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| ANNEXURE -08 | NAFDAC SOP REF. NO.:NAFDAC-QMS-010-00 | COMPLAINTS LOG |
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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 |
|---|--------------------------------|---------------|---------------------------|--|--|------------------------------|------------------------|--|
| 2020/001/DGO/RFM | 01/01/2020 Reforms Unit | Consumer | Email | Complaint on adverse cream reaction | Acknowledged Complainant was asked to provide details of the cream or take a sample to the nearest NAFDAC office for lab analysis | Closed | 31/03/2020 | No further correspondence from complainant |
| 2020/002/DGO/RFM | 01/01/2020 Reforms Unit | Tip-Off | Email | Report on supposed violation of NAFDAC regulations | Acknowledged Complainant was asked to provide details of the company for immediate necessary action | Closed | 31/03/2020 | No further correspondence from complainant |
| 2020/003/DGO/RFM | 07/01/2020 Reforms Unit | Consumer | Email | Complaint on substandard water | Acknowledged Complainant was asked to provide details of the said water | Closed | 31/03/2020 | No further correspondence from complainant |

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| 2020/004/DGO/ RFM | 13/01/2020 Reforms Unit | Consumer | Email | Complaint on particle found in Guinness drink | Acknowledged Complainant was asked to take sample to the nearest NAFDAC office or provide details of the said drink | Closed | 31/03/2020 | No further correspondence from complainant |
| 2020/005/DGO/ RFM | 17/01/2020 Reforms Unit | Consumer | Email | Complaint on suspected fake product | Acknowledged Complainant was asked to provide details of the said product or take sample to the nearest NAFDAC office form immediate action | Closed | 31/03/2020 | No further correspondence from complainant |
| 2020/006/DGO/ RFM | 21/01/2020 Reforms Unit | Consumer | Email | Complaint on suspected substandard toothpaste in circulation | Acknowledge Complainant was asked to provide detailed information about the said toothpaste | Closed | 31/03/2020 | No further correspondence from complainant |
| 2020/007/DGO/ RFM | 22/01/2020 Reforms Unit | Consumer | Email | Complaint on substandard pure water | Acknowledge Complainant was asked to provide detailed information of the said water | Closed | 31/03/2020 | No further correspondence from complainant |

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| 2020/008/DGO/ RFM | 30/01/2020 Reforms Unit | Manufacturer | Email | Complaint on double vetting of document during registration process | Acknowledged Contacted R&R who advised that complainant be redirected to them | Resolved | 30/01/2020 | Complainant was contacted. and issue was resolved No further correspondence from complainant |
| 2020/009/DGO/ RFM | 06/02/2020 Reforms Unit | Consumer | Email | Complaint on supposed sale of fake alcoholic drink (Agor) | Acknowledged Complaint forwarded to FSAN | Unresolved | | Awaiting feedback from FSAN |
| 2020/010/DGO/ RFM | 07/02/2020 Reforms Unit | Consumer | Email | Complaint on supposed spoilt biscuit | Acknowledged Complainant was asked to provide details of the biscuit or take it to the nearest NAFDAC office for lab analysis | Closed | 27//05/2020 | No further correspondence from complainant |
| 2020/011/DGO/ RFM | 10/02/2020 Reforms Unit | Manufacturer | Email | Complaint on inability to access the website to gain information for registration | Acknowledged Link was sent to complainant | Resolved | 10/02/2020 | No further correspondence from complainant |
| 2020/012/DGO/ RFM | 11/02/2020 Reforms Unit | Tip -off | Email | Report on smuggling of vegetable oil through Tincan ,Apapa | Acknowledged Complaint forwarded to PID and I&E | Unresolved | | Awaiting feedback from PID & I&E |

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| 2020/013/DGO/ RFM | 14/02/2020 Reforms Unit | Consumer | Email | Complaint on supposed contaminated Eva water | Acknowledged Complaint forwarded to Edo state Investigation was carried out and lab analysis proves satisfactory | Resolved | 03/08/2020 | Feedback sent to complainant |
| 2020/014/DGO/ RFM | 18/02/2020 Reforms Unit | Consumer | Email | Complaint on supposed substandard pure water factory | Acknowledged Complainant was asked to provide details of the said factory | Closed | 28/05/2020 | No further correspondence from complainant |
| 2020/015/DGO/ RFM | 20/02/2020 Reforms Unit | Consumer | Email | Complaint on non-release of their goods from Tincan by NAFDAC | Acknowledged Discussed with HRU who called D,PID and complainant was asked to contact him directly for issue to be resolved. Same was forwarded to complainant | Resolved | 20/05/2020 | No further correspondence from complainant |
| 2020/016/DGO/ RFM | 24/02/2020 Reforms Unit | Consumer | Email | Complaint on supposed substandard water | Acknowledged Complainant was asked to provide detailed | Closed | 28/05/2020 | No further correspondence from complainant |

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| | | | | | information on the said water | | | |
| 2020/017/DGO/ RFM | 27/02/2020 Reforms Unit | Consumer | Email | Complaint on supposed rotten food sold at open Sheraton fast food at chime new haven , Enugu | Acknowledged Contacted FSAN /FCT who advised complainant was advised to make a formal complaint at NAFDAC Enugu sate office | Resolved | 28/02/2020 | No further correspondence from complainant |
| 2020/018/DGO/ RFM | 27/02/2020 Reforms Unit | Consumer | Email | Report on high rate of adverse drug reaction from immunization vaccine in Ebonyi state | Acknowledge Discussed with HRU who instructed complaint be forwarded to PV/PMS. Complaint was forwarded to PV/PMS | Unresolved | | Awaiting feedback from complainant |
| 2020/019/DGO/ RFM | 27/02/2020 Reforms Unit | Manufacturer | Email | Complaint on inability to edit on the NAPAMS portal | Acknowledged Complainant was asked to use the search engine on the NAPAMS platform or contact R&R NAFDAC email was provided | Resolved | 28/05/2020 | No further correspondence from complainant |

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| 2020/020/DGO/ RFM | 01/03/2020 Reforms Unit | Consumer | Email | Complainant on supposed sale of expired drinks in Bayelsa | Acknowledged Complainant was asked to take sample to NAFDAC office or provide detailed information for proper investigation | Closed | 30/06/2020 | No further correspondence from complainant |
| 2020/021/DGO/ RFM | 25/03/2020 Reforms Unit | Manufacturer | Email | Complaint on delayed product registration in Kano | Acknowledged Complaint forwarded to Kano state and they replied that they are awaiting feedback from R&R Lagos. Complainant was notified and complainant appreciated us | Resolved | 30/06/2020 | Awaiting feedback from Kano State |
| 2020/022/DGO/ RFM | 10/03/2020 Reforms Unit | Consumer | Email | Complaint on supposed substandard honey in Port Harcourt | Acknowledged Complainant was asked to provide detailed information on the said honey | Closed | 30/06/2020 | No further correspondence from complainant |
| 2020/023/DGO/ RFM | 26/03/2020 Reforms Unit | Manufacturer | Email | Complaint on sale of supposed sale of expired regulated | Acknowledged | Resolved | 02/11/2020 | Investigation was carried out and unregistered products found; |

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| | | | | product by Norland Ltd | Complaint forwarded to Rivers state office. Rivers state replied that complainant has been invited for further investigation | | | HOLD label place on the premises and further investigation carried in their other office locations |
| 2020/024/DGO/RFM | 27/03/2020 Reforms Unit | Consumer | Email | Complaint on supposed purchase of substandard pure water | Acknowledged Complainant was asked to provide details of the water or take a sample to the nearest NAFDAC office for further investigation | Closed | 30/06/2020 | No further correspondence from complainant |
| 2020/025/DGO/RFM | 02/04/2020 Reforms Unit | Consumer | Email | Complaint on supposed sale of fake mentholated spirit in Port Harcourt | Acknowledged Complainant was asked for further details | Unresolved | | Awaiting feedback from Rivers state |
| 2020/026/DGO/RFM | 08/04/2020 Reforms Unit | Consumer | Email | Complaint on supposed expired indomie | Acknowledged Complainant was asked to provide details of the said indomie or take a sample to the nearest NAFDAC | Closed | 30/06/2020 | Awaiting feedback from complainant |

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| | | | | | office for further investigation | | | |
| 2020/027/DGO/ RFM | 09/04/2020 Reforms Unit | Consumer | Email | Complaint on supposed fake honey | Acknowledged Complainant was asked to provide details of the said honey or take a sample to the nearest NAFDAC office for further investigation | Closed | 30/06/2020 | Awaiting feedback from complainant |
| 2020/028/DGO/ RFM | 11/04/2020 Reforms Unit | Tip-off | Email | Complaint on a bakery in Ilorin that is supposedly causing damage to the environment | Acknowledged Complaint forwarded to Kwara state | Unresolved | 30/06/2020 | Awaiting response from kwara state |
| 2020/029/DGO/ RFM | 23/04/2020 Reforms Unit | Consumer | Email | Complaint on seizure of medical package By NAFDAC PID,Lagos | Acknowledged Discussed with HRU who advised complaint forwarded to PID Lagos | Unresolved | 30/06/2020 | Awaiting feedback from PID Lagos |
| 2020/030/DGO/ RFM | 30/04/2020 Reforms Unit | Consumer | Email | Complaint on bad indomie | Acknowledged Due to the Pandemic , complainant was asked to contact FSAN with details .email was providedof the | Resolved | 15/05/2020 | Complaint sent an email to thank us after issue was resolved |

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| 2020/031/DGO/ RFM | 05/05/2020 Reforms Unit | Consumer | Email | Complaint on inability to use the Mobile Authentication Service | Acknowledged Complainant was asked to send complaint as a text to (Pharmacovigilance & post marketing Surveillance consumer reporting system)PRASCOR-20543 | Resolved | 29/05/2020 | No further correspondence from complainant |
| 2020/032/DGO/ RFM | 11/05/2020 Reforms Unit | Tip -off | Email | Report on sale of supposed unregistered product | Acknowledged Complainant was asked to provide detailed information on the said product | Closed | 29/05/2020 | No further correspondence from complainant |
| 2020/033/DGO/ RFM | 12/05/2020 Reforms Unit | Consumer | Email | Complaint on supposed fake honey | Acknowledged Complainant was asked to provide details of the said honey | Closed | 29/05/2020 | No further correspondence from complainant |
| 2020/034/DGO/ RFM | 14/05/2020 Reforms Unit | Consumer | Email | Complaint on glove found in a drink (Rehob) | Acknowledged Complaint forwarded to FSAN | Unresolved | | Awaiting feedback from FSAN |

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| 2020/035/DGO/ RFM | 15/05/2020 Reforms Unit | Manufacturer | Email | Complaint on unauthorized use of their company's trademark | Acknowledged Complaint forwarded to R&R | Unresolved | | Awaiting feedback from R&R |
| 2020/036/DGO/ RFM | 16/05/2020 Reforms Unit | Consumer | Email | Complaint of suspected substandard golden penny | Acknowledged Complainant was asked for more details to aid investigation | Closed | 29/05/2020 | No further correspondence from complainant |
| 2020/037/DGO/ RFM | 18/05/2020 Reforms Unit | Manufacturer | Email | Complaint on difficulty using NAPAMS | Acknowledged Contacted FCT and complainant was advised to use the chat engine on the NAPAMS platform | Resolved | 18/05/2020 | No further correspondence from complainant |
| 2020/038/DGO/ RFM | 18/05/2020 Reforms Unit | Manufacturer | Email | Complaint on difficulty using NAPAMS | Acknowledged Contacted FCT and complainant was advised to use the chat engine on the NAPAMS platform | Resolved | 18/05/2020 | No further correspondence from complainant |
| 2020/039/DGO/ RFM | 20/05/2020 Reforms Unit | Manufacturer | Email | Complaint on difficulty using NAPAMS | Acknowledged Contacted FCT and complainant was advised to use the chat engine on the NAPAMS platform | Resolved | 20/05/2020 | No further correspondence from complainant |

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| 2020/040/DGO/ RFM | 20/05/2020 Reforms Unit | Manufacturer | Email | Compliant on delayed registration | Acknowledged Complaint was forwarded to Kwara state Kwara state replied that it is awaiting approval from R&R | Ongoing | | Awaiting feedback from Kwara state |
| 2020/041/DGO/ RFM | 21/05/2020 Reforms Unit | Manufacturer | Email | Complaint on difficulty using NAPAMS | Acknowledged Contacted FCT and complainant was advised to use the chat engine on the NAPAMS platform | Resolved | 21/05/2020 | No further correspondence further from complainant |
| 2020/042/DGO/ RFM | 21/05/2020 Reforms Unit | Consumer | Email | Complaint on suspected expired baked beans | Acknowledged Complainant was asked for more details to aid investigation | Closed | 29/05/2020 | No further correspondence from complainant |
| 2020/043/DGO/ RFM | 22/05/2020 Reforms Unit | Manufacturer | Email | Complaint on difficulty using NAPAMS | Acknowledged Contacted FCT and complainant was advised to use the chat engine on the NAPAMS platform | Resolved | 22/05/2020 | No further correspondence from complainant |

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| 2020/044/DGO/ RFM | 24/05/2020 Reforms Unit | Manufacturer | Email | Complaint on difficulty using NAPAMS | Acknowledged Contacted FCT and complainant was advised to use the chat engine on the NAPAMS platform | Resolved | 25/05/2020 | No further correspondence from complainant |
| 2020/045/DGO/ RFM | 27/05/2020 Reforms Unit | Consumer | Email | Complaint on suspected fake honey | Acknowledged Complainant was asked for more detailed information to aid investigation | Closed | | No further feedback from complainant |
| 2020/046/DGO/ RFM | 29/05/2020 Reforms Unit | Consumer | Email | Complaint on Chivita food | Acknowledged Complainant was asked for more detailed information to aid investigation | Closed | 27/06/2020 | No further correspondence from complainant |
| 2020/047/DGO/ RFM | 03/06/2020 Reforms Unit | Manufacturer | Email | Complaint on difficulty using NAPAMS | Acknowledged Contacted FCT and complainant was advised to use the chat engine on the NAPAMS platform | Resolved | 03/06/2020 | No further correspondence from complainant |

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| 2020/048/DGO/ RFM | 04/06/2020 Reforms Unit | Consumer | Email | Complaint on inability to use the Mobile Authentication Service | Acknowledged Complainant was asked to send complaint as a text to PRASCOR-20543 | Resolved | 04/06/2020 | No further correspondence from complainant |
| 2020/049/DGO/ RFM | 07/04/2020 Reforms Unit | Consumer | Email | Complaint on suspected contaminated bread | Acknowledged Complaint forwarded to FSAN | Unresolved | | Awaiting feedback from FSAN |
| 2020/050/DGO/ RFM | 07/04/2020 Email | Manufacturer | Email | Complaint on supposed use of company's name by another company to produce | Acknowledged Complainant was asked for more detailed information to aid investigation | Closed | 27/06/2020 | No further correspondence from complainant |
| 2020/051/DGO/ RFM | 08/06/2020 Reforms Unit | Manufacturer | Email | Complaint on difficulty using NAPAMS | Acknowledged Contacted FCT and complainant was advised to use the chat engine on the NAPAMS platform | Resolved | 08/06/2020 | No further correspondence from complainant |
| 2020/052/DGO/ RFM | 09/06/2020 Reforms Unit | Distributer | Email | Complaint on delayed registration of imported disinfectant boot | Acknowledged Complaint forwarded to R&R. Director R&R replied that such product is not | Resolved | 09/06/2020 | No further correspondence from complainant |

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| | | | | | recommended as it has potential harm to human body Same forwarded to complainant | | | |
| 2020/053/DGO/ RFM | 10/06/2020 Reforms Unit | Manufacturer | Email | Complaint on difficulty using NAPAMS | Acknowledged Contacted FCT and complainant was advised to use the chat engine on the NAPAMS platform | Resolved | 10/06/2020 | No further correspondence from complainant |
| 2020/054/DGO/ RFM | 12/06/2020 Reforms Unit | Manufacturer | Email | Complaint on difficulty using NAPAMS | Acknowledged Contacted FCT and complainant was advised to use the chat engine on the NAPAMS platform | Resolved | 12/06/2020 | No further correspondence from complainant |
| 2020/055/DGO/ RFM | 15/06/2020 Reforms Unit | Consumer | Email | Complaint on suspected fake cheese | Acknowledged Complainant was asked for more detailed information to aid investigation | Closed | | No further correspondence from complainant |
| 2020/056/DGO/ RFM | 15/06/2020 Reforms Unit | Manufacturer | Email | Complaint on unauthorized refilling of CWAY | Acknowledged Complaint forwarded to FSAN and I&E | Unresolved | | Awaiting feedback from FSAN and I&E |

