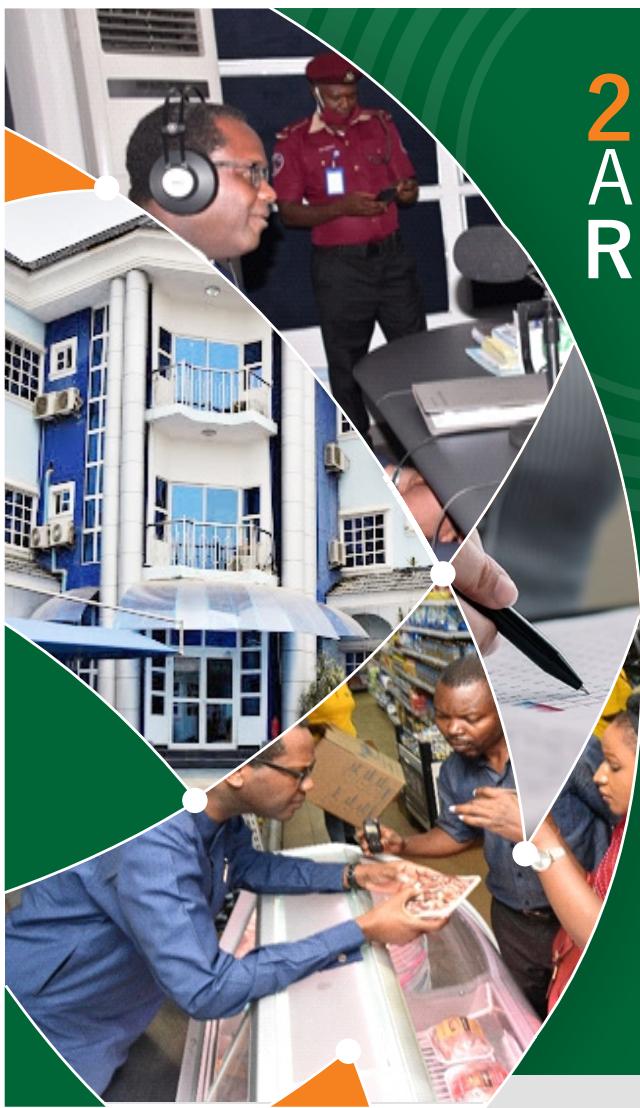




**Federal Competition & Consumer
Protection Commission**

2020 ANNUAL REPORT





**Federal Competition & Consumer
Protection Commission**

**2020
Annual Report**



NATIONAL ANTHEM

Arise, O compatriots! Nigeria's call obey
To serve our fatherland
With love and strength and faith
The labour of our heroes past
Shall never be in vain
To serve with heart and might
One nation bound in freedom, peace and unity.

Oh God of creation, direct our noble cause
Guide our leader's right
Help our youth the truth to know
In love and honesty to grow
And living just and true
Great lofty heights attain
To build a nation where peace and justice shall reign.



NATIONAL PLEDGE

I pledge to Nigeria my country.
To be faithful, loyal and honest.
To serve Nigeria with all my strength.
To defend her unity,
and uphold her honour and glory.
So help me God.



HIS EXCELLENCY,
MUHAMMADU BUHARI, GCFR
PRESIDENT AND COMMANDER-IN-CHIEF OF THE ARMED FORCES,
FEDERAL REPUBLIC OF NIGERIA



HIS EXCELLENCY,
PROFESSOR YEMI OSINBAJO, SAN, GCON
VICE PRESIDENT
FEDERAL REPUBLIC OF NIGERIA



OTUNBA RICHARD ADENIYI ADEBAYO CON
HON. MINISTER OF INDUSTRY, TRADE AND INVESTMENT
FEDERAL REPUBLIC OF NIGERIA



AMB. MARIAM YALWAJI KATAGUM
HON. MINISTER OF STATE FOR INDUSTRY, TRADE AND INVESTMENT
FEDERAL REPUBLIC OF NIGERIA



BABATUNDE IRUKERA Esq
EXECUTIVE VICE-CHAIRMAN/CEO
FEDERAL COMPETITION AND CONSUMER PROTECTION COMMISSION (FCCPC)

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VISION AND MISSION

**OUR SLOGAN:**

FCCPC _ _ Promoting Choice,
Ensuring Fairness.

MANDATE AND FUNCTIONS OF THE COMMISSION

The Commission was established by the Federal Competition and Consumer Protection Act (FCCPA) No 2018. The FCCPC is the agency of the Federal Government of Nigeria with overall mandate on competition and consumer protection.

The objectives of the Commission are contained in Sections 1 of the FCCPA as follows:

- (a) Promote and maintain competitive markets in the Nigerian economy;
- (b) Promote economic efficiency;
- (c) Protect and promote the interests and welfare of consumers by providing consumers with wider variety of quality products at competitive prices;
- (d) Prohibit restrictive or unfair business practices which prevent, restrict or distort competition or constitute an abuse of a dominant position of market power in Nigeria; and
- (e) Contribute to the sustainable development of the Nigerian economy.

The A-Z functions of the Commission are listed in Section 17 of the FCCPA, to wit,

- a) Be responsible for the administration and enforcement of the provisions of this Act and any other enactment with respect to competition and protection of consumers;
- b) initiate broad based policies and review economic activities in Nigeria to identify anti-competitive, anti-consumer protection and restrictive practices which may adversely affect the economic interest of consumers and make rules and regulations under this Act and any other enactment with regards to competitions and protection of consumers;
- c) advise the Federal Government generally on national policies and

matters pertaining to all goods and services and on the determination of national norms and standards relating to competition and consumer protection;

- d) report annually on market practices and the implications for consumer choice and competition in the consumer market;
- e) carry out investigations or inquiries considered necessary or desirable in connection with any matter falling within the purview of this Act;
- f) advise the Federal Government on any matter relating to the operation of this Act including making recommendations to the Federal Government for the review of policies, legislation and subsidiary legislation as considered appropriate or as may be requested by the Federal Functions of the Commission, Government or any of its ministries, departments or agencies for the eradication of anti-consumer protection and anti-competitive behavior;
- g) eliminate anti-competitive agreements, misleading, unfair, deceptive or unconscionable marketing, trade and business practices;
- h) resolve disputes or complaints, issue directives and apply sanctions where necessary;
- i) give and receive advice from other regulatory authorities or agencies within the relevant industry or sector on consumer protection and competition matters;
- j) create public awareness through seminars, workshops, studies and make available information with regard to the exercise of its powers and performance of its functions to the public;
- k) authorize, with or without conditions, prohibit or approve mergers of which notice is received;
- l) protect and promote consumer interests;
- m) regulate and seek ways and means of removing or eliminating from the market, hazardous goods and services, including emission, untested, controversial, emerging or new technologies, products or

