

# 9th United Nations Conference on Competition and Consumer Protection

7–11 July 2025 - Palais des Nations - Geneva

# **Voluntary Peer Review of Consumer Law and Policy: Angola**

Tuesday, 8 July 2025

15:00-17:00, Room XIX

## STEPS in the peer review :

- **Identifying** the legislation in force
- **Analysing** the legal framework (legislator's options, consumer rights, professional obligations, institutional structure...)
- **Finding** strengths and gaps
- ...always guided by the **UN Guidelines for Consumer Protection**







## Key Milestones of Angola's consumer policy

- **1997** – National Institute for Consumer Protection (Decree No. 5/97)
- **2003** – 1st Consumer Protection Law (Law No. 15/2003)
- **2010** – Consumer rights on the Angola's Constitution (article 78)
- **2020-21** – ANIESA - National Authority for Economic Inspection and Food Safety; Framework Law of Independent Administrative Entities (Regulators)

gap  
alignment  
consumer  
UN  
NATIONS  
LAW  
PROTECTION  
align  
assessment  
UNITED  
GUIDELINES  
STRENGTHS  
LEGISLATION

## ALIGNMENT WITH UN GUIDELINES FOR CONSUMER PROTECTION

### Solid foundation of Angola's consumer policy

- ✓ Consumer Rights are recognized in Angola's Constitution
- ✓ Consumer Protection Law – establishes a very comprehensive list of consumer rights; general rules applicable to abusive clauses, commercial practices, financial services, among others
- ✓ Consumer rights are generally aligned with UN Guidelines
- ✓ Institutions responsible for consumer protection (public and non-governmental organizations)

## VI. Recommendations

**The recommendations emphasize modernizing Angola's Consumer Protection Law, updating INADEC's statutes, and strengthening consumer rights, especially in areas like e-commerce. They also call for improved institutional collaboration, including activating the National Consumer Council and supporting consumer organizations. Additionally, they highlight the relevance of increased consumer empowerment through education programs, aligning Angola's framework with international best practices and the UN Guidelines for Consumer Protection.**

Considering the analysis of the consumer protection legislation, as well as the important contributions of the various entities that were consulted in this peer review exercise, the table below presents a set of recommendations that comprise measures of a legislative, institutional and operational nature. Within the scope of legislative measures, it is worth highlighting the modernization of the legal framework for consumer protection provided for in Law No. 15/2003 (Consumer Protection

An example of this is the operationalisation of the National Consumer Council, which, once functioning will be an important platform for dialogue with the participation of bodies that directly or indirectly aim to protect consumers. Also noteworthy is the support for consumer organisations so that they can also play their role within the framework of Consumer Policy. Finally, there are recommendations aimed at promoting consumer empowerment, such as implementing consumer education

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as implementing consumer education programmes, including activating the National Consumer Council and supporting consumer organizations. Additionally, they highlight the relevance of increased consumer empowerment through education programs, aligning Angola's framework with international best practices and the UN Guidelines for Consumer Protection.

Subject matter	Recommendations	Addressees
Legal and policy frameworks	<ul style="list-style-type: none"> <li>- Modernize the legal framework for consumer protection (whether by revising the Consumer Protection Law supplemented by special legislation, or through a dedicated code):               <ul style="list-style-type: none"> <li>(a) providing for new concepts in response to new market challenges, including the definition of the "National Consumer Protection System";</li> <li>(b) bringing together definitions and solutions applicable to consumers that are scattered through separate legislation, such as the definitions and provisions of the Commercial Activities Act.</li> <li>(c) clarifying and strengthening the protection regime, specifically in the purchase and sale of goods and associated guarantees.</li> <li>(d) reinforcing consumers' rights to information in contracts in general.</li> <li>(e) systematizing the obligations of suppliers of goods and service providers;</li> <li>(f) filling existing legal gaps:                   <ul style="list-style-type: none"> <li>• providing for increased protection rules for vulnerable consumers;</li> <li>• establishing protection rules for e-commerce;</li> <li>• establishing principles and rules for protecting consumers when contracting essential public services such as water, energy, telecommunications, among others;</li> </ul> </li> <li>(g) improving the sanctioning regime (classification of actions and omissions that constitute an infringement, identification of the responsible authorities for monitoring, investigating and sanctioning the administrative infringements and establishing additional sanctions;</li> <li>(h) harmonizing the procedures of the complaints book regime with the involvement of sectoral public bodies and regulatory entities.</li> </ul> </li> <li>- Modernize the statutes of INADEC in line with the framework Law applicable to Independent Administrative Entities with economic and social regulatory functions</li> </ul>	Government and Parliament
	<ul style="list-style-type: none"> <li>- Operationalize the National Consumer Council as the consultative forum for all consumer protection matters.</li> <li>- Encourage collaboration between all public bodies responsible for consumer protection through cooperation agreements or memoranda of understanding (MoUs).</li> <li>- Increase the human and financial resources of INADEC to improve effective implementation of policy and law enforcement.</li> </ul>	
Institutional framework	<ul style="list-style-type: none"> <li>- Encourage the operationalisation of consumer organisations through</li> </ul>	Ministry of Industry and Commerce

Policy review

Angola

Voluntary Peer Review of Consumer Protection Law and Policy

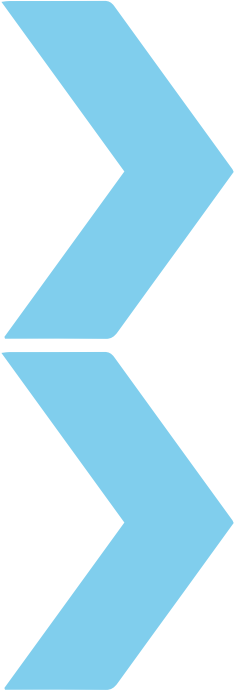




## Opportunities of improvement

**- better align with UN Guidelines**

**- improve consumer protection**

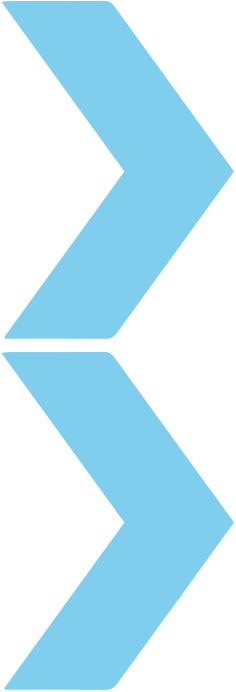


Special attention should be given to **vulnerable consumers** (Angola's legislation does not address the need to protect vulnerable groups)

Considering the UN Guidelines, specific **rules on e-commerce** are necessary  
– ex., online contracts, improving consumer information, recognizing the right of withdrawal within a reasonable period, etc.

## Opportunities of improvement

- better align with UN Guidelines
- improve consumer protection

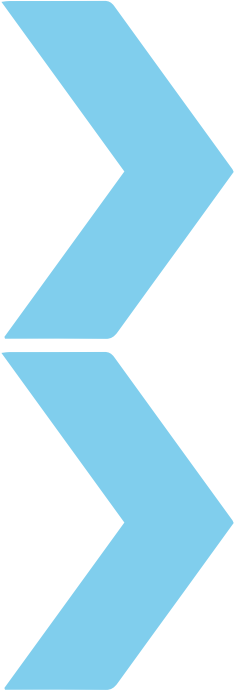


Principles and rules to protect consumers when contracting utilities such as telecommunications, water, energy, are necessary (Angola's Legal framework does not provide a comprehensive legal framework on essential public services);

It is fundamental to adopt a clear sanctioning regime for cases of infringement of consumer protection legislation. (Law No. 15/2003 does not define the behaviours that constitute infringements but merely establishes a general rule with a list of sanctions that may be applied)

## Opportunities of improvement

- better align with UN Guidelines
- improve consumer protection



The modernization of the statutes of INADEC in line with the framework Law applicable to Independent Administrative Entities which provides clear duties to protect consumers (the Institute's new statutes should be a priority, improving its mission and duties)

Promote/improve the collaboration between all public bodies responsible for consumer protection.