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| | | | | bottled water by one Mrs Salawu | | | | |
| 2020/057/DGO/ RFM | 17/06/2020 Reforms Unit | Manufacturer | Email | Complaint on difficulty using NAPAMS | Acknowledged Contacted FCT and complainant was advised to use the chat engine on the NAPAMS platform | Resolved | 17/07/2020 | No further correspondence from complainant |
| 2020/058/DGO/ RFM | 20/06/2020 Reforms Unit | Consumer | Email | Complaint on suspected substandard Eva water with details | Acknowledged Complaint forwarded to FSAN | Unresolved | | Awaiting feedback from FSAN |
| 2020/059/DGO/ RFM | 23/06/2020 Reforms Unit | Manufacture | Email | Complaint on delayed product registration with details | Acknowledged Complaint forwarded to R&R From the record of R&R, complainant is yet to complete registration process and as such advice to contact R&R . | Resolved | 30/06/2020 | Feedback was communicated to complainant |
| 2020/060/DGO/ RFM | 25/06 /2020 Reforms Unit | Manufacture | Email | Complaint on delayed product registration with details | Acknowledged Complaint forwarded to R&R From R&R records Company is yet to submit Samples for laboratory analysis. | Resolved | 01/07/2020 | Feedback was communicated to complainant |

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| | | | | | <p>We cannot also confirm if they have done their Risk Based Categorization with DER .</p> <p>Company should follow up on the above.</p> | | | |
| 2020/061/DGO/ RFM | 16/03/2020 Reforms Unit | Manufacturer | PEBEC App Ticket #436097 | Complaint on excessive sanction by NAFDAC | <p>Acknowledged</p> <p>Contacted kwara state and feedback was that unregistered product was found on inspection by NAFDAC team and Administrative charge commensurable to violation was issued.</p> | Resolved | 02/06/2020 | Marked resolved by PEBEC |
| 2020/062/DGO/ RFM | 16/03/2020 Reforms Unit | Manufacturer | PEBEC App Ticket #436097 | Complain on delayed inspection | <p>Acknowledged</p> <p>Complaint forwarded to Ogun state who feedback that the claimed inspection application is not in their database,</p> | Resolved | 27/06/2020 | Marked closed by PEBEC |

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| | | | | | same was forwarded to complainant | | | |
| 2020/063/DGO/ RFM | 24/06/2020 Reforms Unit | Manufacturer | PEBEC App Ticket #436097 | Complaint on non reflection of 80% reduction o NAPAMS platform | Acknowledged Complainant was advised to use the chat engine or email R&R with email provided to gain prompt response. | Resolved | 27/06/2020 | Marked closed by PEBEC team |
| 2020/064/DGO/ RFM | 03/07/2020 Reforms Unit | Consumer | Email | Complaint on suspected substandard consumable with details | Acknowledged Complaint forwarded to Edo state but due to noncompliance from complainant proper investigation could not be carried out | Closed | 03/08/2020 | No further correspondence from complainant |
| 2020/065/DGO/ RFM | 13/07/2020 Reforms Unit | Consumer | Email | Compliant from SERVICOM regarding supposed acidic and bacteria growths in sachet water | Acknowledged Complaint forwarded to FSAN Lagos | Unresolved | | Awaiting feedback from FSAN, Lagos |

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| 2020/066/DGO/ RFM | 16/07/2020 Reforms Unit | Consumer | Email | Complaint on inability to use the Mobile Authentication Service | Acknowledged Complainant was asked to send complaint as a text to PRASCOR-20543 | Resolved | 16/07/2020 | No further correspondence from complainant |
| 2020/067/DGO/ RFM | 20/07/2020 Reforms Unit | Manufacturer | Email | Complaint on delayed inspection | Acknowledged Contacted FCT and Complainant was informed that due to the pandemic virtual inspection is yet to commenced and it will definitely get to their turn | Resolved | 20/07/2020 | No further correspondence from complainant |
| 2020/068/DGO/ RFM | 20/07/2020 Reforms Unit | Manufacturer | Email | Complaint on delayed inspection | Acknowledged Contacted FCT and Complainant was informed that due to the pandemic virtual inspection is yet to commenced and it will definitely get to their turn | Resolved | 22/07/2020 | No further correspondence from complainant |
| 2020/069/DGO/ RFM | 28/07/2020 Reforms Unit | Manufacturer | Email | Complaint on difficulty using NAPAMS | Acknowledged Contacted FCT and complainant was | Resolved | 28/07/2020 | No further correspondence from complainant |

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| | | | | | advised to use the chat engine on the NAPAMS platform | | | |
| 2020/070/DGO/ RFM | 29/07/2020 Reforms Unit | Consumer | Email | Complaint on suspected fake nestle golden morn | Acknowledged Complainant was asked to provide detailed information on the said product | Closed | 31/08/2020 | No further correspondence from complainant |
| 2020/071/DGO/ RFM | 03/08/2020 Reforms Unit | Consumer | Email | Complaint on suspected fake Bama mayonnaise | Acknowledged Complainant was asked to provide detailed information on the said product | Closed | 31/08/2020 | No further correspondence from complainant |
| 2020/072/DGO/ RFM | 10/08/2020 Reforms Unit | Consumer | Email | Complaint on suspected fake smart city drink | Acknowledged Complainant was asked to provide detailed information on the said product | Closed | 31/08/2020 | No further correspondence from complainant |
| 2020/073/DGO/ RFM | 12/08/2020 Reforms Unit | Manufacturer | Email | Complainant on delayed registration | Acknowledged Complaint forwarded to R&R, DER DER replied that complainant has to pay for foreign inspection. | Resolved | 17/08/2020 | No further correspondence from complainant |

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| | | | | | Feedback sent to complainant | | | |
| 2020/074/DGO/ RFM | 13/08/2020 Reforms Unit | Tip-off | Email | Report on supposed illegal trafficking of tramadol | Acknowledged Complainant was asked to provide detailed information on the said product | Closed | 31/08/2020 | No further correspondence from complainant |
| 2020/075DGO/ RFM | 18/08/2020 Reforms Unit | Manufacturer | Email | Complaint on difficulty using NAPAMS | Acknowledged Contacted FCT and complainant was advised to use the chat engine on the NAPAMS platform | Resolved | 19/08/2020 | No further correspondence from complainant |
| 2020/076DGO/ RFM | 20/08/2020 Reforms Unit | Manufacturer | Email | Inability to access FORM M | Acknowledged Direct link was sent to complainant | Resolved | 24/08/2020 | No further correspondence from complainant |
| 2020/077DGO/ RFM | 21/08/2020 Reforms Unit | Manufacturer | Email | Complaint on difficulty using NAPAMS | Acknowledged Contacted FCT and complainant was advised to use the chat engine on the NAPAMS platform | Resolved | 21/08/2020 | No further correspondence from complainant |

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| 2020/078DGO/ RFM | 06/07/2020 PEBEC APP | Manufacturer | Email | Complaint on delayed e-permit | Acknowledged Contacted VMAP and complainant was asked to make a formal application to NAQS (Nig Agric Quarantine Services) after their approval is given, then apply on NAFDAC portal for no objection. | Resolved | 16/07/2020 | Marked closed by PEBEC |
| 2020/079DGO/ RFM | 26/08/2020 Reforms Unit | Consumer | Email | Complaint on suspected distribution of expired product distribution | Acknowledged Complainant was asked to provide detailed information on the said product | Closed | 31/08/2020 | No further correspondence from complainant |
| 2020/080DGO/ RFM | 27/08/2020 Reforms Unit | Consumer | Email | Complaint on adverse drug reaction | Acknowledged Complainant was asked to send complaint as a text to (Pharmacovigilance &post marketing Surveillance consumer reporting | Resolved | 31/08/2020 | No further correspondence from complainant |

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| | | | | | system)PRASCOR-20543 | | | |
| 2020/081DGO/ RFM | 31/08/2020 Reforms Unit | Consumer | Email | Complaint on supposed expired Nivea | Acknowledged Contacted FCT who advised complainant bring sample of the said product to Abuja office | Closed | 30/09/2020 | No further correspondence from complainant |
| 2020/082DGO/ RFM | 13/09/2020 Reforms Unit | Manufacturer | Email | Complaint on delayed renewal | Acknowledged Complainant was asked to provide details on the said delayed renewal | Closed | 30/09/2020 | No further correspondence from complainant |
| 2020/083DGO/ RFM | 21/09/2020 Reforms Unit | Manufacturer | Email | Complaint on delayed registration | A Complaint forwarded to Director FCT Complainant was scheduled for inspection | Resolved | 23/10/2020 | No further correspondence from complainant |
| 2020/084DGO/ RFM | 21/09/2020 Reforms Unit | Consumer | Email | Complaint on suspected fake So white lotion | Acknowledged Complaint was forwarded to Director FCT Investigation was carried and warning letter was issued to | Resolved | 19/11/2020 | No further correspondence from complainant |

