



World Consumer Protection Map

Contribution by
Zambia



Page 2: Contact of respondent

Q1 Name of responding member State **Zambia**

Q2 Name of responding authority/agency:

Competition and Consumer Protection Commission (CCPC)

Page 3: Consumer protection legislation

Q7 Does your country's Constitution contain a provision on consumer protection? **No**

Q8 If you do, please provide de following details: **Respondent skipped this question**

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

Q10 If you do, when was the main specific law first enacted? Date **03/06/1994**

Q11 If your main specific law on consumer protection has been revised, when was the date of its latest revision? Date **08/09/2010**

Q12 Please provide the following details of the current specific law(s):

1- Name of law **competition and Consumer Protection Act No 24 of 2010**

1- URL link **www.ccpc.org.zm, www.parliament.gov.zm**

Consumer Protection Survey

Q13 Please check all the fields that your consumer protections law(s) cover.

Consumer rights/legitimate needs,
Physical safety,
Product quality,
Terms and conditions ,
Promotional marketing and sales practices (including misleading advertisement) ,
Restrictive business practices (competition/antitrust) ,
Water,
Pharmaceuticals,
Energy,
Public utilities,
Tourism,
Financial services,
Dispute resolution,
Redress,
Consumer education,
Consumer information

Page 4: Consumer protection legislation

Q14 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):

Respondent skipped this question

Q15 Please indicate the URL Link of the relevant law(s) to each field:

Respondent skipped this question

Page 5: Consumer protection institutions

Q16 Name of Ministry responsible for consumer protection:

Ministry of Commerce, Trade and Industry

Q17 URL link of responsible Ministry for consumer protection:

<http://www.mcti.gov.zm>

Consumer Protection Survey

Q18 Year when consumer protection was assumed by the current responsible ministry:

1994

Page 6: Consumer protection institutions

Q19 Do you have a main consumer protection authority/agency? **Yes**

Q20 Name of main consumer protection authority/agency:

Competition and Consumer Protection Commission

Q21 URL of main consumer protection authority/agency:

www.ccpc.org.zm

Q22 Year of creation:

1997

Q23 Annual budget: (in USD)

2991750

Q24 Total number of staff:

76

Q25 Total number of staff directly affected to consumer protection:

21

Q26 Do you have a law/decree that governs the main consumer protection authority/agency? **Yes**

Q27 If you do, please provide the following details:

Reference of the law/decree

Competition and Consumer Protection Act No. 24 of 2010

URL to law/decree

www.ccpc.org.zm

Consumer Protection Survey

Q28 Does your main consumer protection authority/agency have POLICY MAKING powers over any of the following fields?

Respondent skipped this question

Page 7: Consumer protection institutions

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:

Protection of vulnerable and disadvantaged consumers	Ministry of Commerc, Trade and Industry
Physical safety	Ministry of Commerc, Trade and Industry
Product quality	Ministry of Commerc, Trade and Industry, Ministry of Health
Terms and conditions	Ministry of Commerce
Restrictive business practices(competition/antitrust)	Ministry of Commerce, Trade and Industry
Electronic commerce	Ministry of Communications and Transport
Financial services	Ministry of Finance
Water	Ministry of Water and Sanitation
Pharmaceuticals	Ministry of Health
Energy	Ministry of Energy
Tourism	Ministry of Tourism
Data protection and privacy	Ministry of Communications and Transport
Dispute resolution	Ministry of Justice
Redress	Ministry of Commerce, Trade and Industry
Consumer education	Ministry of Commerce, Trade and Industry
Consumer information	Ministry of Commerce, Trade and Industry

Q30 URL Link of the relevant authority/agency to each field:

Respondent skipped this question

Consumer Protection Survey

Q31 Does your main consumer protection authority/agency have ENFORCEMENT 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)
,
Restrictive business practices (competition/antitrust) ,
Electronic commerce,
Financial services,
Food distribution,
Water,
Pharmaceuticals,
Energy,
Public utilities,
Tourism,
Dispute resolution,
Redress,
Consumer education,
Consumer information

Page 8: Consumer protection institutions

Q32 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:

Voluntary codes for businesses

Zambia Bureau of Standards

Data protection and privacy

Zambia Information and Communication Technologies Authority

Consumer Protection Survey

Q33 URL Link of the relevant authority/agency to each field:

Voluntary codes for businesses

www.zabs.org.zm

Data protection and privacy

www.zicta.zm

Q34 Regarding enforcement, how many infringement cases does your authority/agency handle on average per year?

2000 consumer cases

Q35 Has your authority/agency imposed sanctions and/or other measures for breaches of consumer protection law(s)?

Yes

Q36 Maximum amount for sanction/measure allowed by consumer protection law(s): (in USD)

Respondent skipped this question

Q37 Record highest amount for any sanction/measure imposed: (in USD)

18019257

Q38 Please detail if necessary, what kind of sanctions and/or other measures are available in your jurisdiction

Fines, Refund and replacements, re-doing services,

Page 9: Consumer protection institutions

Q39 Are there any non-governmental consumer organizations/associations in your country?

Yes

Q40 Do you have a law/decree that governs consumer organizations/associations?

No

Q41 In case you have a law/decree that governs consumer organizations, please provide the following details:

Respondent skipped this question

Q42 Do consumer organizations/associations fulfil any of the following functions?

**Consultation in policy making,
Consumer information,
Consumer publications**

Consumer Protection Survey

Q43 Do consumer groups/associations receive public funding? **No**

Q44 Name the three largest non-governmental consumer organizations/associations in your jurisdiction:

1- Name	Consumer Unity and Trust Society
1- Website	www.cuts-international.org/ARC/Lusaka
2- Name	Zambia Consumer Association
2- Website	www.facebook.com/ZambiaConsumersAssociation, https://www.consumersinternational.org/members/members/zambia

Page 10: Consumer protection institutions

Q45 Can consumers obtain redress through judicial channels? **Yes**

Q46 Is there a specialized judicial mechanism for consumer complaints? **No**

Q47 If there is, please provide the following details **Respondent skipped this question**

Q48 Do you have collective redress/class actions for consumer complaints? **No**

Q49 Who can represent consumer interests in court? **Consumers individually,
Lawyers**

Q50 What is the highest damages award following a collective redress/class action?

Name of case **Non Applicable**

Page 11: Consumer protection institutions

Q51 Regarding out-of-court/alternative consumer dispute resolution, are there any of the following? **Mediation/ Conciliation,**
Comments:
Court might order it is possible

Q52 If there are any of the above, please provide the following details: **Respondent skipped this question**

Consumer Protection Survey

Q53 Are there any CROSS-BORDER out-of-court/alternative consumer dispute resolution initiatives? **No**

Q54 If there are, please provide the following details: **Respondent skipped this question**

Page 12: Consumer protection institutions

Q55 Are there any self-regulation initiatives from businesses? **No**

Q56 Please provide (up to) 4 examples of the self-regulation initiatives from businesses: **Respondent skipped this question**

Q57 Are there any co-regulation initiatives between businesses and public entities? **No**

Q58 Please provide (up to) 4 examples of the co-regulation initiatives between businesses and public entities: **Respondent skipped this question**

Q59 Do self-regulation and/or co-regulation initiatives cover any of the following issues? (Please relate to UNGCP Guideline 11) **Respondent skipped this question**

Page 13: Consumer protection institutions

Q60 What kind and how many international cooperation agreement(s) on consumer protection does your authority/agency participate in?

	Bilateral	Multilateral/Regional
Formal (treaties)		2
Informal (memoranda of understanding)	2	1

Q61 Please provide name and URL link of formal bilateral agreements (treaties):

COMESA Treaty
SADC Protocol

Consumer Protection Survey

Q62 Please provide name and URL link of informal bilateral agreements (memoranda of understanding):

MOU between Zambia and Malawi Competition and Fair Trading Commission

MOU between Zambia and National Consumer Commission of South Africa (in the offing)

Q63 Please provide name and URL link of formal multilateral/regionals agreements (treaties) that address consumer protection:

COMESA Competition Regulations -www.comesacompetition.org

SADC Declaration on Competition and Consumer Policies (2009)- https://sadc.int/documents-publications/show/SADC_Declaration_on_Competition_and_Consumer_Policies.pdf

Q64 Please provide name and URL link of informal multilateral/regionals agreements (memoranda of understanding) that address consumer protection:

No links

www.ccpc.org.zm

www.cftc.mw

Q65 Do cooperation agreements on consumer protection (be those formal/informal/bilateral/regional) cover any of the following fields?