- devices whatsoever, and cause offenders to replace such goods or services with safer and more appropriate alternatives;
- n) publish, from time to time, list of goods and services whose consumption and sale have been banned, withdrawn, restricted or are not approved by the Federal Government or foreign governments;
 - o) organized or undertake campaigns and other forms of activities capable of promoting increased private and public consumer awareness;
 - p) encourage trade, industry and professional associations to develop and enforce in their various fields quality standards designed to safeguard the interest of consumers;
 - q) cause all imported goods to be registered for traceability whenever the need arises;
 - r) collaborate with consumer protection groups and associations for consumer protection purposes;
 - s) ensure that consumer interests receive due consideration at appropriate fora and provide redresses to obnoxious practices or the unscrupulous exploitation of consumers by companies, firms, trade associations or individuals;
 - t) ensure the adoption of appropriate measures to guarantee that goods and services are safe for intended or normally safe use;
 - u) collaborate with international organizations and agencies, firms, organizations, groups or persons for the purposes of exchanges of information to locate the source of substandard goods;
 - v) undertake regular research, study and analysis of consumer product standards and services rendered to the consumer and publish relevant observations, findings and recommendations in journals or other forms of publications for the benefit and general information of consumers;
 - w) collaborate with government agencies or professional bodies in

establishing and using laboratories, testing facilities, common procedures in ensuring or enforcing standards of consumer goods or in assessing the quantum of loss or damage;

- x) act generally to reduce the risk and injury which may occur from consumption of certain consumer items and other services rendered to consumers which action may include restriction or prohibition;
- y) ensure that all service providers comply with local and international standards of quality and safe service delivery; and
- z) cause an offending company, firm, trade, association or individual to protect, compensate, provide relief and safeguards to injured consumers or communities from adverse effects of technologies that are inherently harmful, injurious, violent or highly hazardous.

STRATEGIC GOALS OF THE COMMISSION

- Ensure that producers and service providers and their patrons mutually respect their commercial and social contracts.
- Diminish to the barest minimum incidents of consumer aggravation and frustration.
- Sufficiently protect consumers from hazardous products or injury from consumption of substandard products.
- Promote a quality culture in both processes and final products.
- Engender a marketplace of informed, sophisticated and discriminatory consumers.
- Provide information and be a resource to consumers regarding products, trends and patterns.
- Ensure that service providers and manufacturers make full and frank disclosures of relevant information about their products, or developments with respect to consumption of their products, in a consumer friendly manner which truly guides consumers' choices.
- Ensure that producers and service providers institutionalize appropriate customer care systems including providing information, appropriate support through the acquisition/consumption, and post-acquisition/consumption process.
- Promote the establishment of dedicated customer service apparatus by producers and service providers, including clear, transparent and accessible complaint resolution mechanisms.
- Hold providers and producers accountable to satisfying customers, including serving as a secondary level complaint resolution mechanism.

STRUCTURE OF THE COMMISSION

The FCCPA 2018 makes provisions for an eight-member Board for the Commission. This comprises of a Chairman in Non-Executive capacity and an Executive Vice-Chairman (EVC)/ Chief Executive Officer, who also doubles as the Chief Accounting Officer and Vice-Chairman to the Board. There are two Executive Commissioners responsible for the Bureau of Operations and the Bureau of Corporate Services respectively, while four other Non-Executive Commissioners representing North-Central, North-West, South-East and South-South regions of Nigeria complete the Board membership.

The Office of the Executive Vice-Chairman oversees the day-to-day administration of the Commission and implements policies which effectively discharge the provisions of the FCCPA.

The Departments and Units of the Commission are as follows:

DEPARTMENTS

1. Administration and Human Resources
2. Consumer Education
3. Finance and Accounts
4. Legal Services
5. Planning Research and Strategy
6. Quality Assurance and Development
7. Surveillance and Enforcement

UNITS

1. Internal Audit
2. Information and Communications Technology

3. Mergers and Acquisitions
4. Procurement
5. Public Relations

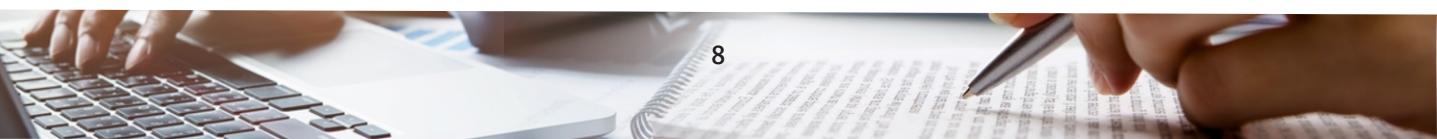
ZONAL OFFICES

1. North-Central Zonal Office, Minna
2. North-East Zonal Office, Bauchi
3. North-West Zonal Office, Katsina
4. South-East Zonal Office, Awka
5. South-West Zonal Office, Osogbo
6. South-South Zonal Office, Port-Harcourt

STATE OFFICES

1. Lagos Office
2. Kano Office

The Corporate headquarters of the Commission is located in Abuja, Federal Capital Territory.





EXECUTIVE VICE-CHAIRMAN'S STATEMENT

The year 2020 is globally acknowledged as a Pandemic Year sequel to the devastating effects of the deadly Corona Virus (also known as Covid-19). It was the year in which we redefined and rediscovered resilience, commitment and focus, as a people, as a nation and as an organisation. For the Commission, it was a year which showed that in reality, limitations are a rerouting that leads to creativity, adaptation and the birth of innovations which could have taken much longer had we not been in a crisis. This report is a testament to the incredible adaptability demonstrated by the Commission during the crisis. The tremendous amount of work done, despite being on less than half staff strength for the most parts of the year due to the Covid-19 safety protocols like social distancing restrictions, testifies to the resilience and capacity of our management and members of staff who made necessary sacrifices in order to ensure that the nation survived a pandemic year which presented incredibly unique challenges.