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| 2020/085DGO/ RFM | 22/09/2020 Reforms Unit | Whistleblower | Email | Tip-off unsuspected shipment of substandard products | Acknowledged Informant was asked to provide details to aid investigation | Closed | 30/09/2020 | No further correspondence from complainant |
| 2020/086DGO/ RFM | 30/09/2020 Reforms Unit | Manufacturer | Email | Complaint on delayed registration | Acknowledged Complaint was asked to provide details to help track registration status | Closed | 26/10/2020 | No further correspondence from complainant |
| 2020/087DGO/ RFM | 30/09/2020 Reforms Unit | Consumer | Email | Complaint on suspected spoilt bread | Acknowledged Informant was asked to provide details to aid investigation | Closed | 26/10/2020 | No further correspondence from complainant |
| 2020/088DGO/ RFM | 30/09/2020 Reforms Unit | Consumer | Email | Complaint on suspected expired drug | Acknowledged Informant was asked to provide details to aid investigation | Closed | 26/10/2020 | No further correspondence from complainant |
| 2020/089DGO/ RFM | 05/10/2020 Reforms Unit | Manufacturer | Email | Complaint on double account debit on remita payment | Acknowledged complainant was asked to contact account department | Resolved | 05/10/2020 | No further correspondence from complainant |

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| 2020/090DGO/ RFM | 05/10/2020 Reforms Unit | Manufacturer | Email | Complaint on delayed inspection | Acknowledged Complaint was forwarded to FSAN focal officer | Unresolved | | Awaiting feedback from FSAN |
| 2020/091DGO/ RFM | 06/10/2020 Reforms Unit | Manufacturer | Email | Complaint on delayed registration | Acknowledged Complainant was asked to send more details to enable track the status | Closed | 26/10/2020 | No further correspondence from complainant |
| 2020/092DGO/ RFM | 07/10/2020 Reforms Unit | Consumer | Email | Complaint on supposed substandard product | Acknowledged complainant was asked to furnish us with more details | Closed | 26/10/2020 | No further correspondence from complainant |
| 2020/093DGO/ RFM | 11/10/2020 Reforms Unit | Consumer | Email | Complaint on supposed substandard bakery in Ajah | Acknowledged Complaint was forwarded to FSAN focal officer | Unresolved | | Awaiting feedback from FSAN |
| 2020/094DGO/ RFM | 12/10/2020 Reforms Unit | Manufacture | Email | Complaint on double account debit on remita payment | Acknowledged complainant was asked to contact account department with email provided | Resolved | 02/11/2020 | No further correspondence from complainant |

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| 2020/095/DGO/ RFM | 16/10/2020 Reforms Unit | Manufacturer | Email | Complaint on delayed registration | Acknowledged complainant was asked to furnish us with more details | Unresolved | 02/11/2020 | No further correspondence from complainant |
| 2020/096/DGO/ RFM | 22/10/2020 Reforms Unit | Manufacturer | Email | Complaint on double debit on remita payment | Acknowledged complainant was asked to contact account department with email provided | Closed | 02/11/2020 | No further correspondence from complainant |
| 2020/097/DGO/ RFM | 26/10/2020 Reforms Unit | Manufacturer | Email | Complaint on NAPAMS platform | Acknowledged Contacted FCT and complainant was advised to use the chat engine on the NAPAMS platform | Resolved | 02/11/2020 | No further correspondence from complainant |
| 2020/098/DGO/ RFM | 02/11/2020 Reforms Unit | Manufacturer | Email | Complaint on delayed registration | Acknowledged Complainant was asked to furnish us with more details. After details was sent by complainant, same was forwarded to Imo state | Ongoing | | Awaiting feedback from Imo state |

