

List of Complaints received as at Dec. 2018

COMPLAINTS NO.(YR/SERIAL NO./SOURCE)	DATE RECEIVED/BY(NAME)	SOURCE	MODE OF COMPLAINTS	ROOT CAUSE INVESTIGATION	CORRECTIVE ACTION	STATUS(OP EN OR CLOSE)	DATE OF CLOSURE	REMARKS
2018/001/DGO/RFM	04/01/2018 Reforms Unit	Consumer	Email	Excess particles in 7-up	Complainant was asked to provide details as it was omitted or take a sample to the nearest NAFDAC office for lab analysis	Closed	29/12/2018	No further correspondence from complainant
2018/002/DGO/RFM	05/01/2018 Reforms Unit	Manufacturer	PEBEC App	Delayed Registration	Complainant was asked to provide details of the product to enable us check the status of the process	Closed	22/01/2018	No further correspondence from complainant
2018/003/DGO/RFM	10/01/2018 Reform Unit	Manufacturer	Email	Delayed registration	Complainant was asked to provide details of the product to enable us check the status of the process	Closed	29/12/2018	No further correspondence from complainant
2018/004/DGO/RFM	10/01/2018 Reform Unit	Consumer	Email	Contaminated Heinz Baked Beans	Complainant was asked to provide detailed information of the Baked beans as it was omitted or take a sample to the nearest NAFDAC office for lab analysis	Closed	29/12/2018	No further correspondence from complainant
2018/005/DGO/RFM	10/01/2018 Reform Unit	Manufacturer	Email	Suspected scam from one Dr Joseph Umeh	Complainant was asked to deal directly with NAFDAC or contact or R&R (email was provided)	Closed	29/12/2018	No further correspondence from complainant
2018/006/DGO/RFM	15/01/2018 Reform Unit	Whistle blower	Email	Tip-off on sales of expired pharmaceuticals	forwarded to enforcement Kaduna	open		Awaiting feedback from Kaduna
2018/007/DGO/RFM	27/01/2018 Reform Unit	Whistle blower	Email	Tip-off unauthorised pharmaceutical company in Kaduna	Forwarded to Kaduna and DER. DER recommended routine inspection	open		Awaiting feedback from Kaduna
2018/008/DGO/RFM	06/02/2018 Reform Unit	consumer	Email	Substandard pure water in fara park estate , Lekki , Lagos	Forwarded to FSAN Lagos	open		Awaiting feedback from FSAN
2018/009/DGO/RFM	06/02/2018 Reform Unit	Manufacturer	Email	Complaint on delayed registration	Complainant was asked to provide detailed information	Closed	12/02/2018	Complainant provided only receipt and it was forwarded to R&R. It was discovered that the date

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					about the product as it was omitted			claimed by the complainant was not same with that on the receipt. Complainant was asked to contact R&R. No further correspondence from complainant
2018/010/DGO/RFM	09/02/2018 Reform Unit	Consumer	Email	Complaint on inconsistency in reload multivitamin syrup manufacture/expiry dates and its NAFDAC reg. no.	Complainant was asked to forward detailed information as it was omitted	closed	14/02/2018	Complainant replied that the issue is already resolved with appreciation for our prompt response
2018/011/DGO/RFM	13/02/2018 Reform Unit	Consumer	Email	Complaint on unhealthy water  (Oloyin water)	Complaint was forwarded to FSAN ,Lagos	open		Awaiting feedback from FSAN Lagos
2018/012/DGO/RFM	19/02/2018 Reform Unit	Consumer	Email	Complaint on substandard water production factory	Complainant was asked to provide details of the factory as it was omitted	Closed	29/12/2018	No further concern from enquirer
2018/013/DGO/RFM	19/02/2018 Reform Unit	Whistle blower	Email	Tip –off on unregistered product in circular for the past three(3) years	Complaint forwarded to R&R who directed complaint should be forwarded to I&E and PID	Open		Awaiting feedback from I&E and PID
2018/014/DGO/RFM	20/02/2018 Reform Unit	Manufacturer	Email	Complaint on erroneous issuance of global listing for an already registered product	Complaint forwarded to R&R, DGO Lagos	Open		Awaiting feedback from R&R
2018/015/DGO/RFM	26/02/2018 Reform Unit	Manufacturer	Email	Complaint on the issue of renewal of our NAFDAC permit.	Complaint forwarded to R&R. R&R forwarded to CER	Open		Awaiting feedback from CER
2018/016/DGO/RFM	07/03/2018 Reform Unit	Whistle blower	Email	Tip-off on substandard pure water factory PREPHIL ENTERPRISES	Complaint forwarded to Imo state coordinator	Open		Awaiting feedback from Imo State
2018/017/DGO/RFM	08/03/2018 Reform Unit	Manufacturer	PEBEC App	Complaint on delayed registration	Complainant was asked to provide details of the product to enable us check the status of the process	closed	10/08/2018	No further correspondence from complainant

