



World Consumer Protection Map

Contribution by

Nigeria

Page 2: Contact of respondent**Q1****Nigeria**

Name of responding member State

Q2

Name of responding authority/agency:

Consumers Empowerment Organisation of Nigeria (CEON)

Page 3: Consumer protection legislation**Q7****Yes**

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

Q8**Respondent skipped this question**

If you do, please provide de following details:

Q9**Yes**

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

Q10**Date****23/11/1992**

If you do, when was the main specific law first enacted?

Q11**Date****30/01/2019**

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

Q12

Respondent skipped this question

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

Q13

Physical safety,
Financial services,
Dispute resolution

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

Page 4: Consumer protection legislation

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:

Page 5: Consumer protection institutions

Q16

Respondent skipped this question

Name of Ministry responsible for consumer protection:

Q17

Respondent skipped this question

URL link of responsible Ministry for consumer protection:

Q18

Respondent skipped this question

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

Page 6: Consumer protection institutions

Q19

Yes

Do you have a main consumer protection authority/agency?

Q20

Name of main consumer protection authority/agency:

Federal Competition and Consumer Protection Commission (FCCPC)

Q21

URL of main consumer protection authority/agency:

<https://fccpc.gov.ng>

Q22

Year of creation:

2018

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

Respondent skipped this question

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?

Physical safety,
Financial services,
Dispute resolution

Q29

Respondent skipped this question

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:

Q30

Respondent skipped this question

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

Q31

Physical safety,
Financial services,
Dispute resolution

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

Page 8: Consumer protection institutions

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

Page 9: Consumer protection institutions

Q39

Yes

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

Q40

Respondent skipped this question

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

Q41

Respondent skipped this question

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

Q42

Respondent skipped this question

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

Q43

Respondent skipped this question

Do consumer groups/associations receive public funding?

Q44

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

1- Name

Consumers Empowerment Organisation of Nigeria (CEON)

1- Website

<https://www.facebook.com/people/CEON/100064393704402/>

Page 10: Consumer protection institutions

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?

Page 11: Consumer protection institutions

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:

Page 12: Consumer protection institutions

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)

Page 13: Consumer protection institutions

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

Page 14: Consumer protection policies

Q71

Respondent skipped this question

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

Q72

Respondent skipped this question

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

Q73

Respondent skipped this question

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

Q74

Respondent skipped this question

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

Q75

Respondent skipped this question

Do consumer organizations/associations provide education and information initiatives?

Q76

Respondent skipped this question

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

Page 15: Consumer protection policies

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:
