



*National Agency for Food and Drug Administration and Control*  
*Director-General's office, Abuja*  
*Reforms Unit*  
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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	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	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	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 expired drugs	Complaint was forwarded to Akwa-ibom Focal office	Open		Awaiting feedback from Akwa-ibom State
2019/005/DGO/ RFM	21/01/2019 Reform Unit	Manufacturer	Email	Delayed Registration	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	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	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	Complainant 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
2019/009/DGO/ RFM	19/02/2019 Reform Unit	Whistle blower	Email	Tip-off n sale of fake/expired drugs	Complainant was asked to provide detailed	Closed	29/03/2019	No further correspondence

					information about the product as it was omitted			from complainant
2019/010/DGO/RFM	19/02/2019 Reform Unit	Consumer	Email	Inconsistency /suspicious manufacture date.	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	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	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/RFM	03/03/2019 Reform Unit	Consumer	Email	Substandard Lantal special bread	Complainant was asked to provide detailed information as it was omitted for investigation to be carried out	Closed	29/04/2019	Awaiting feedback 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	Open		Awaiting feedback from I&E

					forwarded to I&E			
2019/015/DGO/ RFM	16/03/2019 Reform Unit	Consumer	Email	Substandard on Eva table water	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	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 Reform Unit	Manufacturer	Email /PEBEC	Delayed registration	Complaint forwarded to FCT and R&R focal officers. Complainant was asked to pick up certificate from FCT office.	Closed	14/06/2019	Closed by PEBEC team
2019/018/DGO/ RFM	23/03/2019 Reform Unit	Consumer	Email	Substandard water	Complainant was asked to provide details of the product or take a	Closed	30/05/2019	Awaiting feedback from complainant

					sample to the nearest NAFDAC office			
2019/019/DGO/RFM	25/03/2019 Reform Unit	Consumer	Email	Difficulty in using the Mobile Authentication Service	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	Complainant was forwarded to FSAN , investigations shows claims were not valid and that indomie is safe for consumption	Closed	30/05/2019	No further correspondence from complainant
2019/021/DGO/RFM	01/04/2019 Reforms Unit	Consumer	Email	Complaint on difficult In using the Mobile Authentication Service	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/	01/04/2019	Consumer	Email	Complaint on	Acknowledged	Closed	30/05/2019	No further

RFM	Reforms Unit			rotten milo drink	Complainant was asked to take a sample to the nearest NAFDAC office for immediate necessary action			correspondence from complainant
2019/023/DGO/RFM	01/04/2019	Manufacturer	Email	GMP certificate withheld by their representative	Complaint forwarded to DER	Open		Awaiting feedback from DER
2019/024/DGO/RFM	03/04/2019	Consumer	Email	an expired skin whitening soap(silka herbal whitening soap),	Complainant was asked to take the said sap to the nearest NAFDAC Offices	Closed	30/05/2019	No further correspondence from complainant
2019/025/DGO/RFM	04/04/2019	Consumer	Email	Complaints on peak milk	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	an expired drug noticed after usage	Complainant was asked to take the said drug to the nearest NAFDAC	Closed	30/05/2019	No further correspondence from complainant

					office			
2019/027/DGO/ RFM	10/04/2019	Consumer	Email	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	a location where fake products is produce in Nyanya	Complainant was forwarded to FCT focal office and Director	Open		Awaiting feedback from FCT
2019/029/DGO/ RFM	15/04/2019	Consumer	Email	fake fish purchased from Hub mart store,35 Adeola Odeku,VI,Lagos	Complainant was forwarded to FSAN focal office &Director FSAN	Open		Awaiting feedback from FSAN
	18/04/2019	Whistle blower	Email	a suspected fake Astymin syrub	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	Checked on the website but couldn't find it, contacted Vmap and information	Closed	30/05/2019	No further correspondence from complainant

					was sent to the complainant			
2019/031/DGO/ RFM	24/04/2019	Whistle blower	Email	plastic rice and that NAFDAC should inform the media	Complainant was informed that NAFDAC have already informed customers and also done a press conference with regards to the said plastic rice	Closed	30/05/2019	No further correspondence from complainant
2019/032/DGO/ RFM	27/04/2019	Consumer	Email	rotten fish served at the china Garden in Lagos	Complainant forwarded to FSAN focal officer Lagos (copied Director)	Open		Awaiting feedback from FSAN
2019/034/DGO/ RFM	29/04/2019	Manufacturer	Email	products held by NAFDAC	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/	03/05/2019	Manufacturer	Email	remita during payment for		Closed	30/05/2019	No further correspondence