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2018/018/DGO/RFM	13/03/2018 Reform Unit	Consumer Representative	Letter	Complaint on hero beer taken by their client with bottle cock inside	Complaint was forwarded to Rivers State coordinator.	Closed	04/06/2018	Investigation and Lab result shows satisfactory. Feedback sent to complainant
2018/019/DGO/RFM	07/03/2018 Reform Unit	Manufacturer	Email	Suspected scam from one Dr Joseph Umeh	Complainant was asked to deal directly with NAFDAC or contact or R&R (email was provided	open		Memo signed by Head, Reforms Unit was sent to D,I&E
2018/020/DGO/RFM	09/03/2018	Consumer	Email	Complaint on substandard pure water in circulation without NAFDAC reg.no.	Complaint was forwarded to Nasarawa state	Open		Awaiting feedback from Nasarawa state
2018/021/DGO/RFM	12/03/2018 Reform Unit	Whistle blower	Email	Complaint on a bakery that sells unregistered bread and he found finger nails in it	Complainant was asked to provide details of the factory since it was omitted	Closed	29/12/2018	No further correspondence from complainant
2018/022/DGO/RFM	15/03/2018 Reform Unit	Whistle blower	Email	Tip-off on expired Mcvites biscuit sold at Shoprite in Festac	Complaint forwarded to D, I & E	Open		Awaiting feedback from I & E
2018/023/DGO/RFM	30/03/2018 Reform Unit	Manufacturer	call	Complaint on delayed registration	Complainant was asked to provide details since it was not stated	Closed	29/03/2018	No further correspondence from complainant
2018/024/DGO/RFM	03/04/2018 Reform Unit	Whistle blower	Email	Tip-off on fake expired hospital product without NAFDAC Number	Complaint forwarded to D, I & E	Open		Awaiting feedback from I & E
2018/025/DGO/RFM	04/04/2018 Reform Unit	Consumer	Email	Complaint on COMPLAN milk with batch no.16340 containing insect	Complaint forwarded to FSAN	Open		Awaiting feedback from FSAN
2018/026/DGO/RFM	13/04/2018 Reform Unit	Consumer	Email	Complaint on a ware house stocked with expired products	Complainant was asked to provide details of the factory since it was omitted	Closed	29/12/2018	No further correspondence from complainant
2018/027/DGO/RFM	21/04/2018 Reform Unit	Consumer	Email	Complaint on deceptive labeling of cassava flour as SamVita	Complainant was asked to provide details since it was omitted	Closed	29/12/2018	No further correspondence from complainant

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2018/028/DGO/RFM	27/04/2018 Reform Unit	Consumer	Email	Complaint on green particles in C-way water	Complainant was asked to provide details since it was omitted	Closed	29/12/2018	No further correspondence from complainant
2018/029/DGO/RFM	05/05/2018 Reform Unit	Manufacturer	PEBEC App	Complaint on long –winded process for FACTORY approval by NAFDAC	Complaint was handled by PEBEC Team after since there was no specific incidence	Closed	17/07/2018	No further correspondence from complainant
2018/030/DGO/RFM	06/05/2018 Reform Unit	Consumer	Email	Complaint on water A1-13311 with bad taste	Complaint forwarded to Delta state	open		Awaiting feedback from Delta State
2018/031/DGO/RFM	07/05/2018 Reform Unit	Consumer	Email	Seeking investigation/monitoring on activities of e-commerce websites &online pharmacies (Jumia)	Complaint was forwarded to Avert Control Division	Open		Awaiting feedback from Advert Control Division
2018/032/DGO/RFM	07/05/2018 Reform Unit	Manufacturer	Email	Complaint on delayed product renewal	Complaint was forwarded to R&R Lagos	Open		Awaiting feedback from R&R
2018/033/DGO/RFM	15/05/2018 Reform Unit	Manufacturer	PEBEC App	Complaint on delayed product registration	Complainant was asked to provide detailed information for investigation	Closed	25/07/2018	Investigation show complainant did not finish the process
2018/034/DGO/RFM	22/05/2018 Reform Unit	Consumer	Email	Complaint on unsafe nature of miracool water and cedar bread	Complaint was forwarded to FCT	Open		Awaiting feedback from FCT
2018/035/DGO/RFM	25/05/2018 Reform Unit	Consumer	Email	the alarming volume of expired Pepsi Cola and Coca-cola drinks in circulation in Osun state	Complaint was forwarded to Osun State	Open		Awaiting feedback from Osun State
2018/036/DGO/RFM	30/05/2018 Reform Unit	Consumer	Email	Complaint on sale of medicine without NAFDAC number in Ibadan	Complaint was forwarded to Ibadan	Open		Awaiting feedback from Ibadan
2018/037/DGO/RFM	01/06/2018	Manufacturer	call	Complaint on delayed product registration	Complainant was asked to provide detailed information for verification of the status	Closed	02/06/2018	No further correspondence from complainant

