



World Consumer Protection Map

Contribution by
Angola

Page 2: Contact of respondent

Q1 **Angola**
Name of responding member State

Q2
Name of responding authority/agency:
Autoridade Nacional de Inspeção Económica e Segurança Alimentar-ANIESA

Page 3: Consumer protection legislation

Q7 **Yes**
Does your country's Constitution contain a provision on consumer protection?

Q8
If you do, please provide de following details:

Text of constitutional norm with reference to consumer protection	artigo 78 da Constituição de Angola
URL link	https://governo.gov.ao/fotos/frontend_1/editor2/constituicao_da_republica_de_angola.pdf

Q9 **Yes**
Does your country have have specific law(s) on consumer protection ?

Q10 **Date** **22/07/2003**
If you do, when was the main specific law first enacted?

Q11

Respondent skipped this question

If your main specific law on consumer protection has been revised, when was the date of its latest revision?

Q12

Please provide the following details of the current specific law(s):

1- Name of law

Lei de Defesa do Consumidor

1- URL link

<https://www.wipo.int/edocs/lexdocs/laws/pt/ao/ao017pt.pdf>

Q13

Please check all the fields that your consumer protections law(s) cover.

**Consumer rights/legitimate needs,
Access by consumers to essential goods and services,
Protection of vulnerable and disadvantaged consumers,
Physical safety,
Product quality,
Terms and conditions,
Promotional marketing and sales practices (including misleading advertisement),
,
Restrictive business practices (competition/antitrust),
Electronic commerce,
Food distribution,
Water,
Pharmaceuticals,
Energy,
Public utilities,
Tourism,
Financial services,
Dispute resolution,
Consumer education,
Consumer information**

Q14

Respondent skipped this question

From your previous answer, your specific consumer protection law(s) do(es) not cover the following field(s). Please name the relevant law(s) covering this/these field(s):

Q15

Respondent skipped this question

Please indicate the URL Link of the relevant law(s) to each field:

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Q16

Name of Ministry responsible for consumer protection:

Victor dos Santos Fernandes

Q17

URL link of responsible Ministry for consumer protection:

<https://governo.gov.ao/ao/ministerios-2/>

Q18

Respondent skipped this question

Year when consumer protection was assumed by the current responsible ministry:

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Q19

Yes

Do you have a main consumer protection authority/agency?

Q20

Name of main consumer protection authority/agency:

Instituto Nacional de Defesa do Consumidor-INADEC

Q21

URL of main consumer protection authority/agency:

<https://www.facebook.com/inadecangola/posts/404672263549873/>

Q22

Year of creation:

1996

Q23

Respondent skipped this question

Annual budget: (in USD)

Q24

Respondent skipped this question

Total number of staff:

Q25

Respondent skipped this question

Total number of staff directly affected to consumer protection:

Q26

Yes

Do you have a law/decreed that governs the main consumer protection authority/agency?

Q27

Respondent skipped this question

If you do, please provide the following details:

Q28

Does your main consumer protection authority/agency have POLICY MAKING powers over any of the following fields?

- Consumer rights/legitimate needs,
- Access by consumers to essential goods and services,
- Protection of vulnerable and disadvantaged consumers,
- Physical safety,
- Product quality,
- Terms and conditions,
- Promotional marketing and sales practices (including misleading advertisement)
- ,
- Voluntary codes for businesses,
- Restrictive business practices(competition/antitrust),
- Electronic commerce,
- Financial services,
- Promotion of sustainable consumption,
- Food distribution,
- Water,
- Pharmaceuticals,
- Energy,
- Public utilities,
- Tourism,
- Data protection and privacy,
- Consumer education,
- Consumer information

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Q29

From your previous answer, your main authority/agency does not have POLICY MAKING powers over the following fields. Please name the relevant authorities/agencies with powers over these fields:

Respondent skipped this question

Q30

URL Link of the relevant authority/agency to each field:

Respondent skipped this question

Q31 Respondent skipped this question

Does your main consumer protection authority/agency have ENFORCEMENT powers over any of the following fields?

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Q32 Respondent skipped this question

From your previous answer, your main consumer protection authority/agency does not have ENFORCEMENT powers over the following fields. Please name the relevant authorities/agencies with powers over these fields:

Q33 Respondent skipped this question

URL Link of the relevant authority/agency to each field:

Q34 Respondent skipped this question

Regarding enforcement, how many infringement cases does your authority/agency handle on average per year?

Q35 Respondent skipped this question

Has your authority/agency imposed sanctions and/or other measures for breaches of consumer protection law(s)?

Q36 Respondent skipped this question

Maximum amount for sanction/measure allowed by consumer protection law(s): (in USD)

Q37 Respondent skipped this question

Record highest amount for any sanction/measure imposed: (in USD)

Q38 Respondent skipped this question

Please detail if necessary, what kind of sanctions and/or other measures are available in your jurisdiction

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Q39

Yes

Are there any non-governmental consumer organizations/associations in your country?