# Thank you





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# ➤ UNCTAD technical cooperation and capacity building activities

## Basis

- Angola's Peer Review Report and Recommendations – It is timely and strategic, providing an expert assessment of Angola's legal framework in consumer protection.
- Technical assistance will provide tailor made advisory services as per Angola's needs

## Area

- Consumer protection law and policy- Project aims to strengthen the legal, institutional, and operational foundations of consumer protection in the country

## Objective

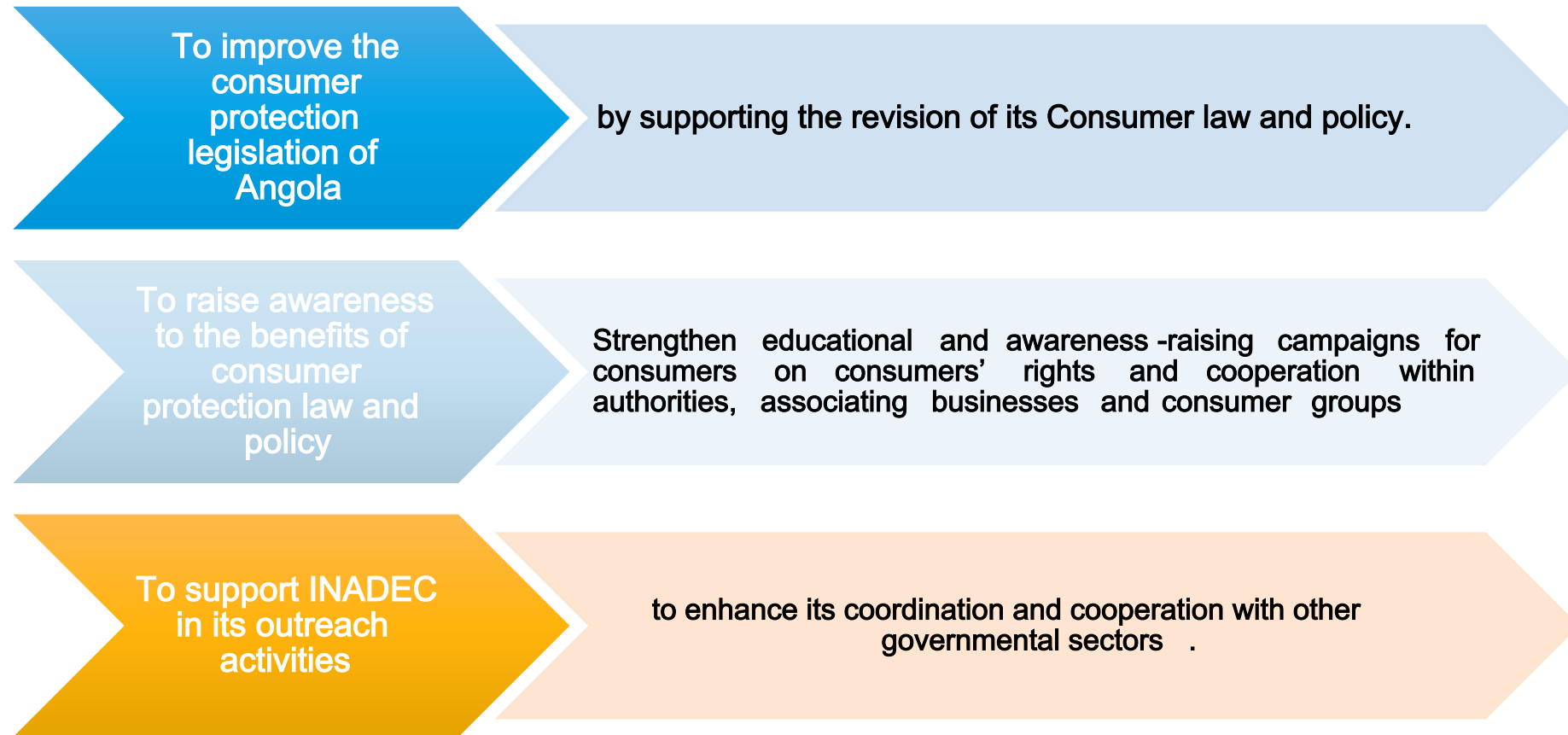
- Assist INADEC to improve the consumer protection legal framework and policies in the field of consumer dispute resolution
- To enhance stakeholder awareness, identify key challenges, and support policy reforms through capacity-building

## Duration

- 2 years: 2025-2027
- The peer review process in Angola started with a comprehensive assessment of the country's national legislation and relevant regulations, evaluated against the United Nations Guidelines for Consumer Protection



# ➤ UNCTAD technical cooperation and capacity building activities





# Thank you