Notable amongst the challenges to consumer protection in year 2020 were the issues of price gouging and hoarding supplies of essential sanitary, non-pharmaceuticals and health care products as well as personal protective equipments (PPEs), which were crucial for our collective survival as a nation. Protecting people from such exploitation in a moment of shared vulnerability became a major priority for the Commission. With respect to competition law, it became apparent that the pandemic endangered the survival of several businesses and compelled some of them to merge in order to survive and save the jobs of their employees, or to enhance their capacity

to continue supplying critical products and services the nation desperately required to reflate the economy, boost growth and ensure quick recovery from imminent recession. As a Commission, our role was to prioritize such transactions in the swiftest and most seamless way possible, as a matter of national interest. Moreover, we developed several regulatory instruments which provided guidance and clarity on the competition law mandate towards facilitating the ease of doing business in Nigeria.

Beyond the Covid-19 pandemic, 2020 was also a defining year for the leadership and mandate of the Commission. The appointment of a board charged with the responsibility of steering the Commission was a significant highlight of the year.

The many achievements of 2020 are such that lay vital foundations upon which the Commission will continue to build in order to deliver utmost protection to consumers, promote competition in our markets and eliminate entry barriers.

It is therefore my pleasure to introduce this Annual Report to you as an overview of the Commission's work in 2020.



Babatunde Irukera

Executive Vice-Chairman/CEO.

OPERATIONAL ACTIVITIES

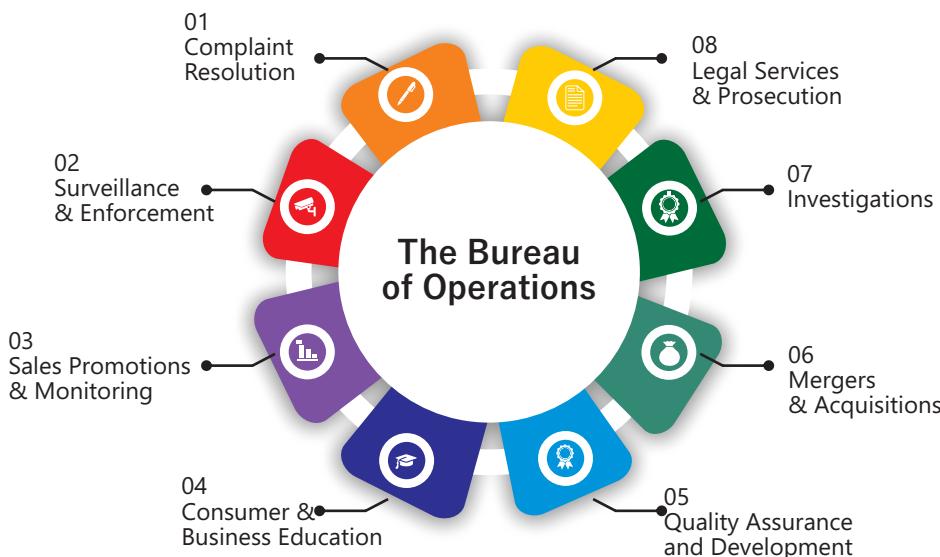


THE BUREAU OF OPERATIONS

The Bureau of Operations of the Federal Competition and Consumer Protection Commission (FCCPC) plays a pivotal role at the heart of the Commission.

The bureau oversees all operational aspects of the Commission's core mandate in promoting choices, ensuring fairness, process improvements, advocacy and maintaining competitive markets in the Nigerian economy, as well as ultimately protecting and promoting the interests and welfare of consumers in line with the provisions of Sections 1 and 17 of the Federal Competition and Consumer Protection Act (FCCPA) 2018.

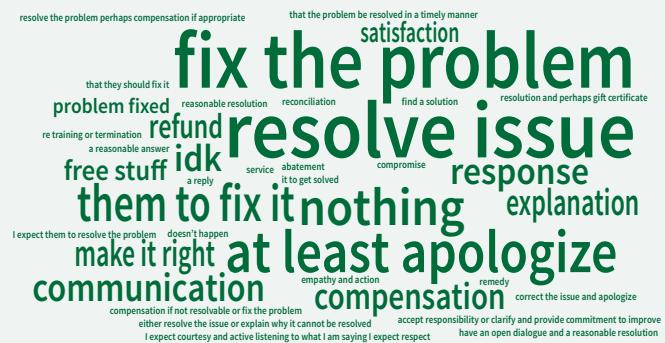
Bureau of Operations



The bureau focuses on the specialized operations of the Commission, which include:

- Complaints Resolution
- Surveillance and Enforcement
- Sales Promotions and Monitoring
- Consumer and Business Education
- Quality Assurance and Development
- Mergers and Acquisitions
- Investigations
- Legal Services and Prosecution

COMPLAINTS RESOLUTION



In protecting and promoting consumers' interests, the Commission resolves consumer complaints and cause offenders to either refund, repair or replace such goods or services with safer and more appropriate alternatives. The Commission also ensures consumers' interests receive appropriate considerations and ensures companies, firms, trade associations or individual traders who engage in obnoxious practices aimed at unscrupulous exploitation of consumers provide appropriate redresses.

In the year under review, a total number of 15,709 Complaints across all sectors of the economy were received in the Commission in which 78.5% of these were resolved amounting to about N2.05 Billion Naira.

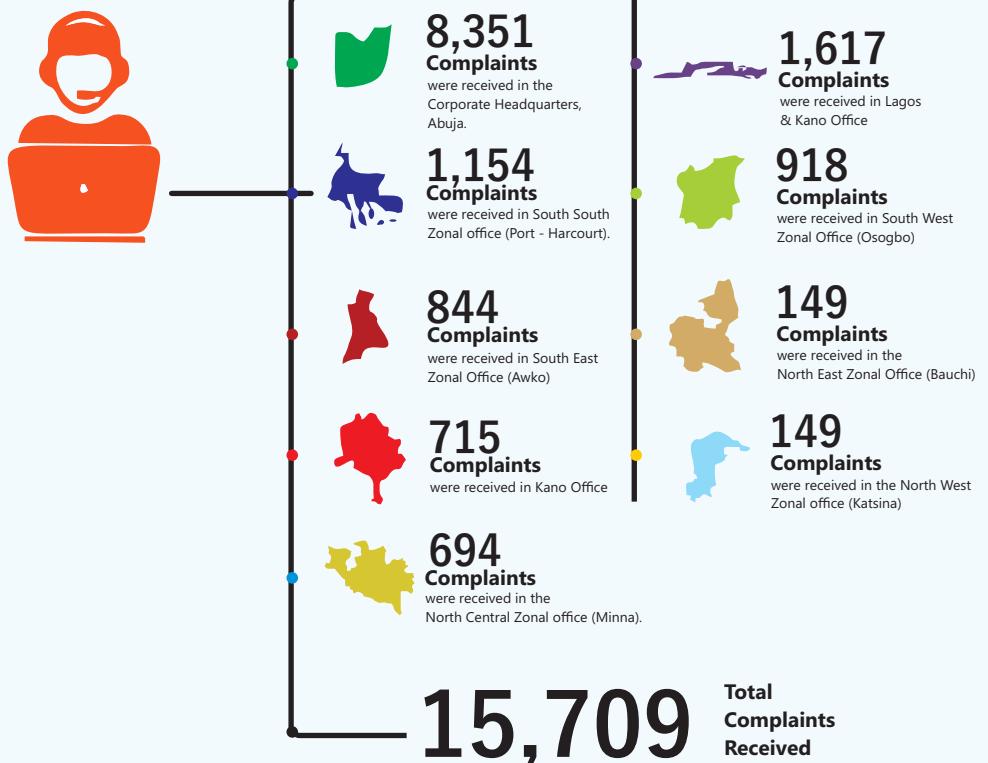
A break-down of the complaints are as follows:

Table 1: Complaints Received by FCCPC Offices Across Sectors in 2020

S/No	CLASSIFICATION	SW	SE	NE	NC	NW	SS	LAGOS	HQ	KANO
1	Telecommunication	55	50	42	45	52	57	111	498	51
2	Financial Services	143	102	161	108	128	128	203	1,779	106
3	Electricity/Power	149	111	107	103	101	224	457	1,519	101
4	Electronics	68	58	55	52	30	86	70	287	51
5	Food, Drinks and Beverages	13	14	15	16	20	23	43	91	22
6	Satellite/Cable Services	54	52	50	51	50	55	58	171	50
7	Real Estate/Mortgages	30	31	30	30	31	30	46	72	31
8	Health Services	45	85	40	35	48	63	100	147	56
9	Aviation	42	51	40	15	20	56	158	392	50
10	Road Transport	12	9	12	8	7	13	16	85	10
11	Education	23	22	21	20	20	22	22	69	20
12	Automobiles/Heavy Duty Equipment	25	21	20	20	20	21	37	63	20
13	Tourism/Hospitality	2	0	0	0	0	1	0	48	0
14	Ecommerce	152	150	75	100	55	251	151	450	79
15	Land/Construction	12	8	7	13	10	15	17	41	5
16	Rent/Accommodation	31	26	24	20	20	30	20	19	16
17	Postal/Courier	33	31	29	38	34	53	46	54	26
18	Others	29	23	21	20	21	26	62	2,566	21
	Total	918	844	749	694	667	1,154	1,617	8,351	715



RECEIVED COMPLAINTS ACROSS THE REGIONAL OFFICES



For More Complaints

FCCPC 24-Hour Hotlines:
 08056002020; 08056003030
Email: contact@fccpc.gov.ng
Website: www.fccpc.gov.ng
Twitter Handle: @fccpcnig
Facebook Page: fccpcNG
Instagram: fccpc.ng

Fig 1: Pie-Chart Showing Sectoral Complaints Received in Numbers & Percentages in 2020

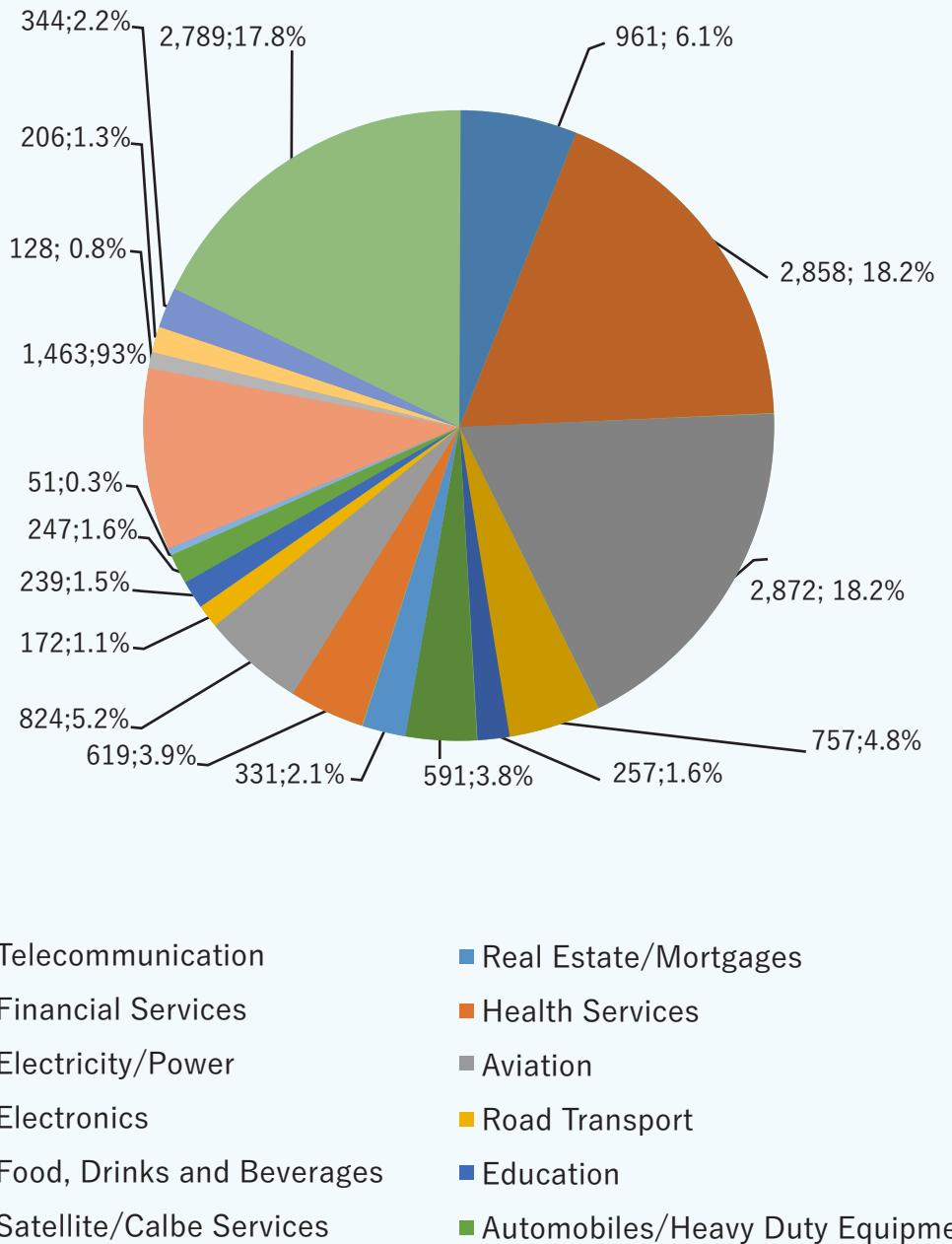
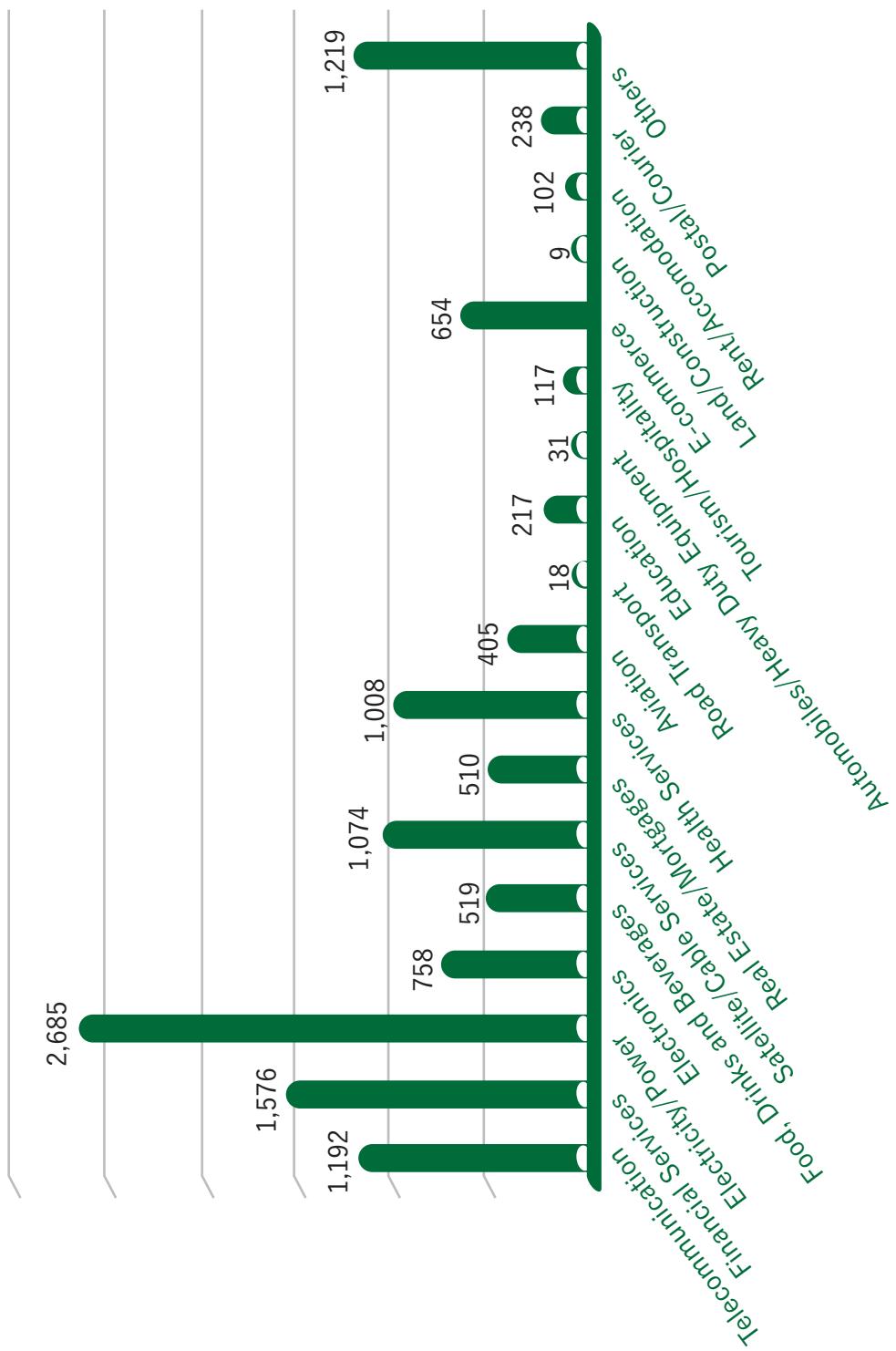


Fig 2: Distribution of Complaints Received by Sectors

SURVEILLANCE AND ENFORCEMENT



A critical mandate of the Commission is to regulate and seek ways of removing or eliminating from the market, hazardous goods and services, products or devices whatsoever from the market place. In carrying out this responsibility, the Commission deploys undercover surveillance, whistleblower informants and collaborates with relevant government agencies as well as professional bodies in identifying breaches to consumer rights towards eliminating and assessing the quantum of loss or damage suffered by the consumer.



The surveillance section of this operational activity acts proactively to reduce the risk of harm or injury which may occur from the consumption or usage of inherently harmful or injurious products.

Consequently, the Commission compels manufacturers, suppliers, dealers,



importer, wholesalers, retailers, or any undertaking engaged in commercial activities where appropriate to certify that all standards are met in their goods and services. Prior to ensuring compliance, the Commission routinely undertakes surveillance operations in the markets and factories where consumer goods are being processed or produced.

In the year under review, globally characterized as COVID-19 year, the Commission recorded some significant achievements in market surveillance operations and enforcement action against dealers of fake, counterfeit and sub-standard products especially in the health and medical sector, as well as operators who unscrupulously exploited consumers during the pandemic



Surveillance and Enforcement Team in action.

Below is a list of some key surveillance and enforcement operations within the year under review.

Table 3: Some Key Surveillance Operations In 2020

Date	Reason for Surveillance	Name/Address	Status of Enforcement
24/03/2020	Prices Gouging	Faxx Supermarket Apo	In court for prosecution
06/03/2020	Prices Gouging	Prince Ebeano Supermarket Lokogoma	In court for prosecution
02/03/2020	Prices Gouging	H-Medix Pharmacy Wuse	In court for prosecution
06/03/2020	Prices Gouging	Bakan Gizo Supermarket	In court for prosecution
06/05/2020	Prices Gouging	Maxcare Mart, Lokogoma	Investigation ongoing
06/05/2020	Prices Gouging	Worldmart Garki	Investigation ongoing
06/05/2020	Prices Gouging	Shoprite Apo	Investigation ongoing
06/05/2020	Prices Gouging	Sahad Store Central Business District	Investigation ongoing
08/05/2020	Prices Gouging	Grand Square Stores Central Business District	Investigation ongoing
11/05/2020	Prices Gouging	New Health Pharmacy Wuse II	Investigation ongoing
12/05/2020	Prices Gouging	Fouani Nigeria Limited Wusell	Investigation ongoing
12/05/2020	Prices Gouging	Samsung Showroom Wuse II	Investigation ongoing
15/05/2020	Prices Gouging	Chumelac Pharmacy and Supermarket Utako	Investigation ongoing
15/05/2020	Prices Gouging	Payless Hyper Mart Utako	Investigation ongoing
16/05/2020	Prices Gouging	IC World Pharmacy and Stores Gwarimpa	Investigation ongoing
16/05/2020	Prices Gouging	Shoprite Wuse Zone 5	Investigation ongoing
22/05/2020	Prices Gouging	Blue Berry Farmer's Market Supermarket Maitama	Investigation ongoing
22/05/2020	Prices Gouging	Spar Supermarket Wuse II	Investigation ongoing
29/05/2020	Prices Gouging	Ford Mart Kubwa	Investigation ongoing
29/05/2020	Prices Gouging	Passion Trust Supermarket Kubwa	Investigation ongoing
29/05/2020	Prices Gouging	Chemzo Supermarket Karu	Investigation ongoing
29/05/2020	Prices Gouging	Surplus Supermarket Karu	Investigation ongoing
29/05/2020	Prices Gouging	Skylark Supermarket	Investigation ongoing



FCCPC Covid-19 Task Force led by the CEO, Mr. Babatunde Irukera
on price gouging at Maxcare Mart, Lokogoma, Abuja FCT.



The CEO, Mr. Babatunde Irukera (in suit) leads a Surveillance Task Force on price gouging at
Payless Hyper Mart, Utako, Abuja, FCT



Market inspection on price gouging and sensitization on consumables in Port-Harcourt, Rivers State.



Price gouging inspection and market sensitization in Port-Harcourt.



Price gouging inspection and market sensitization in Katsina

SALES PROMOTIONS AND MONITORING

The Commission ensures that sales promotions by companies, firms, traders or businesses are transparent, fair and participating consumers are not shortchanged. Businesses that deploy sales promotions as a business strategy to boost their consumer patronage are required by the Commission's Product Monitoring Regulation to register such sales promotions with the Commission for clearance and approval.

Below is a breakdown of the companies and the promotion registered in the year under review.

Table 4: Companies and the Sales Promotion Registered in 2020

S/No	Name of the promoter	Title of the sales promotion	Date of approval	Period of validity
1	Access Bank	Diamondxtra and School Fees Saver	24th February 2020	February - December
2	Nestle Nig Plc	Nescafe Get Started Season 2	25th February 2020	2020 February - August 2020
3	Unilever Nigeria PLC	Close Up Keep Fresh Promo	25th February 2020	February - September, 2020
4	Multichoice Nig Ltd	Ultimate Love Couples Experience Promo	25th February 2020	Ended April,2020
5	Promasidor Nigeria Limited	Onga Season To Million Promo	25th February 2020	
6	Nestle Nig Plc	Zoom Promo	1st July 2020	July - September 2020
7	Samsung Nig. Ltd	Valentine Promo	25th February 2020	February - March 2020
8	Multichoice Nig.Ltd	Pepsi UEFA Promo	12th February, 2020	March - May 2020
9	Multichoice Nig Ltd	Step-up Season 3 Promo	20th January, 2020	January - march 2020
10	Promasidor Nigeria Limited	Top Tea Taste To Know Promo	21st July 2020	
11	Samsung Nigeria ltd	Smile Naija Promo	21st July, 2020	30th August 2020
12	Multichoice Nigeria Limited	BBN Season 5 Promo	21st July, 2020	Ended August ,2020
13	Expand Global	WAW Wash and	21st	

		Win Promo	August,2020	
14	Glee Media Resources	Purebliss Millionaire Promo	31st January, 2021	Ended January,2021
15	Lafarge Africa Plc	Lafarge Buy and Win Promo	3rd August,2020	Ended November, 2020
16	Emerging Market Telcom	9mobile Mega Million Promo	20th August, 2020	Ended November, 2020
18	Samsung Nigeria Ltd	Canvas Pre-order Promo	4th September, 2020	Ended November, 2020
19	Multichoice Nigeria Limited	Supersport Bangbet Promo	28th August 2020	Ended November, 2020
20	Total Spin Nig.Ltd	Maggic Star Promo	27th August 2020	To End July 2021
21	Visa West Africa Ltd	Visa Summer Loyalty Promo	26th August 2020	Ended December, 2020
22	Nestle Nig Plc	Nescafe Get Started Season 3 Promo	28th August 2020	July - August 2019
23	Visa West Africa Ltd	Visa Cash Conversion Promo	2nd November 2020	Ended December, 2020
24	Polaris Bank	Polaris Save & win Promo	2nd November 2020	To End May, 2021
25	First Bank Plc	Free Fuel Campaign With First Bank	21st July 2020	Ended August,2020
26	Dangota Cement Plc	Verve Card Promo Dangote Bag Of Goodies Promo -	15th November 2020.	Ended November, 2020