RFM				registration(there was no bank official stamp or proof of such payment	Contacted FCT/Account and complainant was advised to go back to the bank and resolve the issue			from complainant
2019/036/DGO/RFM	04/05/2019	Consumer	Email	fake Dopatane 50, bought in a pharmacy, but discovered later.	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	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	Complainant was asked to provide details of the product.  Complainant forwarded to R&R.  R&R replied that	Closed	30/05/2019	No further correspondence from complainant

					product was sent to the lab and lab result is yet to be out. Feedback sent to complainant			
2019/039/DGO/RFM	13/05/2019	Manufacturer	Email	Delayed registration	Complainant forwarded to R&R. R&R replied that complainant should visit NAFDAC oshodi office to pickup certificate. Feedback sent to complainant	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	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
2019/041/DGO/RFM	21/05/2019	Manufacture	Email	Delayed registration	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	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	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	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
2019/045/DGO/ RFM	04/06/2019	Consumer	Email	Substandard product	Acknowledged  Complainant was asked to provide details of the product or take to the closest	Closed	05/06/2019	No further correspondence from complainant

					NAFDAC office for immediate necessary action.			
2019/046/DGO/RFM	05/06/2019	Consumer	Email	Substandard pure water	Complainant forwarded to FSAN focal officer.	Open		Awaiting feedback from FSAN
2019/047DGO/RFM	07/06/2019	Manufacturer	PEBEC App	High tariff	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	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	Fake tomato paste Gino bought in Kano	Complainant was asked to provide details of the product or take to	Closed	05/07/2019	No further correspondence from complainant

					the closest NAFDAC office for immediate necessary action.			
2019/049/DGO/ RFM	12/06/2019	Manufacturer	PEBEC App	Hike in tariff	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	Complainant forwarded to FSAN focal officer	Opened		Awaiting feedback from FSAN
2019/051/DGO/ RFM	16/06/2019	Consumer	Email	Suspected expired drugs that killed their friend in ESUT	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	Complainant forwarded to E & I focal officer	Open		Awaiting feedback from E & I

				products				
2019/053/DGO/ RFM	17/06/2019	Manufacturer	Email	Delayed registration	Complainant forwarded to R &R	Open		Awaiting feedback from R&R
2019/054/DGO/ RFM	18/06/2019	Consumer	Email	Suspected substandard table water	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	Complainant forwarded to R &R	Open		Awaiting feedback from R&R
2019/056/DGO/ RFM	19/06/2019	Manufacturer	Email	Delayed product registration	Complainant forwarded to R &R	Open		Awaiting feedback from R&R
2019/057/DGO/ RFM	19/06/2019	Manufacturer	Email	Delayed registration	Complainant forwarded to R &R	Open		Awaiting feedback from R&R
2019/058/DGO/ RFM	19/06/2019	Manufacturer	Email	Delayed registration	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	Complainant forwarded to R &R	Open		Awaiting feedback from R&R
2019/060/DGO/	25/06/2019	Manufacture	Email	Delayed	Acknowledged	Open		Awaiting feedback

RFM				registration	Complainant forwarded to R &R			from R&R
2019/061/DGO/RFM	27/06/2019	Manufacture	Email	Delayed release of second certificate	Complainant forwarded to R &R  Feedback to the complainant that it is being processed for approval meeting.	Open		Awaiting feedback from R&R
2019/062/DGO/RFM	28/06/2019	Consumer	Email	Discrepancies in caprison	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	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	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	Complainant	Open		Awaiting feedback from FSAN and

				Gbagada Lagos	forwarded to FSAN & I&E focal officers			I&E
2019/066/DGO/RFM	22/07/2019	Consumer	Email	Unwholesome Yoghurt sold in shoprte lekki,lagos	Complainant forwarded to FSAN focal officer	Open		Awaiting feedback from FSAN
2019/067/DGO/RFM	22/07/2019	Consumer	Email	Substandard packaging of snacks	Complainant forwarded to FSAN focal officer	Open		Awaiting feedback from FSAN
2019/068/DGO/RFM	23/07/2019	Consumer	Email	Delayed registration	Complainant forwarded Abia state	Open		Awaiting feedback from Abia state
2019/069/DGO/RFM	23/07/2019	Manufacturer	Email	Rude treatment from NAFDAC Staff	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	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 purification ltd	Acknowledged Complainant forwarded to FCT Inspection was	Closed		No further correspondence from complainant



					carried out and compliance directive issued			
2019/072/DGO/RFM	09/08/2019	Consumer	Email	Substandard bakery in Maraba	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	Complainant forwarded to DER and I&E	Open		Awaiting feedback from DER
2019/074/DGO/RFM	20/08/2019	IT Student	Email	Payment issues	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	Contacted R&R and it was DG's directive but clients should be redirected to R&R emails and urgent cases Focal officers' number should be given to client. Feedback sent to	Closed	30/08/2019	No further correspondence from complainant

					complainant			
2019/076/DGO/ RFM	29/08/2019	Manufacturer	Email	Rejection of trademark by R&R	Complaint forwarded to R&R	Open		Awaiting feedback from &RR
2019/077/DGO/ RFM	02/09/2019	Whistle blower	Email	suspected sales of fake drugs	Complainant was asked to provide detailed information for proper investigation	Open		Awaiting feedback from complainant
2019/078/DGO/ RFM	15/09/2019	Importer	Email	Delayed response from PID	Complainant was asked to contact focal officer PID with contact details provided.	Closed	19/09/2019	No further correspondence from complainant
2019/079/DGO/ RFM	17/09/2019	Manufacturer	Email	No response to CTD Dossier application	Complaint was forwarded to R&R.  R&R replied that complainant ha s been contacted to proceed with the next step of registration process.	Closed	02/10/2019	Complainant sent an appreciation feedback
2019/080/DGO/ RFM	19/09/2019	Manufacturer	Email	Failure in an online registration process	Complainant was contacted via the Reforms Unit hotline and complainant replied	Closed	02/10/2019	No further correspondence from complainant

					that issue has been resolved			
2019/081/DGO/ RFM	25/09/2019	Manufacturer	PEBEC APP	Payment before picking up certificate	Complainant was asked to provide detailed information for proper investigation	Closed	03/10/2019	No further correspondence from complainant
2019/082/DGO/ RFM	25/09/2019	Manufacturer	PEBEC APP	Delayed registration	Complaint was forwarded to R&R.  R&R replied that registration is just at the stage of 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.	Closed	28/10/2019	No further correspondence from complainant
2019/083/DGO/ RFM	27/09/2019	Manufacturer	PEBEC APP	Supposed unjust attack by NAFDAC FCT (Mira water)	Complaint was forwarded to FCT.  A letter was issued for the company to commence	Closed	16/10/2019	No further correspondence from complainant

					production			
2019/084/DGO/ RFM	28/09/2019	Whistle blower	Email	drug dealer activities	Complainant was redirected to NDLEA .	Closed	31/09/2019	No further correspondence from complainant
2019/085/DGO/ RFM	04/10/2019	Whistle blower	Email	drug dealer of expired products	Complainant was asked to provide detailed information for proper investigation	Open		Awaiting feedback from complainant
2019/086/DGO/ RFM	08/10/2019	Consumer	Email	Report on a purported fake diabetes drug	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/ RFM	08/10/2019	Whistle blower	Email	CHYB custard that could be harmful to consumers	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/ RFM	10/10/2019	Whistle blower	Email	expire drugs	Complainant was asked to provide detailed information for proper investigation	Open		Awaiting feedback from complainant
2019/089/DGO/ RFM	15/10/2019	Manufacture	Email	Report on some scammers parading as NAFADC officers who will help them obtain NAFDAC Certificate	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/ RFM	15/10/2019	Whistle blower	Email	supposed selling point for cannabis	Complainant was redirected to NDLEA .	Closed	31/10/2019	No further correspondence from complainant
2019/091/DGO/ RFM	21/10/2019	Manufacturer	Email	Difficulty in getting GIFMIS Code	NAFDAC GIFMIS code was sent to complainant	Closed	31/10/2019	No further correspondence from complainant
2019/092/DGO/ RFM	21/10/2019	Whistle blower	Email	Tip- off on supposed seller of rubber rice in	Complaint was forwarded to Director I&E who	Open		Awaiting feedback from I&E

				Lagos	directed DD(intel-I&E) to act immediately and revert			
2019/093/DGO/ RFM	28/10/2019	Whistle blower	Email	seller of stockfish who uses sniper for preserving in garki ,abuja	Complaint was forwarded to FCT focal officer	Open		Awaiting feedback from FCT
2019/094/DGO/ RFM	29/10/2019	Manufacturer	PEBEC App	Delayed approval for e-license for form M	Complaint was forwarded to R&R  R&R replied that complainant should go ahead as he has been contacted	Closed	31/12	No further correspondence from complainant
2019/095/DGO/ RFM	29/10/2019	Whistle blower	Email	rampant sale of fake food stuff	Complainant was asked to provide detailed information for proper investigation	Closed	31/12/2019	No further correspondence from complainant
2019/096/DGO/ RFM	02/11/2019	Consumer	Email	a bread purchased at Shoprite Maryland	Complaint was forwarded to FSAN	Open		Awaiting feedback from FSAN
2019/097/DGO/ RFM	15/11/2019	Whistle blower	Email	A Pharmacy in Ogun State that sells fake/expired	Complainant was asked to provide detailed information for	Open		Awaiting feedback from complainant

				drugs	proper investigation			
2019/098/DGO/ RFM	17/11/2019	Whistle blower	Email	rampant sale of a drug that cures almost all illness	Complaint was forwarded to DER	Open		Awaiting feedback from DER
2019/099/DGO/ RFM	18/11/2019	Researcher	Email	Complaint on seizure of RTPCR starter pack meant for research purpose	Contacted PID  Complainant was redirected to contact PID	Closed	29/11/2019	No further correspondence from complainant
2019/100/DGO/ RFM	19/11/2019	Consumer	Email	Petition to investigate products sold and activities of Prolific Supermarket ,Lekki	Discussed with HRU &Legal Directorate Abuja  Complaint was forwarded to FSAN	Open		Awaiting feedback from FSAN
2019/101/DGO/ RFM	19/11/2019	Whistle blower	Email	sale of expired drugs	Complainant was asked to provide detailed information for proper investigation	Open		Acknowledged  Awaiting feedback from complainant
2019/102/DGO/ RFM	27/11/2019	Manufacturer	Email	delayed product registration	Complaint was forwarded to R&R	Open		Awaiting feedback from R&R

2019/103/DGO/ RFM	28/11/2019	Whistle blower	Email	Tip-off about a company that rebrands expired products	Complainant was asked to provide detailed information for proper investigation	Open		Awaiting feedback from complainant
2019/104/DGO RFM	02/12/2019	Consumer	Email	purchase of Adulterated Syrup	Complainant was asked to take sample of said syrup to the nearest NAFDAC office for immediate lab analysis	Closed		No further correspondence from complainant
2019/105/DGO/ RFM	02/12/2019	Consumer	Email	sale of cigarette shape candies	Acknowledged  Complaint was forwarded to FSAN	Open		Awaiting feedback from FSAN
2019/106/DGO/ RFM	03/12/2019	Manufacturer	Email	difficulty in accessing information for product registration	Link was sent to complainant	Closed		No further correspondence from complainant
2019/107/DGO/ RFM	05/12/2019	Client	Email	nonpayment of waste disposal by NAFDAC	Complaint was forwarded to Admin/HR	Closed	06/12/2019	Complainant replied to thank us.
2019/108/DGO/ RFM	06/12/2019	Consumer	Email	substandard pure water	Acknowledged  Complainant was asked to take	Closed		No further correspondence from complainant



					sample of said water to the nearest NAFDAC office for immediate lab analysis			
2019/109/DGO/RFM	09/12/2019	Consumer	Email	substandard Eva water	Complainant was asked to take sample of said water to the nearest NAFDAC office for immediate lab analysis	Closed		No further correspondence from complainant
2019/110/DGO/RFM	11/12/2019	Consumer	Email	particles in Goldberg	Complainant was asked to take sample of said water to the nearest NAFDAC office for immediate lab analysis	Closed		No further correspondence from complainant
2019/111/DGO/RFM	11/12/2019	Manufacturer	Email	NAFDAC asking him to drill bore hole for his pure water factory	Complaint was ask to follow accordingly as its part of the procedure	Closed	31/12/2019	No further correspondence from complainant
2019/112/DGO/RFM	18/12/2019	Consumer	Email	pharmacy operated by unlicensed personnel	Complainant was asked to provide detailed	Open		Awaiting feedback from complainant

					information for proper investigation			
2019/113/DGO/RFM	18/12/2019	Consumer	Email	substandard Eva water	Complainant was asked to take sample of said water to the nearest NAFDAC office for immediate lab analysis	Closed		No further correspondence from complainant
2019/114/DGO/RFM	22/12/2019	Manufacturer	Email	product on sale by a Nigerian company without their authorization	Complaint was forwarded to R&R	Open		Awaiting feedback from R&R
2019/115/DGO/RFM	31/12/2019	Consumer	Email	Supposed Delay release of 50 PR Panel Kits by NAFDAC	Complainant was asked to provide detailed information for proper investigation	Open		Awaiting feedback from complainant