Q40

Yes

Do you have a law/decree that governs consumer organizations/associations?

Q41

In case you have a law/decree that governs consumer organizations, please provide the following details:

Reference of the law/decree

Associação Angolana dos Direitos do Consumidor

URL to law/decree

https://www.club-k.net/index.php?option=com_content&view=article&id=27699:angola-aadic-lanca-linha-de-apoio-ao-consumidor&catid=41026&Itemid=1083&lang=pt

Q42

Do consumer organizations/associations fulfil any of the following functions?

**Consultation in policy making,
 Legal advice to consumers,
 Consumer education,
 Consumer information,
 Consumer publications,
 Enforcement powers,
 Legal representation of consumers' individual interests before courts
 ,
 Legal representation for consumer collective actions**

Q43

No

Do consumer groups/associations receive public funding?

Q44

Name the three largest non-governmental consumer organizations/associations in your jurisdiction:

1- Name

Associação Angolana dos Direitos do Consumidor

2- Name

ADECOR

Q45 Respondent skipped this question

Can consumers obtain redress through judicial channels?

Q46 Respondent skipped this question

Is there a specialized judicial mechanism for consumer complaints?

Q47 Respondent skipped this question

If there is, please provide the following details

Q48 Respondent skipped this question

Do you have collective redress/class actions for consumer complaints?

Q49 Respondent skipped this question

Who can represent consumer interests in court?

Q50 Respondent skipped this question

What is the highest damages award following a collective redress/class action?

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Q51 Respondent skipped this question

Regarding out-of-court/alternative consumer dispute resolution, are there any of the following?

Q52 Respondent skipped this question

If there are any of the above, please provide the following details:

Q53 Respondent skipped this question

Are there any CROSS-BORDER out-of-court/alternative consumer dispute resolution initiatives?

Q54 Respondent skipped this question

If there are, please provide the following details:

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Q55 Respondent skipped this question

Are there any self-regulation initiatives from businesses?

Q56 Respondent skipped this question

Please provide (up to) 4 examples of the self-regulation initiatives from businesses:

Q57 Respondent skipped this question

Are there any co-regulation initiatives between businesses and public entities?

Q58 Respondent skipped this question

Please provide (up to) 4 examples of the co-regulation initiatives between businesses and public entities:

Q59 Respondent skipped this question

Do self-regulation and/or co-regulation initiatives cover any of the following issues? (Please relate to UNGCP Guideline 11)

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Q60 Respondent skipped this question

What kind and how many international cooperation agreement(s) on consumer protection does your authority/agency participate in?

Q61 Respondent skipped this question

Please provide name and URL link of formal bilateral agreements (treaties):

Q62 Respondent skipped this question

Please provide name and URL link of informal bilateral agreements (memoranda of understanding):

Q63 Respondent skipped this question

Please provide name and URL link of formal multilateral/regionals agreements (treaties) that address consumer protection:

Q64

Respondent skipped this question

Please provide name and URL link of informal multilateral/regionals agreements (memoranda of understanding) that address consumer protection:

Q65

Respondent skipped this question

Do cooperation agreements on consumer protection (be those formal/informal/bilateral/regional) cover any of the following fields?

Q66

Respondent skipped this question

Does your consumer protection enforcement authority/agency have any of the following powers regarding cross-border fraudulent and deceptive commercial practices affecting consumers?

Q67

Respondent skipped this question

Do you have any experience in cross-border cooperation on enforcement?

Q68

Respondent skipped this question

If you do, please provide a short description

Q69

Respondent skipped this question

Do you engage in technical cooperation or capacity building activities on consumer protection?

Q70

Respondent skipped this question

If you have engaged in technical cooperation or capacity building activities on consumer protection as a recipient/as donor and/or through an international organization/network, please provide the following details for each initiative

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Q71

Yes

Does your authority/agency carry out information and education initiatives?

Q72 **Health, nutrition, prevention of food-borne diseases and food adulteration**
Do information and education initiatives carried out by your authority/agency cover any of the following fields?

Q73 **Yes**
Does your authority/agency provide specific education and information initiatives for vulnerable and disadvantaged consumers?

Q74
If your authority/agency does, please provide the following details:

1- Name of initiative **Instituto Nacional de Defesa do Consumidor-INADEC**

Q75 **Yes**
Do consumer organizations/associations provide education and information initiatives?

Q76 **Respondent skipped this question**
If consumer organizations/associations do, please provide the following details:

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Q77 **Respondent skipped this question**
Does your authority/agency conduct research and analysis on consumer protection issues?

Q78 **Respondent skipped this question**
If your authority/agency does, please provide the following details:

Q79 **Respondent skipped this question**
Do other organizations/associations conduct research and analysis on consumer protection?

Q80 **Respondent skipped this question**
If other organizations/associations do, please provide the following details:
