

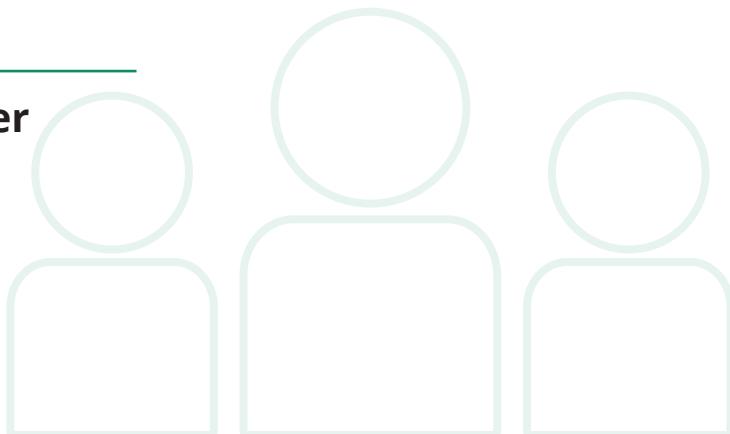
PROTECTION UPDATE

MAY, 2017 – JULY, 2018

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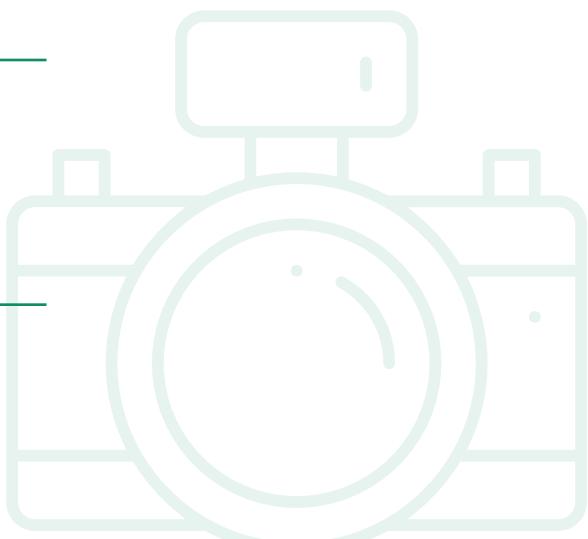
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His Excellency,
Muhammadu Buhari GCFR
President, Federal Republic of Nigeria



His Excellency,
Prof. Yemi Osinbajo SAN, GCON
Vice President, Federal Republic of Nigeria



Hon. Minister,
Okechukwu Enelamah
Minister of Industry, Trade and Investment



Hon. Minister,
Aisha Abubakar
Minister of State for Industry, Trade and Investment



ASA #trainer #strategist
@asaina

Replies to @JumiaNGHelp

I'm pleased to inform @CPCNig That @JumiaNigeria have refunded my cash for d counterfeit cartridge. I must note that's it's impressive dt within less than 5 days this is being resolved. I'll advise dt @JumiaNGHelp put in stringent measures to check fake vendors on their platform



Ilsa aida
@IlsaAida

This week, anyone who was looking for @Tundelrukera of @cpcnig would have discovered he was in Uyo.

Why?

He was leading the interception team, apparently rice in different stages of degeneration is washed, dried under the sun, polished and rebagged for sale to consumers.



9:28 am · 23 Jun 18

View Tweet activity

138 Retweets 112 Likes



Akachukwu Chichebe @che... · 7/7/18
Many thanks to you Consumers Council of Nigeria for your intervention. JUMIA have resolved the issue.

2

1

5



Alao Kayode
@alstacs

Replies to @alstacs @Complaintsboxng and 2 others

After 9 months of complaints and multiple trips to MTN office; lost work hours and real risk of loss, @MTN180 has finally decided to effect what I paid for.

I appreciate all the parties here who were part of this process over the past one week. Thank you @CPCNig



Pius O. @PiusO1 · 6/13/18
Thanks for the prompt response... The issue has been resolved.

1

1

1



Dana Airlines Ltd. @DanaAir · 7/10/18

Dear @CPCNig our customer service agents have been in contact with customer.

2

1

1



Otunba @mostfavouredman · 6/12/18
Replies to @CPCNig @EKEDP and 2 others

Thanks @CPCNig for your prompt response and consistent support. I appreciate you always even when I had issues with a air flight refund, your prompt intervention helped me out. I hope @EKEDP will do the needful as well.

About The Consumer Protection Council

The Consumer Protection Council (CPC) is the apex consumer protection agency in Nigeria. CPC was established by the Consumer Protection Council Act (CPCA) (Cap. 25, Laws of The Federation 2004). The overall mandate of CPC is to protect consumers across all sectors.

Although the establishing law was originally enacted in 1992, the Council was created, and became operational in 1999. From a single office at that time, CPC now operates from nine offices in Nigeria. There are six zonal offices in the six geopolitical zones and the headquarters. Further, additional strategic intervention offices exist in major cities and other applicable locations to ensure sufficient coverage of the country.

CPC is an agency under the Federal Ministry of Industry, Trade & Investment, and its current Director General is Babatunde Irukera.

Mission

To ensure customers are priority in the business value chain; and consumer protection is the core, not ancillary, objective of business.

Vision

For the Nigerian marketplace to be a leading model of dynamism, customer satisfaction and responsiveness to consumers.

CONSUMER PROTECTION COUNCIL

CPC OFFICE LOCATIONS AND ADDRESSES

NORTH-WEST ZONAL OFFICE
Mamman Nasir House,
No 6, Usman Nagago Road, GRA,
Katsina, Katsina State.
Email: northwest@cpc.gov.ng
TEL: 081-6319-6314

NORTH-CENTRAL ZONAL OFFICE
1st Floor A6 Abdullahi Kure House,
Muazu Mohammed Road, Minna,
Niger State.
Email: northcentral@cpc.gov.ng
TEL: 070-3280-0757

SOUTH-WEST ZONAL OFFICE
Finance Building Complex,
Osun State Secretariat, Abere,
Osogbo, Osun State.
Email: southwest@cpc.gov.ng
TEL: 081-4717-0733

LAGOS OFFICE
18, Ilupeju By-Pass,
Opposite Sweet Sensation,
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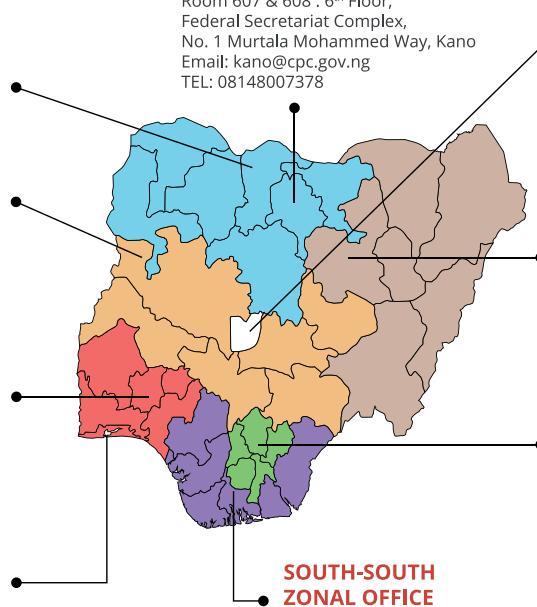
KANO OFFICE
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HEADQUARTERS:
No. 17 Nile Street, Maitama, Abuja.
E-mail: contact@cpc.gov.ng
Website: www.cpc.gov.ng
Hotlines: 08056002020,
08056003030

