



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)	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	adverse cream reaction	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	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	Coloured water	Complainant was asked to provide details of the said	Closed	31/03/2020	No further correspondence

					water			from complainant
2020/004/DGO/ RFM	13/01/2020 Reforms Unit	Consumer	Email	particle found in Guinness drink	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
2020/006/DGO/ RFM	21/01/2020 Reforms Unit	Consumer	Email	suspected substandard toothpaste in circulation	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	Smelly sachet water	Complainant was asked to provide detailed information of the said water	Closed	31/03/2020	No further correspondence from complainant
2020/008/DGO/ RFM	30/01/2020 Reforms Unit	Manufacturer	Email	double vetting of document during registration process	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	supposed sale of fake alcoholic drink (Agor)	Complaint forwarded to FSAN	Unresolved		Awaiting feedback from FSAN
2020/010/DGO/ RFM	07/02/2020	Consumer	Email	spoilt biscuit	Complainant was asked to provide	Closed	27/05/2020	No further correspondence

	Reforms Unit				details of the biscuit or take it to the nearest NAFDAC office for lab analysis			from complainant
2020/011/DGO/RFM	10/02/2020 Reforms Unit	Manufacturer	Email	inability to access the website to gain information for registration	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	Complaint forwarded to PID and I&E	Unresolved		Awaiting feedback from PID & I&E
2020/013/DGO/RFM	14/02/2020 Reforms Unit	Consumer	Email	Complaint on supposed contaminated Eva water	Complaint forwarded to Edostate Investigation was carried out and lab analysis proves satisfactory	Resolved	03/08/2020	Feedback sent to complaint
2020/014/DGO/RFM	18/02/2020 Reforms Unit	Consumer	Email	Complaint on supposed substandard pure water factory	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	Discussed with HRU who called D,PID and complainant was	Resolved	20/05/2020	No further correspondence from complainant

				by NAFDAC	asked to contact him directly for issue to be resolved. Same was forwarded to complainant			
2020/016/DGO/RFM	24/02/2020 Reforms Unit	Consumer	Email	Complaint on supposed substandard water	Complainant was asked to provide detailed information on the said water	Closed	28/05/2020	No further correspondence from complainant
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	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	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	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
2020/020/DGO/ RFM	01/03/2020 Reforms Unit	Consumer	Email	Complainant on supposed sale of expired drinks in Bayelsa	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	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	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 product by Norland Ltd	Complaint forwarded to Rivers state office. Rivers state replied that complainant has been invited for further investigation	Resolved	02/11/2020	Investigation was carried out and unregistered products found; 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	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	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	Complainant was asked to provide details of the said indomie or take a sample to the nearest NAFDAC office for further investigation	Closed	30/06/2020	Awaiting feedback from complainant

2020/027/DGO/ RFM	09/04/2020 Reforms Unit	Consumer	Email	Complaint on supposed fake honey	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	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	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	Due to the Pandemic , complainant was asked to contact FSAN with details .email was provided	Resolved	15/05/2020	Complaint sent an email to thank us after issue was resolved
2020/031/DGO/ RFM	05/05/2020 Reforms Unit	Consumer	Email	Complaint on inability to use the Mobile Authentication Service	Complainant was asked to send complaint as a text to (Pharmacovigilance &post marketing Surveillance	Resolved	29/05/2020	No further correspondence from complainant

					consumer reporting system)PRASCOR-20543			
2020/032/DGO/RFM	11/05/2020 Reforms Unit	Tip -off	Email	Report on sale of supposed unregistered product	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	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)	Complaint forwarded to FSAN	Unresolved		Awaiting feedback from FSAN
2020/035/DGO/RFM	15/05/2020 Reforms Unit	Manufacturer	Email	Complaint on unauthorized use of their company's trademark	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	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	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	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	Contacted FCT and complainant was advised to use the chat engine on the NAPAMS platform	Resolved	20/05/2020	No further correspondence from complainant
2020/040/DGO/ RFM	20/05/2020 Reforms Unit	Manufacturer	Email	Complaint on delayed registration	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	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	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	Contacted FCT and complainant was advised to use the	Resolved	22/05/2020	No further correspondence

