

ANNEXURE -08	NAFDAC SOP REF. NO.:NAFDAC-QMS-010-00	2022 COMPLAINTS LOG
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National Agency for Food and Drug Administration and Control

Director-General's office, Abuja

Reforms Unit

reforms@nafdac.gov.ng

COMPLAINTS NO.(YR/SERIAL NO./SOURCE)	DATE RECEIVED/BY(NAME)	SOURCE	MODE OF COMPLAINTS	CATEGORY	ROOT CAUSE INVESTIGATION	CORRECTIVE ACTION	STATUS(OPEN OR CLOSE)	DATE OF CLOSURE	REMARKS
2022/001/DGO/RFM	05/01/2022 Reforms Unit	Manufacturer	Email	Service	delayed registration	forwarded to Kano State office	Closed	31/10/2022	No feedback from Kano State
2022/002/DGO/RFM	05/01/2022 Reforms Unit	Consumer	Email	Water	supposed substandard table water	Request for detailed information to aid investigation	Closed	07/01/2022	Inadequate information from complainant
2022/003/DGO/RFM	07/01/2022 Reforms Unit	Manufacturer	Email	Service	delayed registration	Request for detailed information to aid	Closed	31/01/2022	Inadequate information from

Complaints unresolved due to insufficient information are closed after one month.

KEY: CCD: Consumer complaints for drugs, medical devices & herbals

CCF: Consumer complaints for food and water

CCC: Consumer complaints for cosmetics & chemicals

CCO: Consumer complaints for others

						investigation			complainant
2022/004/ DGO/RFM	07/01/2022 Reforms Unit	Manufacturer	Email	Service	delayed registration	Request for detailed information which was sent to Adamawa State. Feedback was that company picked up their notification on the 10/01/2022. Same forwarded to complainant	Closed	25/01/2022	Complainant replied to thank
2022/005/ DGO/RFM	08/01/2022 Reforms Unit	Consumer	Email	Drugs Product	supposed substandard drug	Request for detailed information to aid investigation	Closed	31/01/2022	Inadequate information from complainant
2022/006/ DGO/RFM	08/01/2022 Reforms Unit	Consumer	Email	Drink Product	supposed substandard zobo	Request for detailed information to aid investigation	Closed	31/01/2022	Inadequate information from complainant
2022/007/ DGO/RFM	08/01/2022 Reforms Unit	Consumer	Email	Water Product	supposed substandard pure	forwarded to Oyo state	Closed	29/4/2022	Awaiting feedback from Oyo

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					water	office			State
2022/008/ DGO/RFM	08/01/2022 Reforms Unit	Consumer	Email	Water Product	supposed substandard pure water	Complainant was asked for detailed information to aid investigation	Closed	31/01/2022	Inadequate information from complainant
2022/009/ DGO/RFM	10/01/2022 Reforms Unit	Manufacturer	Email	Service	delayed registration	Complainant was asked for detailed information to aid investigation	Closed	31/01/2022	Inadequate information from complainant
2022/010/ DGO/RFM	11/01/2022 Reforms Unit	Consumer	Email	Water Product	supposed substandard water	Complainant was asked for detailed information	Closed	31/01/2022	Inadequate information from complainant
2022/011/ DGO/RFM	14/01/2022 Reforms Unit	Consumer	Email	Was not stated	supposed substandard product	Complainant was asked for detailed information to aid investigation	Closed	31/01/2022	Inadequate information from complainant
2022/012/ DGO/RFM	17/01/2022 Reforms Unit	Consumer	Email	Cosmetics Product	supposed substandard body soap	Requested for detailed information to aid	Closed	28/02/2022	Inadequate information from complainant

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						investigation			
2022/013/ DGO/RFM	25/01/2022 Reforms Unit	Manufacturer	Reportgov.ng PEBEC	Service	Delayed registration	Delay was as a result of company's refusal to comply with directive issued. Company complied and certificate was issues	Closed	17/03/2022	Complainant replied to appreciate us
2022/014/ DGO/RFM	30/01/2022 Reforms Unit	Consumer	Email	Food/spices Product	Supposed substandard spices	Requested for detailed information to aid investigation	Closed	28/02/2022	Inadequate information from complainant
2022/015/ DGO/RFM	30/01/2022 Reforms Unit	Manufacturer	Email	Services	Delayed registration	Forwarded to R&R for investigation. Redirected to PH	Closed	28/02/2022	Lack of feedback from PH
2022/016/ DGO/RFM	01/02/2022 Reforms Unit	Manufacturer	Email	Services	Delayed registration	Requested for more information to aid investigation	Closed	02/03/2022	Inadequate information from complainant

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2022/017/ DGO/RFM	10/02/2022 Reforms Unit	Manufacturer	Reportgov.ng PEBEC	Services	Sanction for late renewal	Failure to renew license which attracted sanction/fine	Closed	21/22/2022	Complainant was asked to comply to the sanction
2022/018/ DGO/RFM	18/02/2022 Reforms Unit	Manufacture	Email	Drug Product	Aspen Global incorporated against Krishat Pharma regarding the Pharmaceutical product name Cafekaris and the related product packaging	Forwarded to I&E	Closed	30/03/2022	Lack of feedback from Drug (R&R) Directorate.
2022/019/ DGO/RFM	20/02/2022 Reforms Unit	Consumer	Email	Product	Poor GMP /Expired products	Forwarded to Anambra State for investigation	Closed	30/03/2022	Lack of feedback from Anambra state
2022/020/ DGO/RFM	23/02/2022 Reforms Unit	Consumer	Email	Food /bread Product	Substandard bread factory in Abia(DE VICTORY DUBEM SPECIAL BREAD)	Forwarded to I&E and Abia State Investigation was carried out and compliance directive issued to the company	Closed	14/03/2022	Update sent to complainant

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2022/023/ DGO/RFM	28/02/2022 Reforms Unit	Consumer	Email	Food/drink Product	Expired smooove and bold tropical drinks	Requested for more detailed information to aid investigation	Closed	28/03/2022	Inadequate information from complainant
2022/024/ DGO/RFM	28/02/2022 Reforms Unit	Consumer	Email	Water Product	Substandard JEECOTS sachet water	Forwarded to PV/PMS/I&E. The facility was inspected and it had poor GMP. It was recommended factory be reassessed for cGMP and GHP	Closed	21/03/2022	Update sent to complainant
2022/025/ DGO/RFM	01/03/2022 Reforms Unit	Consumer	Email	Water Product	Substandard sachet water	Requested for more detailed information to aid investigation	Closed	05/04/2022	Inadequate information from complainant
2022/026/ DGO/RFM	02/03/2022 Reforms Unit	Consumer	Email	Water Product	Substandard sachet water	Requested for more detailed information to aid investigation	Closed	05/04/2022	Inadequate information from complainant
2022/027/ DGO/RFM	04 /03/2022	Consumer	Email	Not specified	Supposed fake	Requested for	Closed	05/04/2022	Inadequate

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DGO/RFM	Reforms Unit				NAFDAC Number	more detailed information to aid investigation			information from complainant
2022/028/DGO/RFM	05 /03/2022 Reforms Unit	Consumer	Email	Water	Supposed substandard sachet water	Requested for detailed information to aid investigation	Closed	05/04/2022	Inadequate information from complainant
2022/029/DGO/RFM	07 /03/2022 Reforms Unit	Consumer	Email	Food Cashew nut	Supposed substandard cashew nut	Forwarded to PV/PMS Lagos	Closed	07/04/2022	Lack of feedback from PV/PMS-Lagos
2022/030/DGO/RFM	17/03/2022 Reforms Unit	Manufacturer	Email /Phone call	Service	Difficulty logging into the company folder on NAPAMS	Contacted FCT NAPAMS desk, complainant was asked via phone conversation to make a formal application for email update as email was compromised and a result of multiple access	Closed	17/03/2022	No further correspondence from complainant

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2022/031/ DGO/RFM	21/03/2022 Reforms Unit	Consumer	Email	Water	Supposed substandard water factory	Requested for detailed information to aid investigation	Closed	21/4/2022	Inadequate information from complainant
2022/032/ DGO/RFM	24/03/2022 Reforms Unit	Consumer	Email	Personnel	Supposed victimization of illegal seller	Requested for detailed information to aid investigation	Closed	21/4/2022	Inadequate information from complainant
2022/033/ DGO/RFM	25/03/2022 Reforms Unit	Consumer	Email	Drugs	Supposed wellness company selling medicine with untrue claims	Requested for detailed information to aid investigation	Closed	21/4/22	Inadequate information from complainant
2022/034/ DGO/RFM	04/04/2022 Reforms Unit	Manufacturer	Email	Service (PID)	Delay response online	HRU contacted Mr Afam- Lagos office who requested complainant be directed to him for issues to be resolved. contact was sent to complainant	Closed	05/04/2022	No further correspon- den- ce from complainant
2022/035/ DGO/RFM	09/04/2022	Manufacturer	Reportgov.ng	Service	Delayed	Requested detailed	Closed	11/4/2022	No further correspon- den-

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DGO/RFM	Reforms Unit		PEBEC		registration	information and it was discovered claims was not right as it complainant has not started any process			ce from complainant
2022/036/ DGO/RFM	21/04/2022 Reforms Unit	Consumer	Email	Product -Baby food	Supposed substandard baby food	Requested for detailed information to aid investigation	Closed	02/05/2022	Inadequate information from complainant
2022/037/ DGO/RFM	22/04/2022 Reforms Unit	Consumer	Email	Product- Cream, hypo etc	Supposed substandard production	Requested for detailed information to aid investigation	Closed	23/05/2022	Inadequate information from complainant
2022/038/ DGO/RFM	26/04/2022 Reforms Unit	Consumer	Email	Product -Three crowns milk	Supposed bad evaporated milk	Requested for detailed information to aid investigation	Closed	23/05/2022	Inadequate information from complainant
2022/039/ DGO/RFM	28/04/2022 Reforms Unit	Consumer	Email	Product-Drugs	Supposed expired drugs	Requested for detailed information to aid	Closed	23/05/2022	Inadequate information from complainant

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2022/040/ DGO/RFM	29/04/2022 Reforms Unit	Consumer	Email	Product- Drugs	Supposed unregistered wines in circulation	Requested for detailed information to aid investigation	Closed	23/05/2022	Inadequate information from complainant
2022/041/ DGO/RFM	01/05/2022 Reforms Unit	Manufacturer	Email	Services	Supposed delayed registration	Requested for detailed information from complainant which was forwarded to Delta State who replied that Company has been listed for final approval in Lagos , update was sent to complainant	Closed	17/5/2022	No further correspon den ce
2022/042/ DGO/RFM	11/05/2022 Reforms Unit	Consumer	Email	Product - Juice(food)	Supposed substandard chivita zest	Forwarded to PV/PMS Lagos	Closed	31/05/2022	Lack feedback from PV/PMS Lagos

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2022/043/ DGO/RFM	14/05/2022 Reforms Unit	Consumer	Email	Product-Milk (Food)	Supposed substandard Congealed liquid milk	Requested detailed information to aid investigation	Closed	14/06/2022	Inadequate information from complainant
2022/044/ DGO/RFM	15/05/2022 Reforms Unit	Consumer	Email	Product- Drugs	Supposed substandard calamine lotion	Requested for detailed information to aid investigation	Closed	14/06/2022	Inadequate information from complainant
2022/045/ DGO/RFM	17/05/2022 Reforms Unit	Manufacturer	Email	Product- Services	Difficulty changing address to an application made on line	Contacted FSAN and complainant was advised to visit the nearest NAFDAC office with an application to resolve the issue	Closed	19/05/2022	Complainant replied to thank us
2022/046/ DGO/RFM	18/05/2022 Reforms Unit	Importer	Email	Product- Service	Delayed import permit processing	Forwarded to FSAN after a phone conversation with the Focal officer. Permit was issued to the company	Closed	21/05/2022	Complainant appreciated the Agency

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2022/047/ DGO/RFM	20/05/2022 Reforms Unit	Consumer	Email	Product-Coke	Supposed experiment in circulation on social media	Requested for detailed information to aid investigation	Closed	02/08/2022	Inadequate information from complainant
2022/048/ DGO/RFM	21/05/2022 Reforms Unit	Consumer	Email	Product-Cream	Supposed fake Octavia cream sold by a pharmacist	Requested for detailed information to aid investigation	Closed	02/08/2022	Inadequate information from complainant
2022/049/ DGO/RFM	25/05/2022 Reforms Unit	Consumer	Email	Product-Drink	Supposed expired Lacasera drink	Requested for detailed information to aid investigation	Closed	31/05/2022	Inadequate information from complainant
2022/050/ DGO/RFM	27/05/2022 Reforms Unit	Manufacturer	Email	Services	Supposed delayed registration	Forwarded to Ogun State	Closed	29/05/2022	Lack of information from complainant
2022/051/ DGO/RFM	30/05/2022 Reforms Unit	Tip-off	Email	Product	Supposed repackaging activities in Kano	Requested for detailed information to aid investigation which was forwarded to I&E, Kano state	Closed	31/05/2022	Lack information from I&E/Kano

