



World Consumer Protection Map

Contribution by
Ethiopia

Page 2: Contact of respondent

Q1 Ethiopia

Name of responding member State

Q2

Name of responding authority/agency:

Trade Competition and Consumer Protection Authority

Page 3: Consumer protection legislation

Q7 No

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 16/08/2010

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

Q11 Date 21/03/2013

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

Trade Competition and Competition Proclamation no. 813/2013

1- URL link

<http://hopr.gov.et>

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,

Physical safety,

Product quality,

Terms and conditions,

Promotional marketing and sales practices (including misleading advertisement)

,

Restrictive business practices (competition/antitrust),

Dispute resolution,

Redress,

Consumer education,

Consumer information

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):

Food distribution	Ethiopian Food and Medicine Administration Proclamation no. 1112/2019
Water	Definition of Powers and Duties of the Executive Organs of the Federal Democratic Republic of Ethiopia No. 1097/2018
Pharmaceuticals	Ethiopian Food and Medicine Administration Proclamation no. 1112/2019
Energy	Definition of Powers and Duties of the Executive Organs of the Federal Democratic Republic of Ethiopia No. 1097/2018
Public utilities	Definition of Powers and Duties of the Executive Organs of the Federal Democratic Republic of Ethiopia No. 1097/2018
Tourism	Definition of Powers and Duties of the Executive Organs of the Federal Democratic Republic of Ethiopia No. 1097/2018
Data protection and privacy	Definition of Powers and Duties of the Executive Organs of the Federal Democratic Republic of Ethiopia No. 1097/2018
Financial services	Proclamation to Amend National Bank of Ethiopia No. 591/2008

Q15

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

Food distribution	www.fmhaca.gov.et
Water	https://chilot.me/wp-content/uploads/2019/08/Proclamation-No.1097-2018-DEFINITION-OF-THE-POWERS-AND-DUTIES-OF-THE-EXECUTIVE-ORANGS.pdf
Pharmaceuticals	www.fmhaca.gov.et
Energy	https://chilot.me/wp-content/uploads/2019/08/Proclamation-No.1097-2018-DEFINITION-OF-THE-POWERS-AND-DUTIES-OF-THE-EXECUTIVE-ORANGS.pdf
Public utilities	https://chilot.me/wp-content/uploads/2019/08/Proclamation-No.1097-2018-DEFINITION-OF-THE-POWERS-AND-DUTIES-OF-THE-EXECUTIVE-ORANGS.pdf
Tourism	https://chilot.me/wp-content/uploads/2019/08/Proclamation-No.1097-2018-DEFINITION-OF-THE-POWERS-AND-DUTIES-OF-THE-EXECUTIVE-ORANGS.pdf
Data protection and privacy	https://chilot.me/wp-content/uploads/2019/08/Proclamation-No.1097-2018-DEFINITION-OF-THE-POWERS-AND-DUTIES-OF-THE-EXECUTIVE-ORANGS.pdf
Financial services	www.nbebank.com

Page 5: Consumer protection institutions

Q16

Name of Ministry responsible for consumer protection:

FDRE Ministry of Trade and Industry

Q17

URL link of responsible Ministry for consumer protection:

motin.gov.et

Q18

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

2010

Page 6: Consumer protection institutions

Q19 **Yes**

Do you have a main consumer protection authority/agency?

Q20

Name of main consumer protection authority/agency:

FDRE Trade Competition and Consumer Protection Authority

Q21

URL of main consumer protection authority/agency:

www.etccpa.gov.et

Q22

Year of creation:

2012

Q23

Annual budget: (in USD)

1046334

Q24

Total number of staff:

150

Q25

Total number of staff directly affected to consumer protection:

35

Q26 **Yes**

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

Q27

If you do, please provide the following details:

Reference of the law/decree

**Trade competition and Consumer Protection
Proclamation no. 813/2013**

URL to law/decree

<http://hopr.gov.et>

Q28

Respondent skipped this question

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

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:

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

Consumer Protection Survey

Dispute resolution	House Peoples Representatives and/or Council of ministers
Redress	House Peoples Representatives and/or Council of ministers
Consumer education	House Peoples Representatives and/or Council of ministers
Consumer information	House Peoples Representatives and/or Council of ministers