				NAPAMS	chat engine on the NAPAMS platform			from complainant
2020/044/DGO/ RFM	24/05/2020 Reforms Unit	Manufacturer	Email	Complaint on difficulty using NAPAMS	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	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	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	difficulty using NAPAMS	Contacted FCT and complainant was advised to use the chat engine on the NAPAMS platform	Resolved	03/06/2020	No further correspondence from complainant
2020/048/DGO/ RFM	04/06/2020 Reforms Unit	Consumer	Email	inability to use the Mobile Authentication Service	Complainant was asked to send complaint as a text to PRASCOR-	Resolved	04/06/2020	No further correspondence from complainant

					20543			
2020/049/DGO/ RFM	07/04/2020 Reforms Unit	Consumer	Email	contaminated bread	Complaint forwarded to FSAN	Unresolved		Awaiting feedback from FSAN
2020/050/DGO/ RFM	07/04/2020 Email	Manufacturer	Email	use of company's name by another company to do production	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	difficulty using NAPAMS	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	Distributor	Email	delayed registration of imported disinfectant boot	Complaint forwarded to R&R. Director R&R replied that such product is not recommended as it has potential harm to human body Same forwarded to complainant	Resolved	09/06/2020	No further correspondence from complainant
2020/053/DGO/ RFM	10/06/2020	Manufacturer	Email	difficulty using NAPAMS	Contacted FCT and complainant was	Resolved	10/06/2020	No further correspondence

	Reforms Unit				advised to use the chat engine on the NAPAMS platform			from complainant
2020/054/DGO/RFM	12/06/2020 Reforms Unit	Manufacturer	Email	Complaint on difficulty using NAPAMS	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	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 bottled water by one MrsSalawu	Complaint forwarded to FSAN and I&E	Unresolved		Awaiting feedback from FSAN and I&E
2020/057/DGO/RFM	17/06/2020 Reforms Unit	Manufacturer	Email	Complaint on difficulty using NAPAMS	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	suspected substandard Eva water with details	Complaint forwarded to FSAN	Unresolved		Awaiting feedback from FSAN
2020/059/DGO/RFM	23/06/2020 Reforms Unit	Manufacture	Email	delayed product registration with	Complaint forwarded to R&R	Resolved	30/06/2020	Feedback was communicated to

				details	From the record of R&R, complainant is yet to complete registration process and as such advice to contact R&R .			complainant
2020/060/DGO/ RFM	25/06 /2020 Reforms Unit	Manufacture	Email	delayed product registration with details	Complaint forwarded to R&R From R&R records Company is yet to submit Samples for laboratory analysis. We cannot also confirm if they have done their Risk Based Categorization with DER . Company should follow up on the above.	Resolved	01/07/2020	Feedback was communicated to complainant
2020/063/DGO/ RFM	24/06/2020 Reforms Unit	Manufacturer	PEBEC App Ticket #436097	non reflection of 80% reduction o NAPAMS platform	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	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	acidic and bacteria growths in sachet water	Complaint forwarded to FSAN Lagos	Unresolved		Awaiting feedback from FSAN, Lagos
2020/066/DGO/ RFM	16/07/2020 Reforms Unit	Consumer	Email	inability to use the Mobile Authentication Service	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	delayed inspection	Contacted FCT and Complainant was informed that due to the pandemic virtual inspection is yet to commence 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	delayed inspection	Contacted FCT and	Resolved	22/07/2020	No further correspondence

					Complainant was informed that due to the pandemic virtual inspection is yet to commenced and it will definitely get to their turn			from complainant
2020/069/DGO/RFM	28/07/2020 Reforms Unit	Manufacturer	Email	difficulty using NAPAMS	Contacted FCT and complainant was advised to use the chat engine on the NAPAMS platform	Resolved	28/07/2020	No further correspondence from complainant
2020/070/DGO/RFM	29/07/2020 Reforms Unit	Consumer	Email	nestle golden morn	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	Bama mayonnaise	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	suspected fake smart city drink	Complainant was asked to provide detailed information on the said product	Closed	31/08/2020	No further correspondence from complainant
2020/073/DGO/	12/08/2020	Manufacturer	Email	delayed registration		Resolved	17/08/2020	No further correspondence

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

					chat engine on the NAPAMS platform			
2020/078DGO/ RFM	06/07/2020 PEBEC APP	Manufacturer	Email	delayed e-permit	Contacted VMAP and complainant was asked to make a formal application to NAQS(NigAgric 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	suspected distribution of expired product distribution	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	adverse drug reaction	Complainant was asked to send complaint as a text to (Pharmacovigilance & post marketing Surveillance consumer reporting system)PRASCOR-20543	Resolved	31/08/2020	No further correspondence from complainant

2020/081DGO/ RFM	31/08/2020 Reforms Unit	Consumer	Email	supposed expired Nivea	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	delayed renewal	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	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	suspected fake So white lotion	Complaint was forwarded to Director FCT Investigation was carried and warning letter was issued to MD. Feedback sent to complainant	Resolved	19/11/2020	No further correspondence from complainant
2020/085DGO/ RFM	22/09/2020 Reforms Unit	Whistleblower	Email	Tip-off unsuspected shipment of substandard	Informant was asked to provide details to aid investigation	Closed	30/09/2020	No further correspondence from complainant

				products				
2020/086DGO/ RFM	30/09/2020 Reforms Unit	Manufacturer	Email	delayed registration	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	suspected spoilt bread	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	suspected expired drug	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	complainant was asked to contact account department with email provided	Resolved	05/10/2020	No further correspondence from complainant
2020/090DGO/ RFM	05/10/2020 Reforms Unit	Manufacturer	Email	delayed inspection	Complaint was forwarded to FSAN focal officer	Unresolved		Awaiting feedback from FSAN
2020/091DGO/ RFM	06/10/2020 Reforms Unit	Manufacturer	Email	delayed registration	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	supposed substandard	complainant was asked to furnish us with more details	Closed	26/10/2020	No further correspondence from complainant

				product				
2020/093DGO/ RFM	11/10/2020 Reforms Unit	Consumer	Email	Complaint on supposed substandard bakery in Ajah	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	complainant was asked to contact account department with email provided	Resolved	02/11/2020	No further correspondence from complainant
2020/095/DGO/ RFM	16/10/2020 Reforms Unit	Manufacturer	Email	Complaint on delayed registration	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	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	NAPAMS platform	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	delayed registration	Complainant was asked to furnish us with more details. After details was sent by complainant, same	Ongoing		Awaiting feedback from Imo state

					was forwarded to Imo state			
2020/099/DGO/RFM	05/11/2020 Reforms Unit	Manufacturer	Email	delayed registration	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	substance found in pure water	Complaint was forwarded to FSAN focal officer	Unresolved		Awaiting feedback from FSAN
2020/101/DGO/RFM	12/11/2020 Reforms Unit	Manufacturer	Email	inspection certificate	R&R recommended that complainant should liaise with the inspection directorate to resolve the issue	Resolved	30/11/2020	No further correspondence from complainant
2020/102/DGO/RFM	13/11/2020 Reforms Unit	Manufacturer	Email	delayed registration.	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	delayed registration.	Complainant was forwarded to Delta State zonal office	Unresolved		Awaiting feedback from Delta state
2020/104/DGO/RFM	12/11/2020 Reforms Unit	Manufacturer	Email	counterfeit notification	Complaint emailed R and R and they advised us to forward complaint	Unresolved		Awaiting Feedback from PVPMS and I&E

					to PV/PMS and I & E complaint forward to PV/PMS and I & E on the 17/11/2020			
2020/105/DGO/RFM	18/11/2020 Reforms Unit	Consumer	Email	NAFDAC held package in Lagos	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	issues with NAPAMS platform.	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	sale of illegal drugs.	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 Reforms Unit	Consumer	Email	purchase of fake/expired sterile water	Complainant was asked to send complaint as a text to PRASCOR (PV/PMS) for consumer reporter.	Resolved	30/11/2020	Complainant replied to thank us
2020/109/DGO/RFM	26/11/2020 Reforms Unit	Manufacturer	Email	issues with NAPAMS	Complainant was asked to use the chat engine on the platform or email R&R.	Resolved	30/11/2020	No further correspondence from complainant