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2022/052/ DGO/RFM	31/05/2022 Reforms Unit	Manufacturer	Email	Service	Difficulty changing company name on the NAPAMS platform	Complainant was asked to contact NAPAMS help line to resolve the issue	Closed	31/05/2022	No further correspondence from complainant
2022/053/ DGO/RFM	02/06/2022 Reforms Unit	Manufacturer	Email	Service	Service- Remita issue	Redirected to account department	Closed	03/06/2021	No further correspondence from complainant
2022/054/ DGO/RFM	09/06/2022 Reforms Unit	Consumer	Email	Product –Drink	Supposed substandard Schweppes that had expired	Requested for details info. Forwarded to PV/PMS on the 9/6/22	Closed	09/06/2022	Lack of information from PV/PMS
2022/055/ DGO/RFM	09/06/2022 Reforms Unit	Consumer	Email	Product –Food	Supposed expired sprit	Requested for details	Closed	02/08/2022	Inadequate information from complainant
2022/056/ DGO/RFM	09/06/2022 Reforms Unit	Consumer	Email	Product - Food	Supposed substandard peanut	Requested for details	Closed	02/08/2022	Inadequate information from complainant
2022/057/ DGO/RFM	10/06/2022 Reforms Unit	Consumer	Email	Product – cosmetics	Supposed body cream	Requested for details	Closed	02/08/2022	Inadequate information from

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									complainant
2022/058/ DGO/RFM	15/06/2022 Reforms Unit	Consumer	Email	Adverse drug reaction	Product- Drugs	ADR link sent to compliant	Closed	16/06/2022	No further correspondence from complainant
2022/059/ DGO/RFM	16/06/2022 Reforms Unit	Tip-off	Email	Products (drink and POP)	Supposed packaging of expired products	Requested for details. Forwarded to I&E)	Open		Awaiting feedback from PV/PMS/I&E
2022/060/ DGO/RFM	16/06/2022 Reforms Unit	Consumer	Email	Product -Drugs	Supposed expired drug	Requested to take samples to the nearest NAFDAC office	Closed	17/08/2022	No further correspondence from complainant
2022/061/ DGO/RFM	20/06/2022 Reforms Unit	Consumer	Email	Cream – cosmetic	Supposed adverse reaction	ADR link sent to compliant or take the sample of the said drug to nearest NAFDAC office	Closed	21/06/2022	No further correspondence from complainant
2022/062/ DGO/RFM	22/06/2022 Reforms Unit	Manufacturer	Email	Service	Supposed wrong payment	Redirected to the account department	Closed	02/08/2022	No further correspondence from complainant

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2022/063/ DGO/RFM	22/06/2022 Reforms Unit	Consumer	Email	Product –water	Supposed substandard pure water	Requested for details.	Closed	02/08/2022	Inadequate information from complainant
2022/064/ DGO/RFM	23/06/2022 Reforms Unit	Manufacturer	Email	Service	Difficulty with NAPAMS platform	Help desk contact was provided to complainant	Closed	02/08/2022	No further correspon ce from complainant
2022/065/ DGO/RFM	23/06/2022 Reforms Unit	Consumer	Email	Product -Milk	Supposed substandard milk	Requested for detailed information	Closed	02/08/2022	Inadequate information from complainant
2022/066/ DGO/RFM	24/06/2022 Reforms Unit	Consumer	Email	Product –drugs	Supposed substandard drugs	Complainant was educated on how to use PRASCOR- Pharmacovigil ance Rapid Alert System for Consumer Reporting. an SMS short code system/servic e for consumers to alert	Closed	02/08/2022	No further correspon ce from complainant

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						NAFDAC of the safety and quality issues of regulated products via SMS.			
2022/067/DGO/RFM	26/06/2022 Reforms Unit	Consumer	Email	Product- drugs	Supposed adverse reaction after using a cream	Complainant was educated on how to use PRASCOR- Pharmacovigilance Rapid Alert System for Consumer Reporting. an SMS short code system/services for consumers to alert NAFDAC of the safety and quality issues of regulated products via	Closed	03/08/2022	No further correspondence from complainant