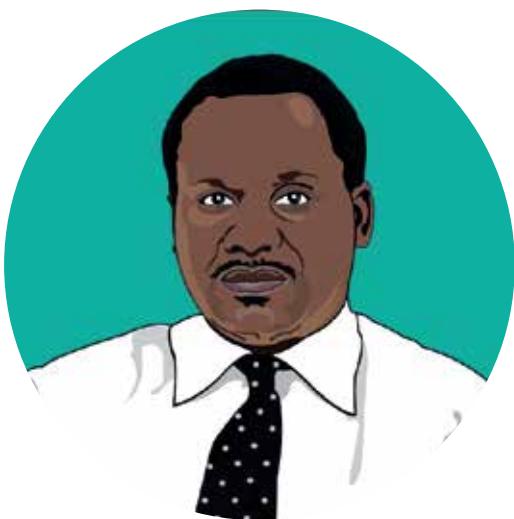
NORTH-EAST ZONAL OFFICE
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Email: northeast@cpc.gov.ng
TEL: 081-4717-0735

SOUTH-EAST ZONAL OFFICE
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Email: southeast@cpc.gov.ng
TEL: 080-3412-4060

SOUTH-SOUTH ZONAL OFFICE
Port Harcourt, Rivers State
Email: southsouth@cpc.gov.ng
TEL: 081-4717-0732



The Director General



Babatunde Irukera

The current and fourth Director General of CPC is Babatunde Irukera. He is a lawyer, and he has engaged in an array of practice/professional settings since being admitted to the bar almost three decades ago. His core legal experience includes practicing in the United States for almost a decade.

His practice experience in litigation and advocacy with respect to consumer issues presents an outstanding record that provides the clarity, consumers, industry, and the CPC, need to ensure adequate protection, deference, and service to customers, and respect for rights. His knowledge and several years as a commercial lawyer, from being in-house

corporate counsel, ultimately becoming General Counsel, to managing a leading commercial and litigation practice where he led the firm's government relations and regulatory practice, advised senior public officials and key government institutions, thereby providing confidence to industry regarding a clear, stable and predictable regulatory landscape.

His diverse career and unique combination of advocacy, commercial practice and reputation have indeed provided the required mutual industry/regulatory assurance and balance for a vibrant and robust consumer protection regime that promotes business, and investment, as well as consumer satisfaction and confidence.





Our Work

In discharging its functions, there are two key tracks that guide CPC's work- preventive and remedial approaches. The vast majority of CPC's work and engagement with industry is to proactively address potential or existing consumer issues that have not been the subject of complaints, or expressed grievances. The rest of the Council's time is deployed in providing remedies by addressing complaints.

CPC, in fulfilment of its statutory mandate, employs several regulatory tools to monitor and modify behaviour of service providers and manufacturers. Some key areas of operation include complaint resolution, surveillance and enforcement, consumer education; and research and strategy.

This Brochure highlights some of our recent activities.

Consumer Education

| Patients' Bill of Rights (PBoR)

There is a linear connection between improved quality standards, (whether of products or services) and consumer sophistication which propels demand for a certain level of quality of services or products. Hence, the Council developed the Patients' Bill of Rights (PBoR). Essentially, the importance of the health care sector, and the gravity of health care outcomes to a society made it imperative to pursue this project. There was consensus that such an initiative was vital to rebuilding and promoting confidence in the sector. We also firmly believe that there is an inextricable link between healing and feeling. As such, how patients are made to feel constitutes a vital component of the entire healthcare value chain.

CPC therefore collaborated with critical stakeholders (healthcare providers and relevant civil society organisations) and the Federal Ministry of Health, in developing the PBoR as an educational and standard setting tool for both consumers and healthcare providers.

Our Work

PATIENTS' BILL OF RIGHTS (PBoR)



The PBoR articulates the rights of patients. It also highlights the responsibilities of patients and providers. This eliminates prevailing ambiguities regarding the legitimate expectations patients should have when receiving care from providers. Also, as a standard setting effort, the PBoR is a transparent benchmark that empowers consumers to recognize, demand and insist their rights be respected; and on the other hand guide providers about the scope and extent of their obligations to patients. To accomplish the full purpose of the effort, there is a long form of the PBoR which is an illustrated guide, and a short form, which is a brief narration of the rights of patients. The long form or illustrated guide articulates the rights and obligations of both patient and provider, including exceptions, and the manner to recognize and ensure compliance. The PBoR is translated into the three National languages, and Pidgin English.

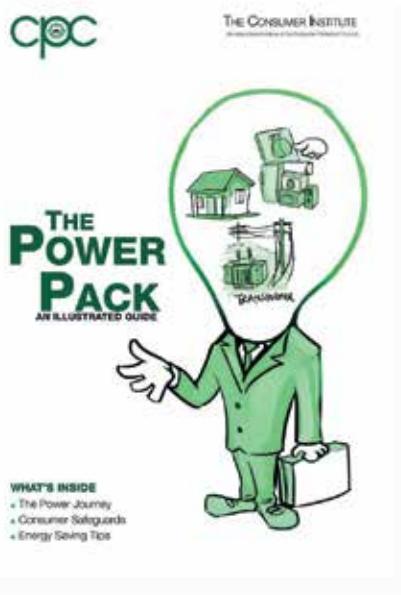
The PBoR was publicly unveiled by His Excellency, Vice President Yemi Osinbajo SAN GCON on July 31st, 2018.



Honourable Minister of Health, Professor Isaac Adewole (middle), in company of the President, Nigerian Medical Association (NMA), Dr. Francis Faduyile (left) exchanges pleasantries with the Director General, Consumer Protection Council (CPC), Babatunde Irukera, during the DG's courtesy visit to the Honourable Minister, to ratify the draft Patients' Bill of Rights in Abuja.

Our Work

| Power Pack



CPC has developed "The Power Pack", which is an illustrative guide to understanding the rights and obligations of electricity consumers and service providers. CPC also developed short educational video clips that explain the rights of electricity consumers, and which are now being used to sensitize consumers through social media platforms.

| Public enlightenment at events

CPC participates in high level policy events where key stakeholders are present, one of such is the Annual Bola Ahmed Tinubu Colloquium (BATC). At the 2018 edition, CPC had a stand at which it engaged with and sensitised stakeholders.



CPC staff engaging consumers at the 2018 edition of the Bola Ahmed Tinubu Colloquium.

Our Work

| Interaction with Students

As part of its consumer educational activities, the Council regularly hosts students from primary to tertiary levels. Most recently, on June 29, 2018, the Council hosted students and teachers of Faria Academy, Abuja.

Similarly, students from Hillcrest School, Jos, were received at the CPC Headquarters in Abuja, for an excursion visit on March 16, 2018.



A cross section of students and teachers of Faria Academy, Abuja (left) and Consumer Protection Council (CPC) Education team led by the Director, Consumer Education, Mrs. Mopelola Akeju (right) during the students' excursion to the Council.

| Electricity Town Hall Meetings

CPC, in partnership with MacArthur Foundation, has organised several town hall meetings, bringing consumers and electricity distribution companies (DISCOs) together to discuss issues of common interest. These meetings have served as avenues to enlighten consumers on their rights, while ensuring that DISCOs address consumer complaints.

Since December 2016, CPC has organised five town hall meetings, one of which was held in Bwari town, outside the Abuja metropolis, and another in Evbujigun, a rural community in Benin City.

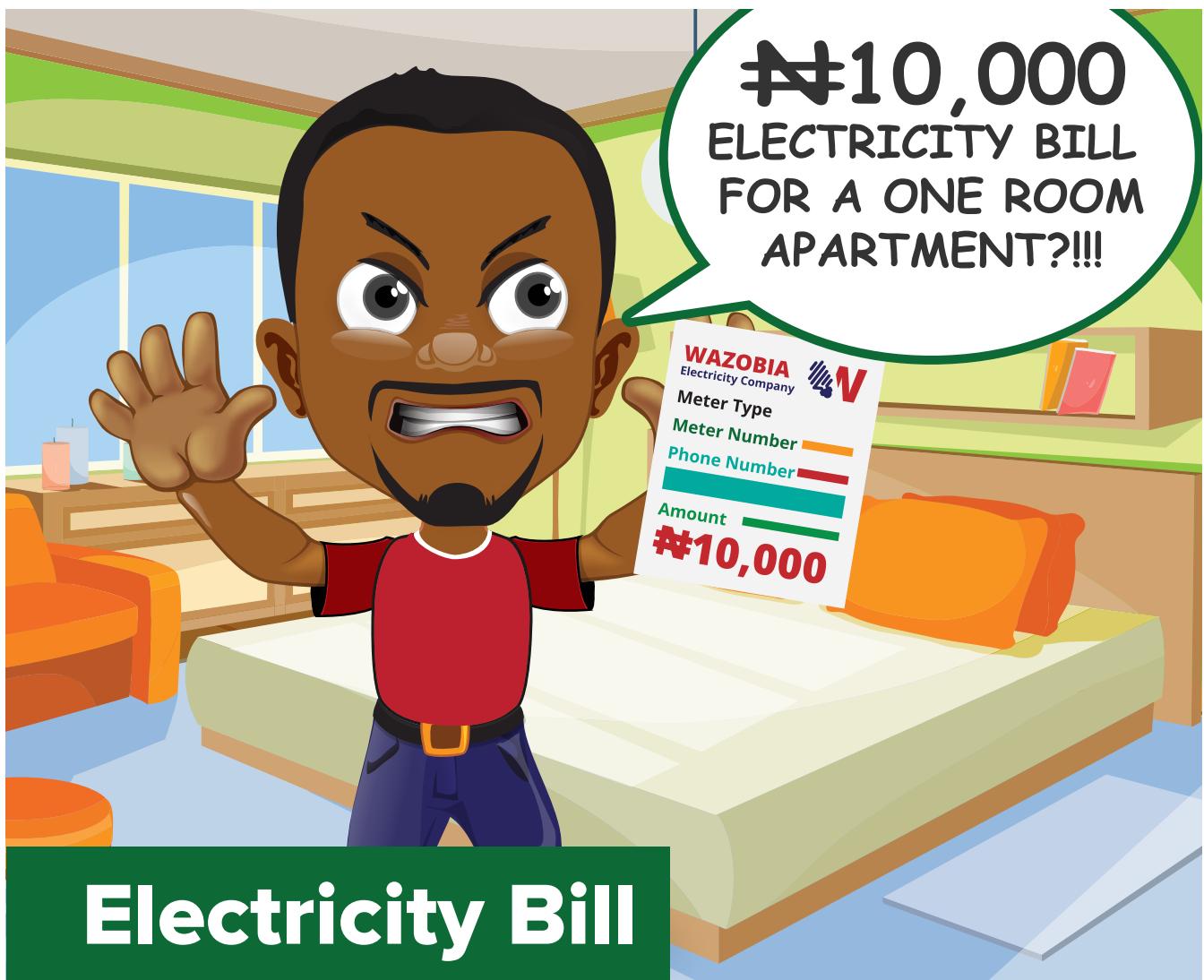
Our Work



Director General, Consumer Protection Council (CPC), Babatunde Irukera (right) speaking during the Town Hall meeting on consumer issues in the electricity sector, organized by CPC in Bwari, Abuja. Seated (front): Representative of the Managing Director, Nigeria Electricity Management Service Agency (NEMSA), Engineer William Metiete (left); and Commissioner, Consumer Affairs, Nigeria Electricity Regulatory Commission (NERC) Dr. Moses Arigu (2nd left).



A consumer and inhabitant of Evbujigun village near Benin city, Mr. Adams Imade, making a complaint during a town hall meeting on consumer issues in the electricity sector held in the village.



Electricity Bill

- An unmetered consumer has a right to dispute an estimated bill;
- While the dispute is pending, the consumer is only obliged to pay the undisputed part of the bill;
- A consumer has responsibility to pay ALL undisputed bills;
- If dissatisfied, complain to CPC.



Our Work

National Quality Campaign

United Nations Industrial Development Organisation (UNIDO), in supporting Nigeria, implemented a National Quality Infrastructure Project (NQIP). A key component of this project is a quality awareness campaign to promote quality both on the demand and supply sides, meaning that consumers demand quality, and providers or producers also provide quality. CPC in collaboration and with the support of UNIDO has started the nationwide Quality Campaign. The campaign intends to engage all critical stakeholders across the country to institutionalize a quality culture. In every location, the Council engages traditional institutions, the highest level of government and policy makers, including key execution agencies or offices, civil society organizations, manufacturers, service providers and students with school authorities. The campaign, which started in 2018, has been to two states, and is continuing.

The CPC strategy to the campaign is to propagate and perpetuate its **#DemandAndInsist** mantra.



1. Director General, Consumer Protection Council (CPC), Mr. Babatunde Irukera (left), presenting some materials for the launch of the National Campaign and Advocacy for Quality in Nigeria (being done in partnership with United Nations Industrial Organisation (UNIDO)), to Governor Akinwumi Ambode of Lagos State, at the Governor's office in Lagos.



2. L-R: Director General, Consumer Protection Council (CPC), Babatunde Irukera; His Excellency, Governor Akinwumi Ambode of Lagos State and Commissioner for Commerce and Industry, Lagos State, Mr. Rotimi Ogunleye during the DG's visit to the Governor, to formally inform him of the launch of the National Campaign and Advocacy for Quality in Nigeria, being done in partnership with United Nations Industrial Organisation (UNIDO), in Lagos State.



3. L-R: Deputy Director, Legal Services, Consumer Protection Council (CPC), Mrs. Boladale Adeyinka; DG CPC, Babatunde Irukera; UNIDO's National Quality Infrastructure Expert, Mr. Yitbarek Fantahun and Dr. Shaukat Malik, Chief Technical Adviser, UNIDO, during the National Campaign and Advocacy for Quality in Nigeria in Lagos.



4. DG CPC, Babatunde Irukera, sensitising some technicians and traders in Lagos, about the importance of quality.

Our Work



1. Director General, Consumer Protection Council (CPC), Babatunde Irukera (right) speaking during his working visit to the Oba of Lagos, His Royal Majesty (HRM), Oba Rilwan Akiolu (second right) to formally inform him of the launch of the National Campaign and Advocacy for Quality in Nigeria, done in partnership with United Nations Industrial Development Organisation (UNIDO) in Lagos, while UNIDO's Chief Technical Adviser on National Quality Infrastructure Project (NQIP), Mr. Shaukat Hussain (left) and HRM, Alara of Ilara-Epe, Oba Akeem Okunola Adesanya (second left) listen with rapt attention.



2. Director General, Consumer Protection Council (CPC), Babatunde Irukera (second left) presenting materials for the launch of the National Campaign and Advocacy for Quality in Nigeria to His Royal Majesty (HRM), Oba Rilwan Akiolu, the Oba of Lagos, with UNIDO's Chief Technical Adviser on National Quality Infrastructure Project (NQIP), Mr. Shaukat Hussain (2nd right) and Board Chairperson, Lagos State Consumer Protection Agency (LASCPA), Mrs. Funmilola Falana watch with admiration.



4. A cross section of participating students of University of Lagos (UNILAG) and other tertiary institutions at the workshop on National Quality Campaign and Advocacy at the UNILAG premises.



5. DG Babatunde Irukera educating student from ABU and other Tertiary institutions in Kaduna state on the importance of quality at ABU premises.



3. L-R: Professor Oluwatoyin Ogundipe, Vice Chancellor, University of Lagos; Dr. Shaukat Malik, Chief Technical Adviser, United Nations Industrial Development Organisation (UNIDO); and Mr. Babatunde Irukera, Director General, Consumer Protection Council (CPC) discussing during the National Campaign and Advocacy for Quality in Nigeria in Lagos.



6. DG CPC, Babatunde Irukera, educating students from ABU and other Tertiary institutions in Kaduna State on the importance of quality, at the ABU Campus.

Our Work

| Public Service Announcements/Interventions

CPC regularly issues releases, alerts or advisories which typically are to alert, advise, or otherwise inform the public about certain events or occurrences. Some of such include:

Drug Restrictions & Recall

On July 24, 2018, CPC announced a recall of some brands of Valsartan, an anti-hypertension medication. This recall was necessitated by an alert on the potential contamination of the medication. 22 Countries have now recalled the drug.

Vehicle Recall

On March 19, 2018, CPC, in an abundance of caution and for safety, on account of a recall of a vehicle manufactured primarily for North American market, but which potentially through a legitimate grey market, could have entered into Nigeria, announced a recall of some vehicle models, and created a portal for any owners/drivers of such vehicles to return the vehicle for modification.

Safety of a Bread Spread

Following the emergence of social media posts which suggested that a certain Bread Spread was otherwise unsafe for consumption, CPC immediately intervened and provided clarification to educate consumers and the market, while investigating any potential rights violations. That inquiry is just about closing with CPC engaging with the manufacturer regarding fuller disclosures, clearer labelling and additional forthrightness in marketing statements.

Consumption of medication containing codeine

On April 30, 2018, the Federal Government banned sale and production of medication containing codeine. Prior to this, on April 10, 2018, CPC had proactively alerted the public to the dangers of Codeine and called for restrictions in prescription and administration of codeine.

Exploitative and Inappropriate conduct in the market place

On April 30, 2018, CPC issued a release calling for thorough investigations into allegations of sexually abusive and exploitative conduct of demanding, and or providing sexual gratification in exchange for favourable grades in school. Following prompt disciplinary action by authorities in the affected school, CPC on June 21, 2018, commended the school authorities while still calling on them to cooperate with the criminal law enforcement authorities and judicial process, and to ensure that the full course and weight of the law applies to the case.

Our Work

Surveillance and Enforcement

A vital tool of protecting consumers is market surveillance, and enforcement where violations occur. This component of our work is both random and targeted. Most targeted interventions are on account of intelligence gathered by, or provided to the Council, including anonymous tips. Random interventions are a quality assurance mechanism.

| Enforcement Activity, UYO June 2018

On June 22, 2018, CPC, pursuant to credible and actionable intelligence gathered through surveillance, carried out a sting operation in Uyo, Akwa Ibom State. The operation was supported by the Nigeria Customs Service, and Nigeria Police Force. The enforcement exercise focused on three locations within the Uyo metropolis: a market, a major retail depot and a warehouse. The enforcement team found that three locations were actively used for bagging, processing, storage and or sale of substandard rice products. The vendors re-bag the substandard rice for sale in bags bearing popular foreign labels and existing local brands. Most of the re-bagged rice were illegal and unregistered with NAFDAC, nor did they comply with relevant labelling standards.

Evidence gathered by the enforcement team included un-bagged, but apparently contaminated and visibly mouldy rice; empty unused bags of popular brands that are not products of the raided marketers; The operation confiscated approximately 1000 bags of rice and other paraphernalia including unused bags of popular brands sealing and sewing equipment; buckets; generators; and plastic spreads for drying rice. In addition, some of the operators were arrested and currently awaiting prosecution.

CPC is collaborating with the Federal Ministry of Health and other government institutions for testing and other procedures to protect public health.



1. Director General, Consumer Protection Council (CPC), Babatunde Irukera (in white shirt), carrying out physical examination of suspected unwholesome rice during an inspection visit to a rice sales outlet in Uyo, Akwa-Ibom State, while officers of the CPC and Nigeria Customs Service look on.



2. Director General, Consumer Protection Council (CPC), Babatunde Irukera , leading the removal of suspected unwholesome bags of rice from a shop during the Council's inspection visit to rice sales outlets and ware houses in Uyo, Akwa-Ibom State.

Our Work



3. DG CPC, Babatunde Irukera (in white shirt, at extreme right), inspecting one of the warehouses used by rice dealers for "processing" and re-bagging suspected unwholesome rice in Uyo, Akwa Ibom State.



4. A cross section of suspected unwholesome re-bagged rice seized and detained by officials of the Consumer Protection Council (CPC) in Uyo, Akwa Ibom State.



5. DG CPC, Babatunde Irukera (in white shirt), in company of some officers of the Nigeria Customs Service, while supervising the removal of bags of suspected unwholesome rice by CPC from a sales outlet in Uyo, Akwa Ibom State.

Enforcement Activity, Abuja - April, 2018

On 16, April 2018, CPC carried out an enforcement activity against a manufacturing company for underweighting products. CPC, having discovered, through surveillance exercise, that the actual weight of the products were inconsistent with the weight declared on the packaging, immediately removed all the non-conforming products and ordered corrective measures.

