forwarded to FSAN focal officer			
2019/051/DGO/RFM	16/06/2019	Consumer	Email	Suspected expired drugs that killed their friend in ESUT	Acknowledged Complainant was asked to provide details of the product such as address of shop it was purchased, closest landmarks and evidence of purchase for immediate necessary action.	Closed	05/07/2019	No further correspondence from complainant
2019/052/DGO/RFM	16/06/2019	Whistleblower	Email	Supermarket in Dolphin estate ikoyi lagos that sells expired products	Acknowledged Complainant forwarded to E & I focal officer	Open		Awaiting feedback from E & I
2019/053/DGO/RFM	17/06/2019	Manufacturer	Email	Delayed registration	Acknowledged Complainant forwarded to R & R	Open		Awaiting feedback from R&R
2019/054/DGO/RFM	18/06/2019	Consumer	Email	Suspected substandard table water	Acknowledged Complainant was asked to provide details of the product.	Closed	05/07/2019	No further correspondence from complainant

2019/055/DGO/ RFM	18/06/2019	Manufacturer	Email	Late issuance of certificate	Acknowledged Complainant forwarded to R &R	Open		Awaiting feedback from R&R
2019/056/DGO/ RFM	19/06/2019	Manufacturer	Email	Delayed product registration	Acknowledged Complainant forwarded to R &R	Open		Awaiting feedback from R&R
2019/057/DGO/ RFM	19/06/2019	Manufacturer	Email	Delayed registration	Acknowledged Complainant forwarded to R &R	Open		Awaiting feedback from R&R
2019/058/DGO/ RFM	19/06/2019	Manufacturer	Email	Delayed registration	Acknowledged Complainant forwarded to R &R Complainant sent an appreciation that issue has been resolved	Closed	05/07/2019	No further correspondence from complainant
2019/059/DGO/ RFM	21/06/2019	Manufacture	Email	Delayed registration	Acknowledged Complainant forwarded to R &R	Open		Awaiting feedback from R&R
2019/060/DGO/ RFM	25/06/2019	Manufacture	Email	Delayed registration	Acknowledged Complainant forwarded to R &R	Open		Awaiting feedback from R&R
2019/061/DGO/ RFM	27/06/2019	Manufacture	Email	Delayed release of second certificate	Acknowledged Complainant forwarded to R &R	Open		Awaiting feedback from R&R

					Feedback to the complainant that it is being processed for approval meeting.			
2019/062/DGO/RFM	28/06/2019	Consumer	Email	Discrepancies in caprison	Acknowledged Complainant forwarded to FSAN focal officer	Open		Awaiting feedback from FSAN
2019/063/DGO/RFM	02/07/2019	Consumer	Email	Rampant sale of unregistered and unwholesome products	Acknowledged Complainant forwarded to Ogun State	Open		Awaiting feedback from Ogun State
2019/064/DGO/RFM	02/07/2019	Consumer	Email	Use of Sniper to preserve food and other livestock	Acknowledged Complainant forwarded to FSAN. FSAN replied that the Public are already being educated. Feedback sent to complainant	Closed	16/07/2019	No further correspondence from complainant
2019/065/DGO/RFM	15/07/2019	Consumer	Email	Activities of Urban food industry ltd Gbagada Lagos	Acknowledged Complainant forwarded to FSAN & I&E focal officers	Open		Awaiting feedback from FSAN and I&E

2019/066/DGO/ RFM	22/07/2019	Consumer	Email	Unwholesome Yoghurt sold in shoprite lekki,lagos	Acknowledged Complainant forwarded to FSAN focal officer	Open		Awaiting feedback from FSAN
2019/067/DGO/ RFM	22/07/2019	Consumer	Email	Substandard packaging of snacks	Acknowledged Complainant forwarded to FSAN focal officer	Open		Awaiting feedback from FSAN
2019/068/DGO/ RFM	23/07/2019	Consumer	Email	Delayed registration	Acknowledged Complainant forwarded Abia state	Open		Awaiting feedback from Abia state
2019/069/DGO/ RFM	23/07/2019	Manufacturer	Email	Rude treatment from NAFDAC Staff	Acknowledged Complainant was asked for details but replied that issue has resolved. Thanked us for quick response.	Closed	26/07/2019	No further correspondence from complainant
2019/070/DGO/ RFM	30/07/2019	Whistle blower	Email	Fake/expired drugs in Abakaliki,Ebonyi Sate	Acknowledged Complainant forwarded to SEZ Coordinator, state coordinator, DER and I&E	Open		Awaiting feedback from the SEZ
2019/071/DGO/ RFM	31/07/2019	Consumer	Email	Substandard drinking water (Miracool) Mira	Acknowledged Complainant	Closed		No further correspondence

				purification ltd	forwarded to FCT Inspection was carried out and compliance directive issued			from complainant
2019/072/DGO/ RFM	09/08/2019	Consumer	Email	Substandard bakery in Maraba	Acknowledged Complainant forwarded Nasarawa state coordinator	Open		Awaiting feedback from Nasarawa State
2019/073/DGO/ RFM	16/08/2019	Consumer	Email	Pharmacy selling substandard drugs at 37,Glover Court Ikoyi, Lagos	Acknowledged Complainant forwarded to DER and I&E	Open		Awaiting feedback from DER
2019/074/DGO/ RFM	20/08/2019	IT Student	Email	Payment issues	Acknowledged Complainant forwarded to PRS. PRS focal officer replied that receipt has been issued to the complainant	Closed	27/08/2019	No further correspondence from complainant
2019/075/DGO/ RFM	28/08/2019	Manufacturer	PEBEC APP	Restriction into NAFDAC Isolo R&R	Acknowledged Contacted R&R and it was DG's directive but clients should be	Closed	30/08/2019	No further correspondence from complainant

					redirected to R&R emails and urgent cases Focal officers' number should be given to client. Feedback sent to complainant			
2019/076/DGO/RFM	29/08/2019	Manufacturer	Email	Rejection of trademark by R&R	Acknowledged Complaint forwarded to R&R	Open		Awaiting feedback from &RR
2019/077/DGO/FEM	02/09/2019	Whistle blower	Email	Tip-off of suspected sales of fake drugs	Acknowledged Complainant was asked to provide detailed information for proper investigation	Open		Awaiting feedback from complainant
2019/078/DGO/FEM	15/09/2019	Importer	Email	Delayed response from PID	Acknowledged Complainant was asked to contact focal officer PID with contact details provided.	Closed	19/09/2019	No further correspondence from complainant
2019/079/DGO/FEM	17/09/2019	Manufacturer	Email	No response to CTD Dossier application	Acknowledged Complaint was	Closed	02/10/2019	Complainant sent an appreciation feedback

					forwarded to R&R. R&R replied that complainant has been contacted to proceed with the next step of registration process.			
2019/080/DGO/ FEM	19/09/2019	Manufacturer	Email	Failure in an online registration process	Acknowledged Complainant was contacted via the Reforms Unit hotline and complainant replied that issue has been resolved	Closed	02/10/2019	No further correspondence from complainant
2019/081/DGO/ FEM	25/09/2019	Manufacturer	PEBEC APP	Payment before picking up certificate	Acknowledged Complainant was asked to provide detailed information for proper investigation	Closed	03/10/2019	No further correspondence from complainant
2019/082/DGO/ FEM	25/09/2019	Manufacturer	PEBEC APP	Delayed registration	Acknowledged Complaint was forwarded to R&R. R&R replied that registration is just at the stage of	Closed	28/10/2019	No further correspondence from complainant

					vetting of the document with was successful; complainant will be notified for collection. For follow up complainant was asked to check for the Status of your applications on the NAPAMS Portal.			
2019/083/DGO/ FEM	27/09/2019	Manufacturer	PEBEC APP	Supposed unjust attack by NAFDAC FCT (Mira water)	Acknowledged Complaint was forwarded to FCT. A letter was issued for the company to commence production	Closed	16/10/2019	No further correspondence from complainant
2019/084/DGO/ FEM	28/09/2019	Whistle blower	Email	Tip- off on drug dealer activities	Acknowledged Complainant was redirected to NDLEA .	Closed	31/09/2019	No further correspondence from complainant
2019/085/DGO/ FEM	04/10/2019	Whistle blower	Email	Tip- off on drug dealer of expired products	Acknowledged Complainant was asked to provide detailed information for proper	Open		Awaiting feedback from complainant

					investigation			
2019/086/DGO/ FEM	08/10/2019	Consumer	Email	Report on a purported fake diabetes drug	Acknowledged Complaint was forwarded to PV/PMS focal officer who confirmed the drug is not registered. PV/PMS advised it should be forwarded to I&E	Open		Awaiting feedback from I&E
2019/087/DGO/ FEM	08/10/2019	Whistle blower	Email	Tip- off on CHYB custard that could be harmful to consumers	Acknowledged Complaint was forwarded to Abia state who carried out prelim investigation and one of the product was found and placed on hold.	Closed	01/11/2019	Feedback sent to complainant. No further correspondence fro complainant
2019/088/DGO/ FEM	10/10/2019	Whistle blower	Email	Tip- off on supposed expire drugs	Acknowledged Complainant was asked to provide detailed information for proper investigation	Open		Awaiting feedback from complainant

2019/089/DGO/ FEM	15/10/2019	Manufacture	Email	Report on some scammers parading as NAFADC officers who will help them obtain NAFDAC Certificate	Acknowledged Complainant was asked to quit dealing with such officers. R&R details was given to complainant Complaint forwarded to I&E	open		Awaiting feedback from I&E
2019/090/DGO/ FEM	15/10/2019	Whistle blower	Email	Tip- off on supposed selling point for cannabis	Acknowledged Complainant was redirected to NDLEA .	Closed	31/10/2019	No further correspondence fro complainant
2019/091/DGO/ FEM								