Q30

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

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

Q31

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

- Consumer rights/legitimate needs,**
- Physical safety,**
- Product quality,**
- Terms and conditions,**
- Promotional marketing and sales practices (including misleading advertisement)**
- ,**
- Restrictive business practices (competition/antitrust),**
- 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:

Access by consumers to essential goods and services	Ministry of Trade and Industry
Electronic commerce	Ministry of Trade and Industry and Ministry of Technology and Innovation
Financial services	National Bank of Ethiopia
Food distribution	Ethiopian Food and Drug Authority
Water	Ministry of Water, Irrigation and Energy
Pharmaceuticals	Ethiopian Food and Drug Authority
Energy	Ministry of Water, Irrigation and Energy
Public utilities	Ministry of Water, Irrigation and Energy
Tourism	Ministry of Culture and Tourism
Data protection and privacy	Information Network Security Agency

Q33

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

Access by consumers to essential goods and services	http://www.mot.gov.et
Electronic commerce	http://www.mot.gov.et and https://www.facebook.com/MInT.Ethiopia
Financial services	https://nbebank.com
Food distribution	http://www.fmhaca.gov.et
Water	http://mowie.gov.et
Pharmaceuticals	http://www.fmhaca.gov.et
Energy	http://mowie.gov.et
Public utilities	http://mowie.gov.et
Tourism	http://www.moct.gov.et
Data protection and privacy	https://www.insa.gov.et

Q34

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

112 Consumer Cases

Q35

Yes

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

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

49558

Q38

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

Fines, Refund, Re-doing Services and Other Administrative Penalties

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	Ethiopia Civil Societies Proclamation Proc. No. 1113-2019
URL to law/decree	http://www.chsa.gov.et/home.html

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

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

1- Name	Ethiopian Consumers Protection Association
1- Website	http://www.chsa.gov.et/home.html
2- Name	Ethiopian Society for Consumer Protection
2- Website	http://www.chsa.gov.et/home.html

Page 10: Consumer protection institutions

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

Q46

Yes

Is there a specialized judicial mechanism for consumer complaints?

Q47

If there is, please provide the following details

Name	Ethiopian Competition and Consumer Protection Administrative Tribunal
URL Link	etccpa.gov.et

Q48

Yes

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

Q49

**Consumers individually,
Lawyers**

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

**Mediation/ Conciliation,
Arbitration**

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

No

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 **No**

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 **No**

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

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

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

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

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

COMESA:
<https://www.comesa.int>

Q64

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

COMESA:
<https://www.comesa.int>

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)**
 - ,**
 - Restrictive business practices(competition/antitrust),**
 - Electronic commerce,**
 - Consumer education,**
 - Consumer information**
-

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

No

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

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

Bilaterally

Through an international organization/network

As a recipient

Yes

As a donor

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

Training and Attachment Programme on Zambian Competition and Consumer Protection Commission

1- Name of cooperating partner(s)

COMESA

1- Starting date of programme/project

July 28, 2019

1- Finish date of programme/project

September 28, 2019

Page 14: Consumer protection policies

Q71

Yes

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

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

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	Public Forums and Associations
1- Scope of initiative	Federal institutions and Federal City Administrations
1- Impact (short description)	Sensitization of Consumer Rights and Obligations
2- Name of initiative	School Clubs
2- Scope of initiative	High Schools In Addis Ababa
2- Impact (short description)	Enhanced Consumer Protection Awareness among Students and Further Extension of the Awareness to their Family Members
3- Name of initiative	Regional Capacity Building
3- Scope of initiative	Business Community and Rural Consumers
3- Impact (short description)	Business Law Compliance and Enhanced Awareness

Q75

No

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

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

1- Main area of work

Study on the Causes and Impact of False or Misleading Commercial Advertisements on Domestic Market and Consumers

2- Main area of work

Study on the Shortfalls of Public Transportation Service and Its Impact on Consumers

3- Main area of work

Acts of Deception on Weight Measurement Devices

4- Main area of work

Study on the Causes and Effects of Anti-competitive Practices in Domestic Market and its Impact on Consumers

5- Main area of work

The impact of Imported Substandard Products On Consumers and Competition

Q79

Yes

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:
