

**QUALITY AND SAFETY ARE YOUR RIGHTS: FCCPC'S ROLE IN EMPOWERING CONSUMERS  
TO #DEMANDANDINSIST ON EXCELLENCE IN A VIBRANT AND COMPETITIVE NIGERIAN  
MARKET**

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**QIIN QUALITY 4.5 SUMMIT 2023 WITH THE THEME: QUALITY MANAGEMENT FOR  
BUSINESS GROWTH, COMPETITIVENESS & CONSUMER SATISFACTION"**

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# The Federal Competition and Consumer Protection Commission (FCCPC)

The FCCPC was established for the development and promotion of fair, efficient and competitive markets in the Nigerian economy to facilitate access by all citizens to safe products and secure the protection of rights for all consumers in Nigeria.

## Our Mandate:

- We protect and promote the interest and welfare of consumers by providing them with wider variety of quality products at competitive prices and ensuring the adoption of measures to guarantee that goods and services are safe for intended or normally safe use.
- We also initiate broad-based policies and review economic activities in Nigeria to identify and prohibit anticompetitive and restrictive practices that may distort competition or constitute an abuse of a dominant position of market power.
- All these are geared at providing the consumer with variety of goods that are safe and of good quality for the consumers.

## Vision

A market that's a model of ease, Innovation, dynamism, responsiveness and satisfaction

## Mission

To promote a fair and vibrant market while ensuring consumers are the core of, not ancillary to business

# Our Core Values -

- Competence
- Responsiveness
- Ethics
- Stability
- Transparency

## Specialized Departments for Effective Functioning of the Commission

- Anti-Competitive Practices
- Mergers and Acquisition
- Legal
- Quality
- Consumer and Business Education
- Surveillance And Investigation

# QUALITY AND SAFETY

- Quality is defined as the standard of something as measured against other things of a similar kind; the degree of excellence of something. (Oxford Dictionary)
- In business, engineering, and manufacturing, quality – or high quality – has a pragmatic interpretation as the non-inferiority or superiority of something; it is also defined as being suitable for the intended purpose while satisfying customer expectations. [Wikipedia](#)

# QUALITY AND SAFETY Con'td

- Safety is the state of being "safe", the condition of being protected from harm or other danger. Safety can also refer to the control of recognized hazards in order to achieve an acceptable level of risk. [Wikipedia](#)



# Consumer Rights and Safety

Section 131 of the FCCPA explicitly stated the Consumer's rights to safe, good quality goods.

(1) Every consumer has a right to receive goods that:

- a) Are reasonably suitable for the purposes for which they are generally intended;
- b) Are of good quality, in good working order and free of defects;
- c) Will be useable and durable for a reasonable period of time, having regard to the use to which they would normally be put and to all the surrounding circumstances of their supply; and
- d) Comply with any applicable standards set by industry sector regulators

## Consumer Rights Under the FCCPA 2018

The FCCPA 2018 enumerated consumer rights in line with UN guidelines on consumer protection to align with our environment as follows:

Right to information in plain and understandable language

Right to select supplier

Right to cancel advance bookings

Right to choose or examine goods

Right to return goods

Right to fair dealings

Rights pertaining to the quality and safety of goods and services

# Duties of Manufacturers, Importers, Distributors and Suppliers of Goods and Services (Part XV and XVI)

- Some of the Duties and obligations include:
  - Right to information in plain and understandable language
  - Duty to label goods properly and trade description
  - Disclosure of price of goods or services
  - Disclosure of reconditioned goods
  - Sales record
  - Duty to withdraw hazardous goods from the market

\* For liabilities, see FCCPA Sections 136 - 142

# Powers of the Commission (Section 18 FCCPA)

- Establish specialized departments and units as needed.
- Prevent the circulation of goods or services posing a public or imminent hazard.
- Compel various market participants (manufacturers, suppliers, dealers, etc.) to comply with the Act.
- Conduct quality tests on consumer goods, as necessary.
- Compel market participants to Certify that their goods and services meet all standards, and publicly notify about any health hazards associated with their goods or services.
- Seal premises suspected to contain or produce harmful or fake goods, in collaboration with relevant sector regulators.
- Undertake studies, publish reports, and assist in developing conduct standards for compliance with the Act.
- Make regulations relating to fees, levies, fines, and administrative penalties.

# Promoting Consumers' Right to #DemandandInsist

## Consumer Education

- **Campaigns - Conferences, workshops, forums, etc.**
- **News letters, advisories, press releases etc.**
- **Billboards, handbills posters**

## Quality Assessment

- **Routine inspection**
- **Testing**

# Promoting Consumers' Right to #DemandandInsist

## Surveillance & Investigation

- Routine Surveillance
- Investigation
- Complaint Resolution



- Redress → (replace, repair or refund)

## Legal

- Compliance
- Litigation

# Empowered Consumer Tools

Consumer & Business  
Education

Quality Test/Analysis

Surveillance &  
Investigation

Legal

#DemandandInsist

# Conclusion

The empowered consumer is the one armed with the knowledge of his/her rights, responsibilities and is updated with current market trends and also, an assurance that quality and safety are guaranteed in whatever product or service procured. Where this fails, FCCPC says it is your right to demand and insist. #DemandandInsist



Thank you