Policy making,

Enforcement,

Consumer rights/legitimate needs,

Access by consumers to essential goods and services ,

Physical safety,

Product quality,

Terms and conditions ,

Promotional marketing and sales practices (including misleading advertisement)

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Restrictive business practices(competition/antitrust),

Electronic commerce,

Financial services,

Tourism,

Dispute resolution,

Redress,

Consumer education,

Consumer information

Consumer Protection Survey

Q66 Does your consumer protection enforcement authority/agency have any of the following powers regarding cross-border fraudulent and deceptive commercial practices affecting consumers?

Share information and evidence

Other (please specify):

We can request a foreign agency for investigative assistance and provision of information

Q67 Do you have any experience in cross-border cooperation on enforcement?

Yes

Q68 If you do, please provide a short description

Limited to exchange of information regarding how a foreign agency investigated a matter. We have informally shared information with Nigeria, Malawi, Kenya and South Africa

Q69 Do you engage in technical cooperation or capacity building activities on consumer protection?

Bilaterally

Through an international organization/network

As a recipient

Yes

Yes

As a donor

Yes

Yes

Consumer Protection Survey

Q70 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

1- Name of programme/project	African Dialogue on Consumer Protection
1- Name of cooperating partner(s)	United States Federal Trade Commission
1- Starting date of programme/project	2009
1- Finish date of programme/project	Ongoing
1- Scope of programme/project (list areas of work)	Sharing of best practices and cases in different consumer protection
2- Name of programme/project	International Consumer Protection Network
2- Name of cooperating partner(s)	ICPEN Members
2- Starting date of programme/project	2013
2- Finish date of programme/project	ongoing
2- Scope of programme/project (list areas of work)	Best practices on consumer protection
3- Name of programme/project	Regional Sensitisation on consumer protection
3- Name of cooperating partner(s)	COMESA Competition Commission
3- Starting date of programme/project	2016
3- Finish date of programme/project	ongoing
3- Scope of programme/project (list areas of work)	Zambia sharing expertise to consumer protection workshop and human resource idea sharing
4- Name of programme/project	Internship Opportunities to Swaziland, Malawi, Botswana, Djibouti, Eritrea, Namibia, Rwanda
4- Name of cooperating partner(s)	As above
4- Starting date of programme/project	2009
4- Finish date of programme/project	on-going

Page 14: Consumer protection policies

Q71 Does your authority/agency carry out information and education initiatives? **Yes**

Consumer Protection Survey

Q72 Do information and education initiatives carried out by your authority/agency cover any of the following fields?

Health, nutrition, prevention of food-borne diseases and food adulteration

,

Product hazard,

Product labelling,

Legislation, dispute resolution,

Weight and measures, prices and quality

,

Electronic commerce,

Financial services,

Other (please specify):

Transportation, retail products,

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

Yes

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

1- Name of initiative

Rural consumers in chiefdoms

1- URL link

www.ccpc.org.zm

1- Impact (short description)

Rural consumers are sensitised about their rights and obligations

2- Name of initiative

School club project

2- Scope of initiative

Works with pupils in secondary school to sensitise them on their rights so that when they return home, they can relay the information to their families and when they become adults, will not be exploited

2- URL link

www.ccpc.org.zm

2- Impact (short description)

This has had very good impact

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

Yes

Q76 If consumer organizations/associations do, please provide the following details:

1- Name of consumer organization/association

CUTS International

1- URL link of initiative

www.cutsinternational.org

Consumer Protection Survey

Q77 Does your authority/agency conduct research and analysis on consumer protection issues? **Yes**

Q78 If your authority/agency does, please provide the following details:

1- Main area of work	Data bundles and impact on consumers
2- Main area of work	Financial Inclusion
2- URL link to online library or publication(s)	Not yet published

Q79 Do other organizations/associations conduct research and analysis on consumer protection? **Yes**

Q80 If other organizations/associations do, please provide the following details:

1- Main area of work	Public utilities
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