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						SMS.			
2022/068/ DGO/RFM	27/06/2022 Reforms Unit	Manufacturer	Email	Service	Supposed Delayed registration	Details requested from complainant .forwarded to R&R –Food Lagos	Open		Awaiting feedback from R&R Food-Lagos
2022/069/ DGO/RFM	29/06/2022 Reforms Unit	Consumer	Email	Product- water	Supposed substandard water	Forwarded to PV/PMS-Lagos	Open		Awaiting feedback from PV/PMS-Lagos
2022/071/ DGO/RFM	13/07/2022 Reforms Unit	Manufacturer	Email	Services	Supposed Delayed registration	Request for detailed info which forwarded to Ogun State Product registration was halted due to the presence of lanolin	Closed	16/08/2022	No further correspondence from complainant
2022/072/ DGO/RFM	15/07/2022 Reforms Unit	Consumer	Email	Service	Supposed Adverse reaction	Complainant was educated on how to use	Closed	09/08/2022	No further correspondence from

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						PRASCOR- Pharmacovigilance Rapid Alert System for Consumer Reporting. an SMS short code system/service for consumers to alert NAFDAC of the safety and quality issues of regulated products via SMS.			complainant
2022/073/ DGO/RFM	15/07/2022 Reforms Unit	Manufacturer	Reportgov.ng /PEBEC	Service	Supposed delayed registration	Requested for detailed information	Closed	01/09/2022	Inadequate information from complainant
2022/074/ DGO/RFM	22/07/2022 Reforms Unit	Consumer	Email	Product - popcorn	Supposed substandard /expired popcorn	Forwarded to PV/PMS and I&E	Open		Awaiting feedback from PV/PMS-

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									Lagos /I&E
2022/075/ DGO/RFM	29/07/2022 Reforms Unit	Manufacturer	Email	Service	Difficulty with the NAPAMS platform	NAPAMS help contact was provided	Closed	09/08/2022	No further correspon- dence from complainant
2022/076/ DGO/RFM	29/07/2022 Reforms Unit	Consumer	Email	Product- soap	Supposed substandard soap production factory	Details was requested from complainant	Closed	01/09/2022	Inadequate information from complainant
2022/077/ DGO/RFM	05/08/2022 Reforms Unit	Consumer	Email	Product -drug	Supposed substandard drug factory	Detailed information from complainant	Closed	01/09/2022	Inadequate information from complainant
2022/078/ DGO/RFM	09/08/2022 Reforms Unit	Consumer	Verbal	Product-drug	Supposed substandard Gluforon metfoium 500mg	Samples taken to PV/PMS Abuja for further investigation	Closed	09/09/2022	PV/PMS- Abuja replied that batch of the drug could not be traced.
2022/079/ DGO/RFM	11/08/2022 Reforms Unit	Consumer	Email	Product –drug	Supposed substandard drugs in Abuja	Complainant was advised to bring a sample to our office	Closed	15/09/2022	No further correspon- dence from complainant
2022/080/ DGO/RFM	12/08/2022 Reforms Unit	Consumer	Social media	Product -food	Supposed substandard biscuit	Contact details of complainant needed for proper	Closed	15/09/2022	No further correspon- dence from

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						investigation			complainant
2022/081/ DGO/RFM	12/08/2022 Reforms Unit	Consumer	Social media	Product -food	Supposed insect found in bread	Detailed information was requested	Closed	01/09/2022	Inadequate information from complainant
2022/082/ DGO/RFM	15/08/2022 Reforms Unit	Manufacturer	Verbal	Service	Delayed registration	Contacted FCT. Company's first lab test failed and second result was sent to Lagos . A reminder memo was sent to Lagos for company to be scheduled for approval meeting. Complainant will be notified	Closed	15/08/2022	No further correspon- ce from complainant
2022/083/ DGO/RFM	17/08/2022 Reforms Unit	Importer	Email	Service	Port clearance issues	Email was provided to complaint for issue to be resolved	Closed	18/08/2022	No further correspon- ce from complainant

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2022/084/ DGO/RFM	17/08/2022 Reforms Unit	Consumer	Email	Product –water	Supposed substandard C-Way	More details requested from complainant Complainant was also educated on how to use PRASCOR- Pharmacovigil ance Rapid Alert System for Consumer Reporting. an SMS short code system/servic e for consumers to alert NAFDAC of the safety and quality issues of regulated products via SMS.	Closed	18/08/2022	No further correspon den ce from complainant
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2022/085/ DGO/RFM	17/08/2022 Reforms Unit	Consumer	Email	Product –food	Supposed substandard whippy mayonnaise	Complainant was also educated on how to use PRASCOR- Pharmacovigilance Rapid Alert System for Consumer Reporting. an SMS short code system/service for consumers to alert NAFDAC of the safety and quality issues of regulated products via SMS.	Closed	18/08/2022	No further correspondence from complainant
2022/086/ DGO/RFM	20/08/2022 Reforms Unit	Consumer	Email	Product-water	Supposed substandard sachet water in circulation	More details requested from complainant	Closed	01/09/2022	Inadequate information from complainant
2022/087/ DGO/RFM	22/08/2022	Consumer	Email	Product –honey	Supposed substandard honey	Complainant was also educated on	Closed	23/08/2022	No further correspondence from

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	Reforms Unit					how to use PRASCOR- Pharmacovigilance Rapid Alert System for Consumer Reporting. an SMS short code system/service for consumers to alert NAFDAC of the safety and quality issues of regulated products via SMS.			complainant
2022/088/DGO/RFM	27/08/2022 Reforms Unit	Manufacturer	Email	Service	Supposed delayed registration	Forwarded to R&R –drug Lagos. Replied company has a CD on NAPAMS portal before	Closed	29/08/2022	No further correspondence from complainant

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						any progress can be made			
2022/089/DGO/RFM	27/08/2022 Reforms Unit	Manufacturer	Email	Service	Difficulty with NAPAMS	NAPAMS help line was provided	Closed	29/08/2022	No further correspondence from complainant
2022/090/DGO/RFM	29/08/2022 Reforms Unit	Manufacturer	Email	Service	Difficulty with NAPAMS	NAPAMS help line was provided	Closed	30/08/2022	No further correspondence from complainant
2022/091/DGO/RFM	01/09/2022 Reforms Unit	Consumer	Email	Product	Food poisoning in an eatery	Complainant was also educated on how to use PRASCOR- Pharmacovigilance Rapid Alert System for Consumer Reporting. an SMS short code system/service for consumers to alert NAFDAC of the safety and	Closed	02/09/2022	No further correspondence from complainant

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						quality issues of regulated products via SMS.			
2022/092/DGO/RFM	02/09/2022 Reforms Unit	Manufacturer	Email	Service	Difficulty using the NAPAMS platform	NAPAMS help line was provided	Closed	05/09/2022	No further correspondence from complainant
2022/093/DGO/RFM	05/09/2022 Reforms Unit	Manufacturer	Email	Service	Difficulty with response on NAPAMS	NAPAMS help line was provided	Closed	09/09/2022	No further correspondence from complainant
2022/094/DGO/RFM	12/09/2022 Reforms Unit	Consumer	Email	Product Soft drink	Substandard soft drink in circulation	More details requested from complainant	Closed	13/10/2022	Inadequate information from complainant
2022/095/DGO/RFM	12/09/2022 Reforms Unit	Consumer	Email	Product Pure water	Supposed hole in the tooth after consuming pure water	Complainant was also educated on how to use PRASCOR-Pharmacovigilance Rapid Alert System for Consumer	Closed	13/09/2022	No further correspondence from complainant

Complaints unresolved due to insufficient information are closed after one month.

KEY: CCD: Consumer complaints for drugs, medical devices & herbals

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						Reporting. an SMS short code system/service for consumers to alert NAFDAC of the safety and quality issues of regulated products via SMS.			
2022/096/DGO/RFM	14/09/2022 Reforms Unit	Consumer	Email	Product (not specific)	Supposed food poisoning	Complainant was also educated on how to use PRASCOR- Pharmacovigilance Rapid Alert System for Consumer Reporting. an SMS short code system/service for	Closed	21/09/2022	No further correspondence from complainant

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						consumers to alert NAFDAC of the safety and quality issues of regulated products via SMS.			
2022/097/DGO/RFM	14/09/2022 Reforms Unit	Consumer	Email	Product milk	reaction after consuming milk	Complainant was also educated on how to use PRASCOR- Pharmacovigilance Rapid Alert System for Consumer Reporting. an SMS short code system/service for consumers to alert NAFDAC of the safety and quality issues	Closed	21/09/2022	No further correspondence from complainant

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						of regulated products via SMS.			
2022/098/DGO/RFM	16/09/2022 Reforms Unit	Consumer	Email	Product	Supposed fake baby food with adverse reaction after consumption	Complainant was also educated on how to use PRASCOR-Pharmacovigilance Rapid Alert System for Consumer Reporting. an SMS short code system/service for consumers to alert NAFDAC of the safety and quality issues of regulated products via SMS.	Closed	21/09/2022	No further correspondence from complainant

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2022/099/ DGO/RFM	20/09/2022 Reforms Unit	Consumer	Email	Product	Sale of unregistered products in a supermarket in Gombe State	Complaint was acknowledged by the State focal officer	Closed	21/09/2022	Awaiting feedback from Gombe
2022/100/ DGO/RFM	24/09/2022 Reforms Unit	Consumer	Email	Product	Substandard coke	Complainant was also educated on how to use PRASCOR- Pharmacovigilance Rapid Alert System for Consumer Reporting. an SMS short code system/service for consumers to alert NAFDAC of the safety and quality issues of regulated products via SMS.	Closed	29/09/2022	No further correspondence from complainant

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2022/101/ DGO/RFM	24/09/2022 Reforms Unit	Consumer	Email	Product	Substandard beer	Complainant was also educated on how to use PRASCOR- Pharmacovigilance Rapid Alert System for Consumer Reporting. an SMS short code system/service for consumers to alert NAFDAC of the safety and quality issues of regulated products via SMS.	Closed	29/09/2022	No further correspondence from complainant
2022/102/ DGO/RFM	24/09/2022 Reforms Unit	Manufacturer	Email	Personnel	Supposed collection of 650k by NAFDAC staff for registration	Head, Reforms directed complaint be forwarded to	Open		Awaiting for feedback from State coordinator

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- KEY: CCD: Consumer complaints for drugs, medical devices & herbals
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- CCO: Consumer complaints for others

						Edo State coordinator			
2022/103/DGO/RFM	26/09/2022 Reforms Unit	Manufacturer	Email	Service	Difficulty with NAPAMS	NAPAMS help line was provided	Closed	30/09/2022	No further correspondence from complainant
2022/104/DGO/RFM	26/09/2022 Reforms Unit	Manufacturer	Email	Personnel	Supposed extortion at the Edo State office	Head, Reforms directed complaint be forwarded to Edo State coordinator	Open		Awaiting for feedback from State coordinator
2022/105/DGO/RFM	29/09/2022 Reforms Unit	Consumer	Email	Product Drugs	Substandard drugs purchased in Benin	Complainant was also educated on how to use PRASCOR-Pharmacovigilance Rapid Alert System for Consumer Reporting. an SMS short code system/service for consumers to alert	Closed	13/10/2022	No further correspondence from complainant

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						NAFDAC of the safety and quality issues of regulated products via SMS.			
2022/106/DGO/RFM	29/09/2022 Reforms Unit	Manufacturer	Email	Service	Delayed registration	Details requested from complainant	Closed	31/10/2022	No further correspondence from complainant
2022/107/DGO/RFM	29/09/2022 Reforms Unit	Consumer	Email	Product drink	Substandard drink	Complainant was also educated on how to use PRASCOR- Pharmacovigilance Rapid Alert System for Consumer Reporting. an SMS short code system/service for consumers to alert NAFDAC of	Closed	13/10/2022	No further correspondence from complainant

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						the safety and quality issues of regulated products via SMS.			
2022/108/DGO/RFM	09/10/2022 Reforms Unit	Consumer	Email	Product Yogurt	Expired yogurt	PRASCOR link was forwarded to complainant	Closed	13/10/2022	No further correspondence from complainant
2022/109/DGO/RFM	13/10/2022 Reforms Unit	Consumer	Email	Product Water	Supposed substandard water	Detailed information was requested	Closed	13/10/2022	Inadequate information from complainant
2022/110/DGO/RFM	15/10/2022 Reforms Unit	Consumer	Email	Product Wine	Substandard wine	PRASCOR link was forwarded to complainant	Closed	17/10/2022	No further correspondence from complainant
2022/111/DGO/RFM	16/10/2022 Reforms Unit	Manufacturer	Email	Services	Delayed registration	Detailed information requested	Closed	3/11/2022	Inadequate information from complainant
2022/112/DGO/RFM	17/10/2022 Reforms Unit	Consumer	Email	Product Drink	Substandard pepsi	PRASCOR link was forwarded to complainant	Closed	3/11/2022	No further correspondence from complainant

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2022/113/ DGO/RFM	19/10/2022 Reforms Unit	Consumer	Email	Drug Product	Substandard drug	PRASCOR link was forwarded to complainant	Closed	3/11/2022	No further correspon ce from complainant
2022/114/ DGO/RFM	22/10/2022 Reforms Unit	Consumer	Email	Drugs	Substandard drugs with detailed information	Forwarded to Akure focal officer	Closed	23/10/2022	Lack of feedback from Akure
2022/115/ DGO/RFM	23/10/2022 Reforms Unit	Consumer	Email	Drink Coke	Substandard coke	Detailed information requested or complaint via the PRASCOR link which was provided	Closed	23/10/2022	No further correspon ce from complainant
2022/116/ DGO/RFM	28/10/2022 Reforms Unit	Consumer	Email	Drug Product	Substandard drugs	PRASCOR link which was provided	Closed	2/11/2022	No further correspon ce from complainant
2022/117/ DGO/RFM	8/11/2022 Reforms Unit	Consumer	Email	Water Product	Substandard water	PRASCOR link which was provided	Closed	10/11/2022	No further correspon ce from complainant
2022/118/ DGO/RFM	8/11/2022 Reforms Unit	Consumer	Email	Drink Product	Substandard drink	PRASCOR link which was provided	Closed	10/11/2022	No further correspon ce from complainant

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2022/119/ DGO/RFM	14/11/2022 Reforms Unit	Manufacturer	Email	Service	Supposed delayed registration	Detailed information requested to track the process	Closed	16/11/2022	Awaiting update from complainant to track the process
2022/120/ DGO/RFM	16/11/2022 Reforms Unit	Manufacturer	PEBEC	Service	Delayed registration	Detailed information requested to track the process	Closed	16/11/2022	No further correspondence from complainant
2022/121/ DGO/RFM	16/11/2022 Reforms Unit	Manufacturer	Email	Service	Product sampling issues	Forwarded to Oshodi lab services (food)	Closed	17/11/2022	Awaiting feedback from food lab-Lagos
2022/122/ DGO/RFM	17/11/2022 Reforms Unit	Manufacturer	Email	Services	Delayed registration	Complainant was asked to check the portal for update	Closed	18/11/2022	No further directive from complainant
2022/123/ DGO/RFM	25/11/2022 Reforms Unit	Manufacturer	Email	Services	Remita issues	Redirected to contact account department ;email provided	Closed	28/11/2022	No further directive from complainant
2022/124/ DGO/RFM	25//11/2022 Reforms Unit	Manufacturer	Email	Service	Issues with NAPAMS	NAPAMS email and contact was	Closed	28/11/2022	No further directive from

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						provided to complainant			complainant
2022/125/DGO/RFM	25/11/2022 Reforms Unit	Consumer	Email	Product Drug	Substandard drugs	PRASCOR link which was provided	Closed	28/11/2022	No further directive from complainant
2022/126/DGO/RFM	26/11/2022 Reforms Unit	Consumer	Email	Product Water	Substandard water	PRASCOR link which was provided	Closed	28/11/2022	No further directive from complainant
2022/127/DGO/RFM	27/11/2022 Reforms Unit	Consumer	Email	Product Drug	Substandard drug	PRASCOR link which was provided	Closed	28/11/2022	No further directive from complainant
2022/128/DGO/RFM	29/11/2022 Reforms Unit	Consumer	Email	Product Water	Substandard water	PRASCOR link which was provided	Closed	30/11/2022	No further directive from complainant
2022/129/DGO/RFM	30/11/2022 Reforms Unit	Consumer	Email	Product Drug	Substandard drug	PRASCOR link which was provided	Closed	30/11/2022	No further directive from complainant
2022/130/DGO/RFM	03/12/2022 Reforms Unit	Consumer	Email	Product Drugs	Substandard drug	PRASCOR link which was provided	Closed	05/11/2022	No further directive from complainant

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2022/131/ DGO/RFM	04/12/2022 Reforms Unit	Manufacturer	Email	Personnel	Report on corrupt practices by NAFDAC staff in Edo State	Discussed with HRU who called D,SSZ and complaint forwarded to him	Closed	Investigation was aborted due to inadequate information from complainant	20/01/2023
2022/132/ DGO/RFM	08/12/2022 Reforms Unit	Manufacturer	Email	Personnel	Report on corrupt practices by NAFDAC staff in Edo State	Discussed with HRU who called D,SSZ and complaint forwarded to him	Closed	Investigation was aborted due to inadequate information from complainant	20/01/2023
2022/133/ DGO/RFM	10/12/2022 Reforms Unit	Consumer	Email	Drug	Substandard drug	PRASCOR link which was provided	Closed	12/12/2022	No further directive from complainant
2022/134/ DGO/RFM	16/12/2022 Reforms Unit	Consumer	Email	Lubricant	Substandard lubricant purchased from a pharmacy in Lagos	PRASCOR link which was provided	Closed	12/01/2023	No further directive from complainant
2022/135/ DGO/RFM	26/12/2022 Reforms Unit	Consumer	Email	drugs	ADR	ADR link was provided to complainant	Closed	17/01/2023	No further directive from

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									complainant
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