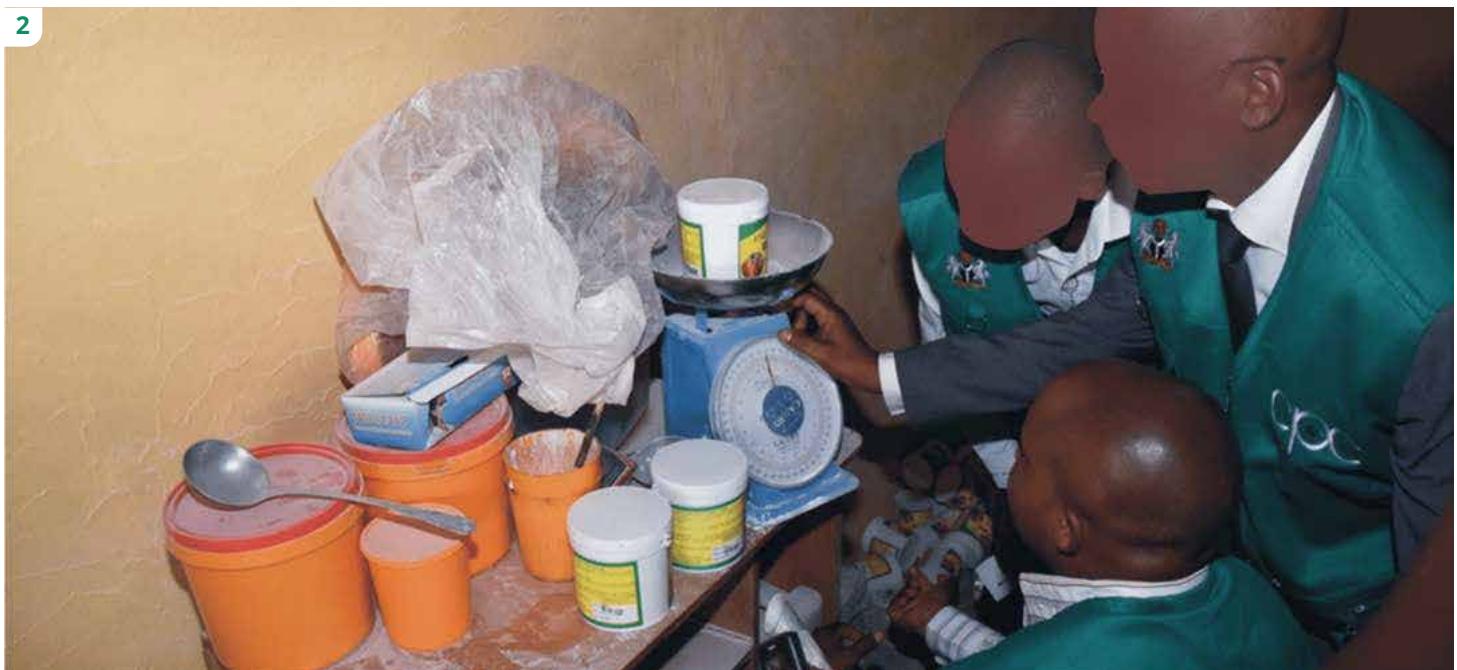
Our Work

1



1. CPC uncovers sharp practices and non-conformity with Good Manufacturing Practice (GMP), Good Hygiene Practice (GHP) and Good Storage Practice (GSP) during the inspection of a corn flour factory in Piwoyi, Airport Road, Abuja. CPC evacuates the products pending implementation of all corrective measures issued to the company.

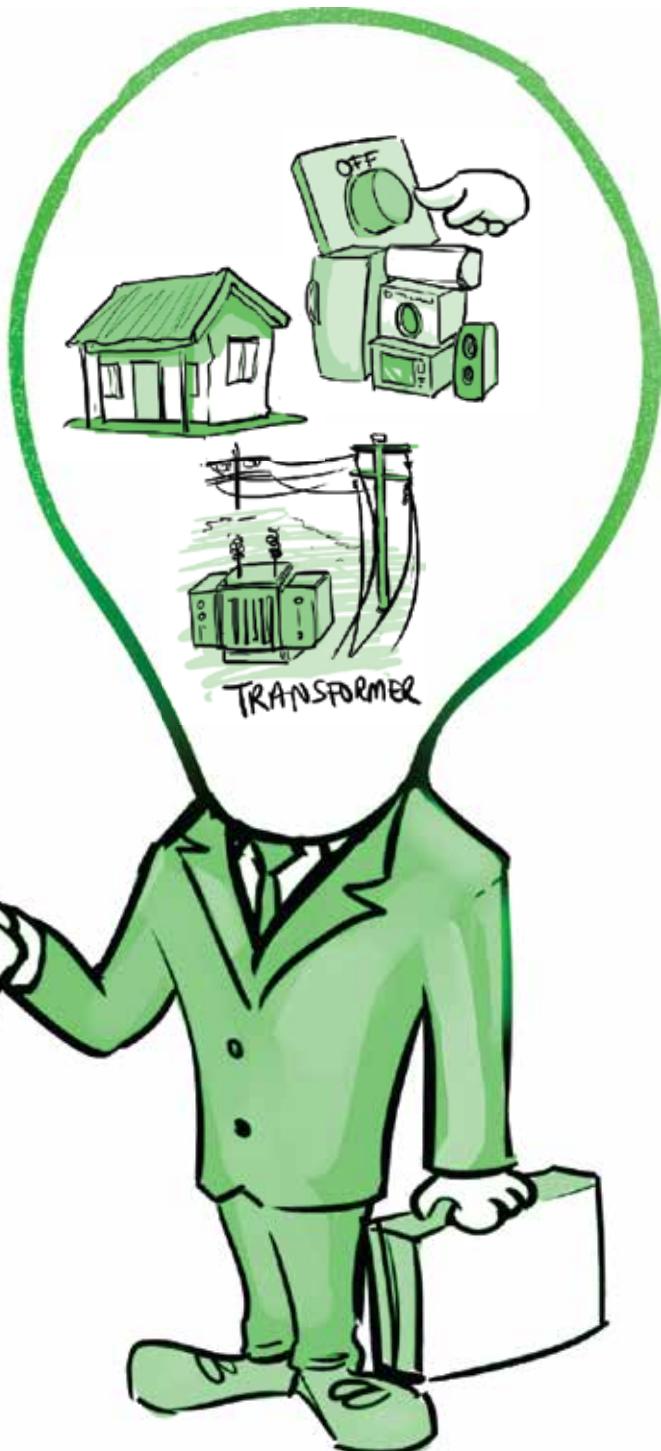
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2. CPC uncovers sharp practices and non-conformity with Good Manufacturing Practice (GMP), Good Hygiene Practice (GHP) and Good Storage Practice (GSP) during the inspection of a corn flour factory in Piwoyi, Airport Road, Abuja. CPC evacuates the products pending implementation of all corrective measures issued to the company.

THE POWER PACK

AN ILLUSTRATED GUIDE



WHAT'S INSIDE

- The Power Journey
- Consumer Safeguards
- Energy Saving Tips

Our Work

| Misleading Advertorial

In December 2017, CPC discovered inappropriate advertisement by a major brewing and bottling company. The offending advertorial could potentially be interpreted to suggest certain alcohol presented unsubstantiated health benefits. The advertisement captioned "An Apple a Day", could conceivably be interpreted to promote daily consumption of the beverage.

CPC intervened by directing the company to immediately take down all such advertisement from around the country and desist from further publishing such misleading advertorials. In addition, CPC is monitoring the company's advertisement to ensure compliance.

Investigations

One of the key methods of carrying out our work is through investigations into potentially abusive conducts of market operators. Not all investigations are open and disclosed, usually, for the dual purpose of preventing erosion of confidence in the market, or otherwise disclosing commercially sensitive information of legitimate companies or operations. Regardless, the overriding consideration in investigating and or making an investigation public is protection of consumers, either by preventing harm or providing remedies.

| Cable Television

In additions to investigations in some of the other interventions already identified, CPC is in closing stages of an investigation into the quality of services and potential exploitation of consumers by a leading cable television service provider. The proposed resolution and outcome of the investigation will address complaint resolution, compensation, and other key aspects of the relationships between this service provider and consumers.

Stakeholder and Industry Engagement

A key way of achieving our objectives is collaboration with stakeholders, because institutional objectives convergence with the Council's mandate occurs with civil society, development partners and other stakeholders. It is therefore vital for CPC to engage and collaborate with such institutions. These strategic alliances define the Council's processes or how issues are addressed in different sectors, and reinforce CPC's theme "**Partnership for Protection**".

Our Work

| Engagement with CEOs in the E-Commerce Industry – World Consumer Day, 2018

2018 World Consumer rights day is particularly commemorative and historic for E-Commerce in Nigeria. The theme this year was “Making the Digital Marketplaces Fairer”.

CPC successfully convened a meeting of Chief Executive Officers of the major/dominant E-Commerce companies in Nigeria. The outcome of the meeting was a consensus and mutual adoption of CPC created and promoted Business Guidance (BG). This BG is known as

“Guiding Principles for the Protection of Online Market Consumers”.

GUIDING PRINCIPLES FOR THE PROTECTION OF ONLINE MARKET CONSUMERS



Online marketers recognise that a dedicated customer service apparatus, which is an indispensable corollary of e-commerce, is required to ensure engagement and a complaint resolution process which is not burdensome to the customer.



Online marketers recognise and respect the privacy of consumers and the need to protect such privacy by securing and only disclosing consumer data/personal information by operation of law or in accordance with consumer preferences.



Online marketers also recognise the need to promote consumer confidence and eliminate distrust. Advertisement of products should be truthful, transparent and factual, including current/future availability, specifications, merchantable conditions, quality and relevant warranty information.



Online market platforms recognise the importance of full frank and complete disclosures of any terms, conditions, exceptions or restrictions on products marketed on their platforms.



Online market platforms recognise that timely delivery is a material and vital term of the contract/ agreement between platforms and their customers. As such, timely delivery including reasonable and fair return windows, prompt and efficient refunds and respect for cancellations in accordance with prevailing policy, are a matter of contractual obligations.

Our Work



1. (Right) Director General, Consumer Protection Council (CPC), Babatunde Irukera, during a key intervention strategic engagement with top executives of e-commerce/online trading companies in Nigeria. Seated from left are: Head of Corporate Governance, Jumia, Oluwaseyi Oni; Director of Public Affairs, Evansville Industries e-farmers Nigeria, Ayotunde Emmanuel; Managing Director, A.K.G Global Multi-service Company Limited, Hajia Aisha Gaya; and Regional Sales Manager, Yudala Limited, Charles Ogbamebo.



2. Director General, Consumer Protection Council (CPC), Babatunde Irukera; Director, Surveillance and Enforcement CPC, Mrs. Leke Ogundipe; Director, Planning Research and Statistics CPC, Ola Raheem; Director, Administration CPC, Aliyu Mohammed; Deputy Director, Quality Assurance and Development, Kelechi Okoh; and Director, Consumer Education, Mrs. Mopelola Akeju during the strategic engagement with top executives of e-commerce/online trading companies in Nigeria.



3. (Right) Director General, Consumer Protection Council (CPC), Babatunde Irukera, briefing the media after the key intervention strategic engagement with top executives of e-commerce/online trading companies in Nigeria. Standing with him are: Chief Executive, Park and Shop Departmental Shop, Hareesh Keswani (left); Regional Sales Manager, Yudala Limited, Charles Ogbamebo (2nd left); Head of Corporate Governance, Jumia, Oluwaseyi Oni (second right).

Our Work

| Strategic Engagements with Media Practitioners

CPC regularly engages with practitioners from various segments of the media, including legal, commerce, consumer protection, and regular news. The engagements provide information about CPC's activities to the media, and CPC also receives feedback on how best to accomplish optimal and enhanced protection of Nigerians.

Some of such engagements include:

- ▶ Meeting with over 80 participants, including News Directors, Business Editors and News Editors on November 30, 2017, in Lagos;
- ▶ Quarterly engagement with Nigerian Bar Association's SBL Lawyers in the Media;
- ▶ Engagement with members of Commerce and Industry Correspondents Association of Nigeria (CICAN), in December 2017.
- ▶ Meeting with media correspondents in the Aviation sector in March 2018; and
- ▶ Further engagement with League of Airports and Aviation Correspondents (LAAC), in July 2018.



1. Babatunde Irukera, Director General, Consumer Protection Council (CPC) speaking during the Council's strategic engagement with Directors, Business and News Editors of media houses. (Left) Director, News, Federal Radio Corporation of Nigeria (FRCN), Sani Suleiman; (right) Director, Consumer Education CPC, Mrs. Mopelola Akeju.



2. Babatunde Irukera, Director General, Consumer Protection Council (CPC) at a strategic engagement with Directors, Business and News Editors of media houses, tagged "Partnership for Protection" in Lagos.

Our Work



3. DG, Babatunde Irukera, exchanging pleasantries with some media editors soon after the Council's strategic engagement with media editors and directors, recently in Lagos.

Strategic engagement with Civil Society Organisations

On December 12, 2017, CPC held a round table meeting with Civil Society Organisations (CSOs) to discuss emerging consumer rights issues and how to deepen the existing partnerships for more effective consumer protection.



1. L-R: President, Consumer Advocacy Foundation Of Nigeria (CAFON), Mrs. Sola Salako-Ajulo; Director General, Consumer Protection Council (CPC), Babatunde Irukera; President, Life International Foundation Incorporated, Dr. Olu Usim-Wilson; and National President, National Association of Telecom Subscribers, Chief Deolu Ogunbanjo, during a round table forum for Non-Governmental Organisations (NGOs), Civil Society Organisations (CSOs), and Community Based Organisations (CBOs).



2. Director General, Consumer Protection Council (CPC), Babatunde Irukera speaking during a round table forum for Non-Governmental Organisations (NGOs), Civil Society Organisations (CSOs), and Community Based Organisations (CBOs) on the theme- "increasing consumer awareness through effective participation of NGOs".

Our Work



3. L-R: National President, National Association of Telecom Subscribers, Chief Deolu Ogunbanjo; Lead National Expert for Component, National Quality Infrastructure of Nigeria, United Nations Industrial Development Organisation (UNIDO), Mrs. Abimbola Uzomah; President, Life International Foundation Incorporated, Dr. Olu Usim-Wilson; Director General, Consumer Protection Council (CPC), Babatunde Irukera; President, Consumer Advocacy Foundation Of Nigeria (CAFON), Mrs. Sola Salako-Ajulu; Chief Executive, Equity Solace Initiative, Mrs. Habiba Abubakar; Deputy Executive Director, Environmental Right Action, Mr. Akinbode Oluwafemi and Director, Consumer Education CPC, Mrs. Mopelola Akeju in a group photograph after a round table forum for Non-Governmental Organisations (NGOs) Civil Society Organisations (CSOs), and Community Based Organisations (CBOs), organized by CPC.

Engagement with the Association of Food, Beverage and Tobacco Employers (AFTBE)

On December 12, 2017, CPC held a round table meeting with Civil Society Organisations (CSOs) to discuss emerging consumer rights issues and how to deepen the existing partnerships for more effective consumer protection.

National Assembly

CPC regularly provides critical support and consumer perspective to the National Assembly. Most recently, on June 21, 2018, CPC in response to an invitation from the "**House of Representatives Ad-Hoc Committee to Curb Excessive Electricity Charges being Levied on Consumers by Distribution Companies (Discos)**", submitted a position paper, making recommendations on how to address the perennial problem of excessive electricity charges and exploitation of consumers.

Similarly, CPC made submissions during a House of Representatives public hearing on 24 and 25 October, 2017 CPC made submissions on the safety of Benzoic Acid and sunset yellow, a food colourant and a proven cause of Attention Deficit Hyperactivity Disorder (ADHD) in children).



Complaints

- Complaints on products or services should first be made to the products or service providers.
- If dissatisfied, complain to CPC.



Our Work

Collaborating with other Regulatory Agencies

As a matter of operation of law, consumer protection is a vital and joint responsibility on many levels. As such, several sector regulators also have joint or overlapping statutory responsibilities to protect consumers. Although the Consumer Protection Council has overall oversight over protecting consumers across all sectors, the concurrent regulatory jurisdiction and approach in the laws seeks to improve protection outcomes by fostering collaboration.

To accomplish this, CPC promotes and engages in strategic alliances with sector regulators and other parties with whom a partnership can reinforce consumer protection and prevent mistreatment or exploitation of citizens.

Standards Organisation of Nigeria (SON)

The Council routinely participates in SON's technical committees for standards setting and review. The standard setting process is a vital platform for the Council to discharge a core statutory mandate which is ensuring that consumer interests receive due consideration at appropriate fora.

In collaboration with SON, CPC has successfully initiated the process for a key industry standard review with significant implication for public and consumer health.

Federal Road Safety Corps (FRSC)

The Council collaborates with FRSC to ensure the safety and comfort of road transport consumers. The Council seeks the support of FRSC in investigation and resolving consumer complaints relating to road travels, when necessary. The relationship between the Council and FRSC recently expanded to joint sensitization projects as well as new joint initiatives to address issues such as the manufacturing and sale of fake and substandard tyres.



1. Federal Road Safety Commission (FRSC), Corps Marshal, Boboye Oyeyemi (second left), presenting a FRSC plaque to Consumer Protection Council (CPC) Director General, Babatunde Irukera (second right), during the latter's visit to FRSC Headquarters in Abuja. On the left is FRSC Deputy Corps Marshal, Chidi Nwachukwu; and on the right, Director, Surveillance and Enforcement, CPC, Mrs. Leke Ogundipe.



2. L-R: Federal Road Safety Commission (FRSC), Corps Marshal, Boboye Oyeyemi; Consumer Protection Council (CPC) Director General, Babatunde Irukera; and CPC Director, Surveillance and Enforcement, Mrs Leke Ogundipe during the Director General's visit to FRSC Headquarters in Abuja.

Our Work

| Nigerian Communications Commission (NCC)

CPC and NCC collaborate to ensure the protection of consumers of communication services. This collaboration is guided by a Memorandum of Understanding. Both institutions collaborate to ensure that service providers comply with appropriate standards and deliver value to consumers. When grievances occur, both agencies also cross refer and collaborate in resolving complaints and addressing market trends. The working relationship involves provision of technical support, information sharing, and consumer education, amongst other forms of collaboration.

On July 2, 2018, CPC and NCC set up a joint committee to investigate violations of consumer rights in the telecoms sector, following a directive from the National Assembly to both institutions to investigate the practice of call masking by operators. In addition to this, the committee will investigate issues arising from numerous consumer complaints received by CPC.



1. Director General, Consumer Protection Council (CPC), Babatunde Irukera (2nd left) ; speaking during a meeting with Executive Vice Chairman (EVC), Nigerian Communications Commission (NCC) professor Umar Danbatta (2nd right) on possible investigation of telecommunication services and review of the existing Memorandum Of Understanding between both agencies at the NCC's Headquarters in Abuja, while Director, Department of Surveillance & Enforcement CPC, Mrs. Leke Ogundipe and Chief Of Staff to the EVC NCC, Usman Malan, listen.



2. Director General, Consumer Protection Council (CPC), Babatunde Irukera (2nd left), exchanging pleasantries with Executive Vice Chairman (EVC), Nigerian Communications Commission (NCC) Professor Umar Danbatta (2nd right) after a successful meeting at the NCC's Headquarters in Abuja ,while Director, Department of Surveillance & Enforcement CPC, Mrs. Leke Ogundipe (left) and Chief Of Staff to the EVC NCC, Usman Malan (right) watch.



3. A cross section of directors and staff of Consumer Protection Council (CPC) and Nigerian Communications Commission (NCC) at a meeting between the Director General CPC, Babatunde Irukera and the Executive Vice Chairman (EVC) NCC, Professor Umar Danbatta, at the Commission's headquarters in Abuja.

Our Work

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L-r: Director General, CPC, Mr. Babatunde Irukera; and Executive Vice Chairman, NCC, Prof. Umar Danbatta at a joint meeting to forge united front against Call Masking at the the Commission's Headquarters in Abuja.

Call Masking: Why NCC, CPC Unite Against Telecoms Revenue Menace

① July 9, 2018

| Nigerian Electricity Regulatory Commission (NERC)

CPC and NERC have a Memorandum of Understanding which guides their collaboration on consumer rights related matters in the power sector. CPC is part of the NERC Consumer Forum which is an administrative appeal platform for consumer complaints. The Forum meets regularly to resolve complaints.

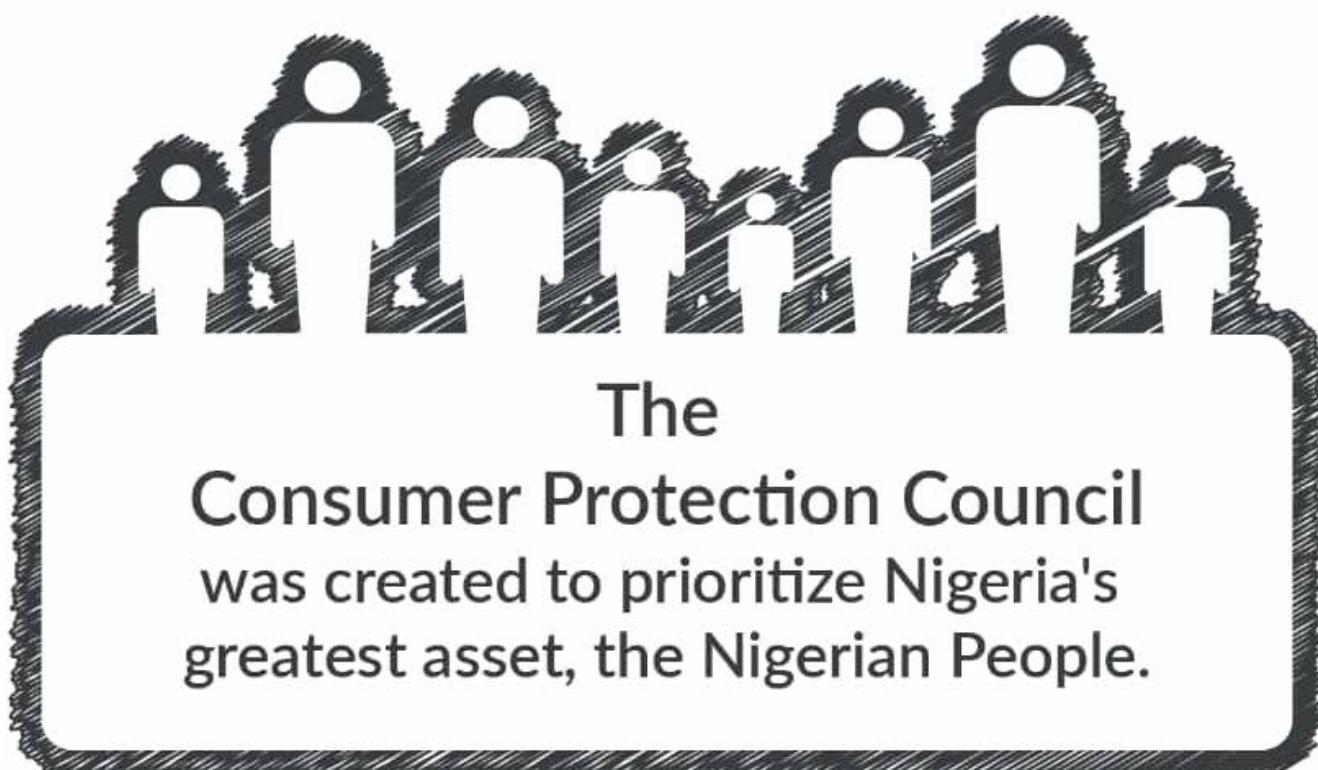
Our Work

| National Information Technology Development Agency (NITDA)

