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**Voluntary Peer Review of Consumer Protection Law and Policy
of Angola**

INTERVENTION

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EXCELLENCIES, DISTINGUISHED DELEGATES, ESTEEMED COLLEAGUES, PEER REVIEW PANEL MEMBERS, UN TRADE AND DEVELOPMENT REPRESENTATIVES AND LADIES AND GENTLEMEN,

It is with great honour and deep appreciation that I address this distinguished assembly today, on behalf of the Republic of Angola, during this momentous occasion: our voluntary peer review of consumer protection legislation and policies. Angola is proud to be the first Portuguese-speaking country to undertake this rigorous and valuable exercise, following the example of Morocco, Indonesia, Peru, Chile, Thailand and Gabon. This is not just a procedural milestone; This is a clear sign of our political will and institutional commitment to advance and modernize our consumer protection system, in line with international best practices and the United Nations Guidelines for Consumer Protection. Let me begin by sincerely thanking UNCTAD for the opportunity to participate in this peer review process. We are especially grateful for the technical support and guidance provided under the broader technical assistance and capacity-building project for Portuguese-speaking African countries and Timor-Leste, generously funded by the Government of Portugal. We would also like to express our gratitude to the members of our peer review panel—from Brazil, Portugal and South Africa—whose expertise and constructive assessments will be invaluable as we move forward.

CONSUMER PROTECTION IN ANGOLA: A JOURNEY OF REFORM AND DETERMINATION

Angola's journey in consumer protection began in earnest with the creation of INADEC in 1997, even before a comprehensive legal framework existed. The adoption of Law No.

15/03 of 22 July on Consumer Protection in 2003 marked a pivotal moment, later consolidated by the recognition of consumer rights in the 2010 Constitution. Article 78 of the Constitution of the Republic of Angola elevated consumer protection to a constitutional guarantee — guaranteeing quality goods and services, the right to information, health and safety, redress and protection against unfair commercial practices. Over the past two decades, Angola has progressively built a multifaceted framework for consumer protection, complemented by sector-specific laws covering areas such as advertising, dispute resolution, credit and product liability. But as this peer review has highlighted, legal frameworks must evolve with market dynamics, especially in the context of digitalisation, regional trade integration and rising consumer expectations.

KEY FINDINGS FROM THE PEER REVIEW: PROGRESS AND GAPS

This peer review provides us with a critical reflection on our current system. It validates our efforts, but also signals the urgent need for reform. Let me highlight some key findings from this process: Our Consumer Protection Act, after more than 20 years, needs to be modernised. Important areas such as e-commerce, financial services and telecommunications remain under-regulated. The law must also explicitly recognise and address the needs of vulnerable consumers.

Although INADEC continues to operate as the main consumer protection institution in Angola, its role must be clearly redefined and strengthened. Although INADEC and other actors offer some channels for resolving consumer complaints, it is necessary to increase the centers and alternative dispute resolution (ADR) mechanisms. INADEC has a Consumer Dispute Resolution Department, which, through Mediation and Conciliation, has been able to provide responses to various consumer complaints. In practical terms, several cases have been resolved, providing compensation for damages caused to consumers. However, we understand that there is a need to create a specialized consumer dispute resolution room at the court level to provide greater security and legal certainty. Angola has made significant progress in engaging the media and in disseminating consumer rights, with awareness-raising and consumer education campaigns being carried out throughout the country in schools, higher education institutions, and government bodies of central and local government. Efforts are being

stepped up, especially through curricular integration, digital platforms and awareness campaigns. Every year, INADEC submits its staff to 10 training courses in different areas, with a view to overcoming its human capital in the context of the enormous challenge of consumer protection. In the same vein and in a pedagogical manner, 100 companies send their employees to training courses provided by INADEC's Consumer Education Center, to be trained in the areas of Consumer Conflict Resolution; Customer Service for Excellence; Food Hygiene and Safety and Correct Use of the Complaints Book.

As more consumers and traders turn to digital channels, online consumer protection becomes a priority. Strengthening legal frameworks, monitoring systems and digital complaint mechanisms is key to increasing trust in e-commerce. Like many countries, our consumer protection institutions face resource constraints. Adequate funding, staffing and training are essential to improve implementation. Cooperation between regulators and between public and private actors must be deepened. Our Response: Commitment to Reform and Cooperation Angola welcomes the recommendations of this peer review. We do not see them as criticisms, but as a roadmap towards a stronger, fairer and more responsive consumer protection system.

Excellencies,

We recognize that building a robust consumer protection system is a long-term commitment. But with this peer review, Angola has taken a decisive step forward. We thank UNCTAD for its visionary leadership, its inclusive approach and for creating a platform where countries like ours can learn, grow and contribute to a global dialogue. Let me also thank our colleagues from Portuguese-speaking countries in Africa and Timor-Leste, with whom we share a common language and vision for regional cooperation on consumer and competition policies. Together, we are building not only institutions, but also a culture of consumer rights, based on transparency, justice and equity. Finally, we would like to emphasize that Angola is fully committed to implementing the recommendations of this peer review.

THEREFORE: We invite UNCTAD, our partner countries and all partners to cooperate continuously to support our reform process. We will continue working — together — to

ensure that all consumers, regardless of their geographic location or income, have access to safe products, fair services, effective redress and a voice in the market.

INADEC- ANGOLA: “**Consumers, your right is our mission**”

Muito obrigado, Thank you