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2018/038/DGO/RFM	01/06/2018 Reform Unit	Whistle blower	Email	Complaint on a woman that sells fake/expired drugs	Complaint was forwarded to D,I&E	Open		Awaiting feedback from I&E
2018/039/DGO/RFM	07/06/2018 Reform Unit	Manufacturer	Email	Complaint on delayed product registration	Complaint was forwarded to Kano who replied that samples was sent to Kaduna lab	Open		Awaiting feedback from Kaduna Lab
2018/040/DGO/RFM	13/06/2018 Reform Unit	Whistle blower	Email	Complaint on sale of expired/fake peak milk mogodo Lagos	Complaint was forwarded to D,I&E	Open		Awaiting feedback from I&E
2018/041/DGO/RFM	24/06/2018 Reform Unit	Consumer	Email	Complaint on particles in a drink which he has 3 bottles that has not been opened	Complainant was asked to take samples to our office for further necessary action.	Closed	25/06/2018	Complainant replied and thanked us and that he has done as directed
2018/042/DGO/RFM	12/07/2018 Reform Unit	Whistle blower	Email	Complaint on drug dealers planning to import cocaine into Lagos from Brazil	Complaint was forwarded to D,I&E and NDLEA as directed by NCS	Open		Awaiting feedback from I&E
2018/043/DGO/RFM	12/07/2018 Reform Unit	Manufacturer	Email	Complaint on delayed GMP	Complaint was forwarded to R&R who replied that FSAN should be contacted who replied that DER should be contacted	Open		Awaiting feedback from DER
2018/044/DGO/RFM	13/07/2018 Reform Unit	Manufacturer	PEBEC App	Complaint on late NAFDAC opening hours to customers	An Apology was sent to complainant.  Security personnel and front desk officers were also informed that business for customers begins from 8:am except visitors	Closed	17/07/2018	No further correspondence from complainant
2018/045/DGO/RFM	10/08/2018 Reform Unit	Consumer	PEBEC App	Complaint on coca cola	Complainant was contacted and it was discovered by PEBEC team that the case is ongoing	open		Awaiting feedback from PEBEC Team
2018/046/DGO/RFM	11/08/2018 Reform Unit	Manufacturer	PEBEC App	Complaint on delayed GMP inspection	Complaint was forwarded to FSAN, FSAN replied that it on the list for next batch since it did not scale through the previous inspection.	Closed	29/12/2018	No further correspondence from complainant