NITDA as the standard and policy setting agency of the government in technology collaborates with CPC in ensuring standards are appropriate for consumer satisfaction. CPC also collaborates with NITDA in enforcing standards between technology partners in E-Commerce to ensure seamless and satisfactory consumer experience. A memorandum of Understanding is currently being developed to better articulate and effectively implement this relationship.

| Central Bank of Nigeria (CBN)

The CBN and the Council have forged a strong working relationship in furtherance of their mutual interest to ensure consumer satisfaction and prevent exploitation in the financial institutions sector. The Council and CBN routinely collaborate in resolving consumer complaints and financial sector investigations. In addition, periodic and specific consultations occur with respect to products, processes and trends in the industry and how to address same and provide guidance. These and many other issues in the industry are the subject of a Memorandum of Understanding between the Central Bank and the Council.



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10 Arrested as CPC Seizes 1000 Bags of Fake Rice in Akwa Ibom

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Published 1 month ago on June 23, 2018
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CPC, DISCOs seek end of energy theft to boost power supply nationwide

By Roseline Okere (Lagos) Michael Egbejule (Benin City) and Inemesit Akpan-Nsoh (Uyo) | 23 May 2018 | 4:15 am



A large electrical pylon stands prominently against a clear blue sky, with several power lines extending from it. Below the pylon, there is a small inset image of a man in a suit and tie, identified as Mr. Akinwunmi Ambode, Governor of Lagos State.

**MR AKINWUNMI AMBODE
GOVERNOR OF LAGOS STATE**

EMERGENCY AGENCY NUMBERS

[Emergency Telephone Numbers](#)

H-POWER PORTAL

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LAGOS, ONE OF MOST RECOGNISED SUB NATIONAL ECONOMIES IN THE WORLD- CPC

Lagos State Governor, Mr. Akinwunmi Ambode (right), presents a souvenir to Director General of Consumer Protection Council (CPC), Mr. Babatunde Irukera during his courtesy visit to the Governor at Lagos House, Ikeja

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Director General, Consumer Protection Council (CPC), Babatunde Irukera

BUSINESS
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Babatunde Irukera, DG CPC, at a meeting with Mrs Funmi Falana, Board Chair, Lagos State Consumer Protection Agency (LASCOPA)



Babatunde Irukera, DG, CPC, at the 9th Annual African Consumer Protection Dialogue, Banjul, The Gambia, discussing the theme "Protecting Consumers in the Digital Age".



Pictures



L-R: Former Secretary General, Nigeria Medical Association (NMA), Dr. Yusuf Tanko; immediate Past President NMA, Professor Mike Ogirima; and Director General, Consumer Protection Council (CPC) Babatunde Irukera; in a brief discussion soon after the NMA's courtesy visit on the Director General.



Babatunde Irukera, Director General, Consumer Protection Council (CPC) exploring partnership for enhanced consumer protection, in a closed-door meeting with the Director General, National Agency for Food and Drug Administration and Control (NAFDAC), Prof. Moji Adeyeye.

Director General, National Agency for Food and Drug Administration and Control (NAFDAC), Prof. Moji Adeyeye welcoming Babatunde Irukera, Director General, Consumer Protection Council (CPC) to her office in Abuja for a closed-door meeting, aimed at exploring partnership for enhanced consumer protection.



Babatunde Irukera, DG, CPC (middle), with Georgios Polymenakos, MD, Nigerian Bottling Company (third, left) and Bhupendra Suri, MD, Coca-Cola Nigeria Limited (fifth, right) and others, during a courtesy visit of the MDs to the Council's Head Office in Abuja.

Students and teachers from Hillcrest School, Jos during an excursion visit to the Council

Pictures



Expanding Cross Border Synergy: Babatunde Irukera, DG, CPC, at a recent United States' Federal Trade Commission (FTC) Round Table Discussion for International Enforcers that held at the FTC headquarters in Washington DC, United States of America.



Babatunde Irukera, DG, CPC (middle) in a Fire Chat Interview with Bill Macleod (left), immediate past Chairman of the Antitrust Section of the American Bar Association (ABA)



Babatunde Irukera, DG, CPC, at a special African Dialogue Delegates Podcast recording session to highlight practical aspects of each African Agency's work, benefits and challenges at the American Bar Association (ABA) Conference in Washington DC, United States of America.



L-R: Deputy Director, Quality Assurance and Development CPC, Kelechi Okoh; Director, Surveillance and Enforcement CPC, Mrs. Leke Ogundipe; Deputy Director, Public Relations, Abiodun Obimuyiwa and Director, Consumer Education, Mrs. Mopelola Akeju during the Town Hall meeting on consumer issues in the electricity sector, organized by CPC in Bwari, Abuja



Director General, Consumer Protection Council (CPC), Babatunde Irukera, speaking during a town hall meeting on consumer issues in the electricity sector, held in Nekpenekpen, Benin City, Edo State. Others in the picture are, Deputy Director, Surveillance and Enforcement, CPC, Engineer Sham Kolo (left); Chief State Head, Benin Electricity Distribution Company (BEDC), Engr. Fidelis Obichai (2nd left) and Executive Director, BEDC, Abu Ejor (right).



L-R: Mr. Ola Raheem, Director, Policy, Research and Strategy Department, CPC; Babatunde Irukera, Director General, CPC; and Prof. Olobayo Kunle, Ag. DG of the National Institute for Pharmaceutical Research & Development (NIPRD).



PATIENTS' BILL OF RIGHTS (PBOR)



1. Right to relevant information in a language and manner the patient understands, including diagnosis, treatment, other procedures and possible outcomes.



2. Right of timely access to detailed and accurate medical records and available services.



3. Right to transparent billing and full disclosure of any cost, including recommended treatment plans.



4. Right to privacy, and confidentiality of medical records.



5. Right to clean, safe and secure healthcare environment.



6. Right to be treated with respect, regardless of gender, race, religion, ethnicity, allegations of crime, disability or economic circumstances.

PATIENTS' BILL OF RIGHTS (PBOR)



7. Right to receive urgent, immediate and sufficient intervention and care, in the event of an emergency.



8. Right to reasonable visitation in accordance with prevailing rules and regulations.



9. Right to decline care, subject to prevailing laws and upon full disclosure of the consequences of such a decision.



10. Right to decline or consent to participation in medical research, experimental procedures or clinical trials.



11. Right to quality care in accordance to prevailing standards.



12. Right to complain and express dissatisfaction regarding services received.

Follow us on any of our social media channels for updates on the Patients' Bill of Rights and other information.

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