27	Multi choice Nig.	Season 2 Step-Up Season 4	20th January	To end
28	Ltd Dangote Cement Plc	Promo Dangote Classic Seasoning Cube	2020 10th November 2020.	March,2021 Ended December, 2020
29	Guinness Nigeria	Promo Guinness No Story	10th November	To end
30	Ariel View Nigeria	Reward Promo Trophy Premium	2020 6th October	January,2021 To end
31	Ltd Town Cries Limited	Lager Honorable Promo Huggies Home Promo	2020 11th September 2020	January,2021 To end January,2021

CONSUMER AND BUSINESS EDUCATION



The Commission is mandated to create public awareness about its powers and functions through seminars, workshops, studies and sensitization programs targeted at both consumers and business stakeholders.

In the year under review, the Commission organized several consumer and business education campaigns in school communities, market places, and professional institutions with the aim of increasing consumer rights awareness on the one hand and making business entities understand their responsibilities on the other.

Towards achieving this goal, the Commission facilitated the Consumer-to-Business (C2B) interactions. The objective is to ensure consumers' feedback receive priority attention of business stakeholders. In addition, the Commission encouraged the formation of voluntary consumer associations for the advocacy and wellbeing of Nigerian consumers.

The Commission also engages various platforms, including the print and electronic media, social media, publications, flyers, workshops, town hall meetings, etc. for its awareness /enlightenment programs. The highlights of the consumer sensitization and awareness activities in the year under review are as follows:

Radio Programmes:

- 1. Brekete Family Radio** - The Commission's program tagged "Consumer Issues" was aired every Monday by 11am and every Thursday by 7am on Human Rights Radio 101.1FM
- 2. Traffic Radio 107.1 FM** - The Commission also aired its Consumer Issues program every Tuesday by 10.30am on The Traffic Radio of the Federal Road Safety Commission



The CEO, Mr. Babatunde Irukera on Traffic Radio 107.1 FM, Abuja FCT.

These programs are aired real time "live" on those radio stations to provide consumers and businesses the opportunity to interact, learn and resolve consumer complaints as quickly as possible. Through these platforms, the Commission was able to reach an estimated audience of over 100 million weekly listeners across all strata of consumer groups - upper, middle and lower classes of the society.



Consumer Sensitization on Albarka Radio, Bauchi, Bauchi State.

World Consumer Rights Day 2020:



The 15th of March every year is dedicated to the celebration of World Consumer Rights Day. To this end, the Commission organized a virtual workshop to commemorate the 2020 World Consumer Rights Day (WCRD) because of the safety protocols and restrictions imposed due to the Covid-19 pandemic. The theme for the 2020 celebration was on "Sustainable Consumer."

The Commission held a one-day advocacy programme in Lagos on sustainable consumption for all relevant stakeholders. During the advocacy programme, the Commission proposed the adoption of certain Guiding Principles for Sustainable Consumption (GPSC). Key stakeholders which adopted and committed to these Guiding Principles include: the Standards Organization of Nigeria (SON), National Environmental Standards and Regulations Enforcement Agency (NESREA), Federal Ministry of Health (FMoH), Federal Ministry of the Environment (FMoE), Civil Society Organizations (CSOs), as well as the food and beverage industry represented by the Food and Beverage Recycling Alliance (FBRA).

The highlights of these Guiding Principles for Sustainable Consumption, amongst others are the following:

- Encourage consumers to purchase recyclable products to recycle for wealth creation;
- Encourage the farm-to-fork principle. The objective is to facilitate various processes in the food value chain from agricultural production to consumption;
- Promote the development and use of international standards, with respect to patterns, practices, systems and progressively improve land and oil quality;
- Promote awareness of the benefit of environmental, social and

economically sustainable consumption to preserve the environment;

- Promote transparent labeling with respect to specific sustainable claims; and deploy appropriate technology to encourage environmentally friendly products and services to avoid wastes e.g. recyclable materials, among others.

The stakeholders also resolved to establish a Task Force to develop an enforceable framework from both the self-regulatory and public regulation of these Guiding Principles. In furtherance of this resolution, on August 18, 2020, the Commission inaugurated the Sustainable Consumption Task Force (SCTF).



Development of New Educational Materials on:

- Covid-19 Preventive Measures for Consumers
- Dangers of Ripening Fruits with Chemical Products,
- Tips to Being A Sustainable Consumer

Virtual Advocacy and Sensitization Campaigns

In the year under review, due to the outbreak of COVID-19 and lock down of business activities, the Commission moved its advocacy campaigns online and engaged in virtual sensitization on various platforms, including sending educational messages to e-mail addresses of consumers and businesses, phone calls, and several online sensitization and education meetings on the mandate of the FCCPC and the key provisions of the FCCPA. A total number of 205 businesses/companies were sensitized via these virtual platforms across the nation.

Distribution of Customized FCCPC Exercise Books

Prior to the lock down, the Commission embarked on schools sensitization Program. No less than 20,150 copies of customized FCCPC exercises books were distributed to various schools in Abuja, Lagos, Kano, Awka, Minna, Port Harcourt, Bauchi and Katsina States.

Awareness/Advocacy Engagements

- **Consumer Protection Groups (CPGs)** – By the end of the year 2020, the Commission had registered over 60 Consumer Associations, CPGs and Non-Governmental Organisations (NGOs) to enhance the protection of consumers' interests across the nation. The CPGs in collaboration with the Commission carried out several sensitization activities to educate numerous consumers across the nation especially, in the rural areas, on their rights and responsibilities.



FCCPC Awareness Advocacy at the markets in Kano, Kano State.

- **Bakers Association of Nigeria** – the Commission organized a national advocacy forum with Master Bakers and Confectionaries Association of Nigeria. The Commission advocated for consumers well-being and warned against price fixing practices by bakers of bread. Representatives from all their branches were in physical and virtual attendance.