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2018/047/DGO/RFM	11/08/2018 Reform Unit	Manufacturer	PEBEC App	Complaint on delay in registration	Complaint was forwarded to R&R  Replied that from their record product is scheduled for FBRC meeting.	Closed	29/12/2018	No further correspondence from complainant
2018/048/DGO/RFM	23/08/2018 Reform Unit	Manufacturer	PEBEC App	Complaint on outrageous billing by NAFDAC	Complainant was asked to visit the nearest NAFDAC office	Closed	30/08/2018	No further correspondence from complainant
2018/049/DGO/RFM	24/08/2018 Reform Unit	Consumer	PEBEC App	Complaint on Medical devices that was intercepted	Complainant was asked to provide details since it was omitted	Closed	30/08/2018	No further correspondence from complainant
2018/050/DGO/RFM	26/08/2018 Reform Unit	Consumer	Email	Complaint on drug dealers who import and sell in Lagos	Complaint was forwarded to D,I&E	open		Awaiting feedback from I&E
2018/051/DGO/RFM	28/08/2018 Reform Unit	Consumer	Email	Complaint on green/yellow particles inside beer	Complaint was forwarded to Nasarawa	open		Awaiting feedback from Nasarawa
2018/052/DGO/RFM	29/08/2018 Reform Unit	Manufacturer	Email	Suspected scam from one Dr Joseph Umeh	Complainant was asked to deal directly with NAFDAC or contact our R&R (email was provided	Closed	29/12/2018	No further correspondence from complainant
2018/053/DGO/RFM	31/08/2018 Reform Unit	Consumer	Email	Complaint on purchased yoghurt with something like straw inside	Complaint was forwarded to Port Harcourt office	open		Awaiting feedback from Port Harcourt office
2018/054/DGO/RFM	31/08/2018 Reform Unit	Consumer	Email	Complaint on purchased Mirinda with stick inside	Complainant was asked to provide details since it was omitted	Closed	29/12/2018	No further correspondence from complainant
2018/055/DGO/RFM	02/09/2018 Reform Unit	Consumer	Email	Complaint on Postinor 2 that suspects to be fake with details and pictures	Complaint was forwarded to Delta state	Open		Awaiting response from Delta state
2018/056/DGO/RFM	04/09/2018 Reform Unit	Whistle blower	Email	Complaint on sales of expired medical with details	Complaint was forwarded to DER	Open		Awaiting response from DER
2018/057/DGO/RFM	04/09/2018 Reform Unit	Whistle blower	Email	Complaint on a pharmacy that sells expired/fake drugs	Complainant was asked to provide details since it was omitted	Closed	29/12/2018	No further correspondence from complainant

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2018/058/DGO/RFM	06/09/2018 Reform Unit	Manufacture	Email	Complaint on outrageous fees charged by one Fodrico LTD for their product to be registered	Complainant was asked to deal directly with NAFDAC. Complaint forwarded to I&E	Open		Awaiting response form I&E
2018/059/DGO/RFM	11/09/2018 Reform Unit	Consumer	Email	Complaint on adverse drug reaction	Complainant was asked to provide more details	Closed	29/12/2018	No further correspondence from complainant
2018/060/DGO/RFM	12/09/2018 Reform Unit	Manufacturer	Email	Complaint on delayed registration for Floright blood transfusion	Complaint was forwarded to R&R	Closed	29/09/2018	Product was registered  Complainant sent a reply to thank us
2018/061/DGO/RFM	12/09/2018 Reform Unit	Manufacturer	Email	Complaints on a scammer Dr Joseph Umeh	Complainant was asked to avoid dealing with any other than NAFDAC  Complaint was forwarded to I&E	Open		Awaiting response from I&E
2018/062/DGO/RFM	20/09/2018 Reform Unit	Consumer	Email	Complaint on a certain pop- corn without NAFDAC no.	Complainant was asked to provide more details since it was omitted	Closed	29/12/2018	No further correspondence from complainant
2018/063/DGO/RFM	20/09/2018 Reform Unit	Consumer	Email	Complaint on difficulty in using mobile authentication service	Complainant was given PV/PMS Code (PRASCOR) to send text as complaint and wait for feedback	Closed	29/12/2018	No further correspondence from complainant
2018/064/DGO/RFM	30/09/2018 Reform Unit	Manufacture	Email	Complaint about his water factory that was shut down	Complaint was forwarded to Kano	Open		Awaiting response from Kano
2018/065/DGO/RFM	09/10/2018 Reform Unit	Manufacturer	Email	Complaint on delayed lab sample status	Complaint was forwarded to Port Harcourt office  Port replied that investigation has commenced	Open		Awaiting response from Port Harcourt
2018/066/DGO/RFM	11/10/2018 Reform Unit	Consumer	Email	Complaint on purported rotten blue band	Complaint was forwarded to Benue state  Complainant did not come back with details as requested	Closed	29/12/2018	No further correspondence form complainant

