

MEMO

NIGERIAN SHIPPERS' COUNCIL
 4, Otunba Ayodele Soyode Lane, Apapa,
 PMB 50617, Ikoyi Lagos.
 P.O. Box 3887, Apapa, Lagos
 E-mail: nsc@shipperscouncil.gov.ng

From: AD(ICT)

Throu' DD(SA/ES-CEO)

To: DDC

Dept: _____

Date: 23/03/2023

**UPDATE OF COUNCIL'S OFFICIAL WEBSITE - COMPLAINTS
HANDLING**

In view of the low rating of the Council by PEBEC, we humbly request that you provide information on the current status of Complaints Handling (including achievements) to enable the Council's webmaster urgently update the Council's website.

The existing information on Complaints Handling on the website is attached for your perusal.

A softcopy of your submission should be sent to the email address webcontent@shipperscouncil.gov.ng to boost the speedy uploading of the information.

We also, humbly request that subsequent updates on the Complaints Handling that has been approved by you be forwarded by the Website Desk Officer in your Department/Unit to the Assistant Director, ICT, or webcontent@shipperscouncil.gov.ng.

B. O. Ivwighrehweta

cc: ES/CEO

Complaints Handling

The Council handles complaint from continually pursued goals that effectively minimize freight, tariff and other related shipping charges as well as play the umpire/advisory role in commercial shipping.

The Council has achieved much in the use of Alternative Dispute Resolution (ADR) mechanism to arbitrate trade disputes and handle complaints and claims between users and providers of shipping services across all transport modes. Many cases have been handled on various issues.

Some of these issues include:

- Short landing and non-delivery of Cargoes
- Time bar and prolonged court cases
- Theft/ pilferages and damage to cargoes
- Excessive and illegal/unsubstantiated charges
- Delays in the clearance of goods at the ports
- Lack of understanding of the processes of foreign arbitration
- Others

The Council has been playing mediatory role in many of these cases to ensure recovery, remedy or indemnification as the case may be.

In pursuit of more efficient complaints handling service, the Council in collaboration with other stakeholders has established a complaints handling portal -the Port Service Support Portal (PSSP). The PSSP is a web-enabled complaints management solution conceived by the Council as a regulatory tool to address the lack of transparency in business to business transactions in Nigeria ports.

The portal allows port stakeholders to submit and track the status of complaints and enquiries in an online real-time manner. It also provides for analysis of complaints to generate complaints statistics.

Over time, statistics from the portal would also indicate individual organizations levels of service efficiency and contributions to efficient service delivery in the ports.