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| 2020/099/DGO/ RFM | 05/11/2020 Reforms Unit | Manufacturer | Email | Complaint on delayed registration | Acknowledged complainant was asked to furnish us with more details | Closed | 30/11/2020 | No further correspondence from complainant |
| 2020/100/DGO/ RFM | 11/11/2020 Reforms Unit | Consumer | Email | Complaint on substance found in pure water | Acknowledged Complaint was forwarded to FSAN focal officer | Unresolved | | Awaiting feedback from FSAN |
| 2020/101/DGO/ RFM | 12/11/2020 Reforms Unit | Manufacturer | Email | Complaint on inspection certificate | Acknowledged R&R recommended that complainant should liaise with the inspection directorates to resolve the issue | Resolved | 30/11/2020 | No further correspondence from complainant |
| 2020/102/DGO/ RFM | 13/11/2020 Reforms Unit | Manufacturer | Email | Complaint on delayed registration. | Acknowledged Manufacturer Complaint was requested for further details. | Closed | 30/12/2020 | Awaiting feedback from complainant |
| 2020/103/DGO/ RFM | 14/11/2020 Reforms Unit | Manufacturer | Email | Complaint on delayed registration. | Acknowledged Complainant was forwarded to Delta State zonal office | Unresolved | | Awaiting feedback from Delta state |

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| 2020/104/DGO/ RFM | 12/11/2020 Reforms Unit | Manufacturer | Email | Complaint on counterfeit notification | Acknowledged Complaint emailed R and R and they advised us to forward complaint to PV/PMS and I & E complaint forward to PV/PMS and I & E on the 17/11/2020 | Unresolved | | Awaiting Feedback from PVPMS and I&E |
| 2020/105/DGO/ RFM | 18/11/2020 Reforms Unit | Consumer | Email | Complaint that NAFDAC held his package in Lagos | Acknowledged Complainant was asked to contact PID (Email was provided) | Resolved | 30/11/2020 | No further correspondence from complainant |
| 2020/106/DGO/ RFM | 20/11/2020 Reforms Unit | Manufacturer | Email | Complaints on issues with NAPAMS platform. | Acknowledged Complainant was asked to use the chat engine on the platform or email R&R. | Resolved | 30/11/2020 | No further correspondence from complainant |
| 2020/107/DGO/ RFM | 22/11/2020 Reforms Unit | Tip - off | Email | Tip – off on sale of illegal drugs. | Acknowledged Complainant was asked to furnish us with detailed information to aid investigation | Closed | 30/11/2020 | No further correspondence from complainant |
| 2020/108/DGO/ RFM | 22/11/2020 | Consumer | Email | Complaint on purchase of | Acknowledged | Resolved | 30/11/2020 | Complainant replied to thank us |

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| | Reforms Unit | | | fake/expired sterile water | Complainant was asked to send complaint as a text to PRASCOR (PV/PMS) for consumer reporter. | | | |
| 2020/109/DGO/RFM | 26/11/2020 Reforms Unit | Manufacturer | Email | Complaints on issues with NAPAMS | Acknowledged Complainant was asked to use the chat engine on the platform or email R&R. | Resolved | 30/11/2020 | No further correspondence from complainant |
| 2020/110/DGO/RFM | 26/11/2020 Reforms Unit | Manufacturer | Email | Complaints on issues with NAPAMS that his status is showing (LOD) Liaison Officers Desk | Acknowledged Complainant was informed that it means he/she will be contacted for the next step of registration or use the chat engine on the NAPAMS platform | Resolved | 30/11/2020 | No further correspondence from complainant |
| 2020/111/DGO/RFM | 13/12/2020 Reforms Unit | Consumer | Email | Complaint on suspected container containing expired biscuits coming into the country. | Acknowledged Complaint was forwarded to PID and enforcement. Their directors were copied. | Unresolved | | Awaiting feedback from PID |

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| 2020/112/DGO/ RFM | 17/12/2020 Reforms Unit | Manufacturer | Email | Complaint on double debit on remita | Acknowledged complainant was asked to contact account department with email provided | Resolved | 30/12/2020 | No further correspondence from complainant |
| 2020/113/DGO/ RFM | 21/12/2020 Reforms Unit | Consumer | Email | Complaint on substandard pure water factory in Asokoro | Acknowledged Complainant was forwarded to Director FCT | Unresolved | | Awaiting feedback from Director Fct2 |
| 2020/114/DGO/ RFM | 28/12/2020 | Whistle blower | Email | Tip-off on suspected substandard pure water factory | Acknowledged complainant was asked to provide detailed information | Closed | 30/12/2020 | No further correspondence from complainant |