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2018/067/DGO/RFM	11/10/2018 Reform Unit	Manufacturer	PEBEC App	Complaint on delay GMP inspection	After investigation it was discovered that company did not scale through  Feedback communicated to complainants	Closed	17/12/2018	No further correspondence from complainant
2018/068/DGO/RFM	11/10/2018	Manufacturer	PEBEC App	Complaint on delayed registration	Complainant was informed that product is due by the next approval meeting	Closed	30/12/2018	No further correspondence from complainant
2018/069/DGO/RFM	13/10/2018 Reform Unit	Consumer	Email	Complaint on a Pharmacy that is allegedly has a reputation for stocking fake drugs	Complaint was forwarded to Edo state	Open		Awaiting feedback from Edo state
2018/070/DGO/RFM	16/10/2018 Reform Unit	Researcher	Email	Complaint about his research kits that was held by customs duty	After investigations it was discovered that it was not NAFDAC	Closed	16/10/2018	Complainant replied to thank us
2018/071/DGO/RFM	18/10/2018 Reform Unit	Consumer	Email	Complaint on harmful cream seller	Complainant was asked for more details	Closed	29/12/2018	No further correspondence from complainant
2018/072/DGO/RFM	27/10/2018 Reform Unit	Consumer	Email	Complaint on a bread which NAFDAC reg. no. did not pop up on our website	Complaint was forwarded to FSAN and I&E	Open		Awaiting response from FSAN and I&E
2018/073/DGO/RFM	31/10/2018 Reform Unit	Consumer	Email	Complaint on particles in Fayrous drink	Complainant was asked to send more details since it was omitted	Closed	29/12/2018	No further correspondence from complainant
2018/074/DGO/RFM	07/11/2018 Reform Unit	Consumer	Email	Complaint on bad pure water	Complaints sent to Edo State	Open		Awaiting response from Edo state
2018/075/DGO/RFM	10/11/2018 Reform Unit	Consumer	Email	Complaint on harmful sachet water	Complainant was asked for more details.  Complainant sent another mail that we should disregard previous complaint sent on the 11/11/18  Complainant replied to thank us	Closed		No further correspondence from complainant



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2018/076/DGO/RFM	12/11/2018 Reform Unit	Manufacturer	Email	Complaint on a bad service rendered to him by one of our Oshodi staff for sesame seed export	Complaint forwarded to R&R	Open		Awaiting response from R&R
2018/077/DGO/RFM	13/11/2018 Reform Unit	Whistle blower	Email	Complaints on suspected repackaging of expired products at a location in Lagos	Complaints was forwarded to I&E	Open		Awaiting response from I&E
2018/078/DGO/RFM	13/11/2018 Reform Unit	Manufacturer	Email	Complaint on NAFDAC timelines	Complaint was forwarded to SA - DG via Email	Open		Awaiting feedback from SA-DG
2018/079/DGO/RFM	19/11/2018 Reform Unit	Consumer	Email	Complaint on health hazard of Sniper insecticide	Complaint was forwarded to R&& on the advice of CER	Open		Awaiting feedback from R&R
2018/080/DGO/RFM	20/11/2018 Reform Unit	Consumer	Email	Complaint on Augmentin which a scratch and text came out fake	Complaint was forwarded to Port Harcourt	Open		Awaiting response from Port Harcourt
2018/081/DGO/RFM	21/11/2018 Reform Unit	Consumer	Email	Complainant on coca –cola product purchased which had dirt in it	Complaint was asked to provide details of the drink	Closed	29/12/2018	No further correspondence from complainant
2018/082/DGO/RFM	28/11/2018 Reform Unit	Manufacture	Email	Complaint on delayed listing certificate	Complaint was forwarded to Port Harcourt	Open		Awaiting response from Port Harcourt
2018/083/DGO/RFM	29/11/2018 Reform Unit	Manufacturer	Email	Complaint on a yoghurt company polluting their environment	Complaint forwarded to FSAN and I&E	Open		Awaiting response from FSAN and I&E
2018/084/DGO/RFM	05/12/2018 Reform Unit	Consumer	Email	Complaint on a company packaging unregistered rice in a bag belonging to him which is a registered rice company in Benue	Complaint forwarded to Benue	Open		Awaiting response from Benue state
2018/085/DGO/RFM	11/12/2018 Reform Unit	Manufacture	Email	Complaint on delayed import permit at	Complaint forwarded to NCS.	Closed	17/12/2018	Complainant sent a mail to thank us.
2018/086/DGO/RFM	11/12/2018	Consumer	Email	Complaint on a client who ingested Ampiclox and	Complaint forwarded to PV/PMS	Open		Awaiting feedback from PV/PMS

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	Reform Unit			later that its expired or fake				
2018/087/DGO/RFM	12/12/2018 Reform Unit	Manufacturer	PEBEC App	Complaint on delayed registration	Complaint was forwarded to R&R R&R replied that complainant to come for pick certificate Feedback sent to complainant	Closed	17/01/2019	No further correspondence from complainant
2018/088/DGO/RFM	28 /12/2018 Reform Unit	Consumer	Email	Complaint about fake cream	Complainant was asked to provide more details as it was omitted	Closed	29/12/2018	No further correspondence from complainant
2018/089/DGO/RFM	29 /12/2018 Reform Unit	Whistle blower	Email	Complaint on illegal drug production site	Complaint was forwarded to Ogun state	Open		No further correspondence from complainant