- **Flour Mills Association of Nigeria** - the Commission also organized an advocacy engagement of Flour Millers Association of Nigeria. During the meeting, the EVC expounded to them the key provisions of the FCCPA and its implications on businesses. He particularly drew attention to the new competition mandate of the Commission and enjoined members of the Association to restructure their business practices in compliance with the provisions of the FCCPA.

- **Catch Them Young in Focus:**



*Formation of the National Young Consumers Club and
enlightenment at Wisdom Group of Schools, Goodness Estate,
Arulogun Road, Ibadan, Oyo State.*



*Sensitization and formation of the National Young Consumers Club
at Osogbo High School, Osogbo in March, 2020*



*Enlightenment and formation of the National Young Consumers Club
at Rachael Kenn Academy, Ajobo Ibadan*

QUALITY ASSURANCE AND DEVELOPMENT



The Commission encourages trade, industry and professional associations to develop and enforce in their various fields quality standards designed to safeguard the interest of consumers. To this end, the Commission undertakes random quality assurance checks on products as well as factory inspection checks to ensure that consumer goods are fit for intended use and processing.

procedures are in line with approved standards.

In the year under review, the Quality Assurance and Development Department undertook a number of testing /analysis of consumer products and inspection of production facilities. The Commission also participated in the elaboration / development of some quality standards and regulations. Below are some of the highlights of the activities of the Department:

QUALITY CHECKS ON PRODUCTS:

- **Alcohol Based Hand Sanitizers:** Sixty (60) samples of alcohol-based hand sanitizers were collected from different locations within the FCT and analyzed to determine their alcohol content. Eight (8) brands of the hand sanitizers were suspected to have alcohol content below the expected minimum standard of 60%. Further confirmatory tests are ongoing.



FCCPC Task Force on quality inspection of Hand Sanitizers and other Non-Pharmaceutical products during the Covid-19 Pandemic.

- **Molped Sanitary Pad:** Laboratory analysis was carried out to check the alleged discoloration of the sanitary pad. Random samples of the product were taken from selected markets in FCT (the place of purchase by the complainant). Additional samples were also taken from Company's factory. The Commission's analysis report showed that all the sampled products were satisfactory. Finally, the premises and equipment of Hayat Kimya Factory, manufacturers of Molped Sanitary Pad, were audited for possible compliance with Good Manufacturing Practice (GMP) and the factory inspection audit returned satisfactory.
- **Alcoholic Beverages for Methanol Contamination:** A total of 75 samples of different brands of alcoholic beverages from within the FCT were analyzed to check for methanol contamination. 14 samples out of 75 were suspected to be contaminated with methanol above the permissible limit of 2ppm. The Commission has subjected the suspected samples to further confirmatory tests.
- **Custard Powder Products:** The analysis on this product was prompted by a viral video on social media showing Checkers Custard powder (vanilla flavor) brand that was prepared, refrigerated and became hardened. Samples of the product from the market and the factory's production line were taken for analysis. Three other different brands of custard powder were also sampled for comparative investigation. The brands sampled are Bird's Custard powder, Golden Pride Custard Powder and Paddy Food Custard Powder. The analysis showed the products were satisfactory.
- The Commission has called for a review of the Standards for Custard Powder to specify limits for mycotoxins, method of preparation, among others.
- **Corned Beef Products:** The investigation was as a result of complaint that a particular brand of corned beef had been repackaged with two different labels. Samples of affected brand of corned beef were purchased from the market to investigate and ascertain the complainant's claim. They were

found to have only one label and not repackaged. However, two brands of the product were found; one from Brazil and the other from France. Originator of the complaint have been sent a mail to obtain the complaint sample, no response was received.

- **Super Spray Insecticide and Super Air Freshener:** Labeling checks were carried out on Super Spray Insecticide and Super Air Freshener to check compliance to labeling requirement. The product failed labeling requirements. The Commission has ordered the manufacturer to implement corrective measures.
- **Liquid Herbal Mixture allegedly labeled "COVID-19 Vaccine" circulating on Social Media:** The Commission investigated an alleged COVID-19 vaccine claim by a manufacturer who later confirmed to the Commission that the products were "control samples" and not for sale to consumers. The Commission is in contact with the Research Institutes on the veracity of his claims.
- **Vitamin-C Tablet:** The Commission analyzed Ascobitone100mg Vitamin C tablet for measure verification. The result showed that the product did not conform with declared measures. The company has been directed to ensure compliance with declared measures.
- **Olympic Instant Filled Milk Powder:** Solubility test was carried out to confirm a complainant's allegation that the product does not dissolve in both hot and cold water. The product was found to be dissolvable in water, contrary to the complainant's claim. Then Commission however discovered that there were variations in the formulation of 2 different batches evaluated. The company has been directed to provide evidence of NAFDAC's approval for the change in formulation.

QUALITY INSPECTIONS



- Friesland Campina WAMCO – The Commission directed the company to ensure legible markings of their sachet products to make the labels readable for consumers, pursuant to a quality check investigation conducted by the Commission. The affected sachet products were Peak Full Cream Instant Milk powder (16g), Peak Filled Instant Milk Powder (12g), Three Crowns Instant Filled Milk Powder (12g), and Peak 3in1 Chocolate Milk Powder (20g).



Routine Factory Inspection in Osogbo, Osun State

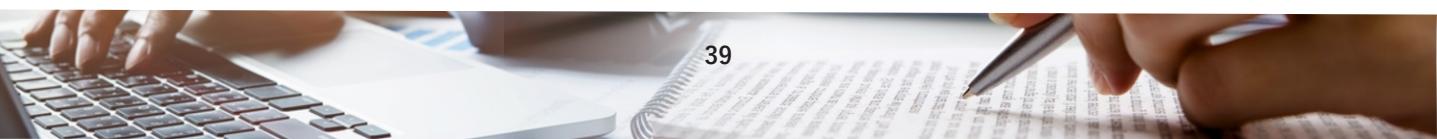
- Following the Commission's Key Business Partners (KBPs) monitoring exercise in Abuja, Port Harcourt and Kano, the monitoring exercise showed the company had implemented the Commission's directives and are now using a newly developed interject ink which is better than the initial laser technology used for the markings.



- Supermarkets - The Commission carried out a number of quality inspections on some identified supermarkets across the six (6) Area Councils of FCT. The Commission discovered that most supermarkets displayed products without proper labeling on them; while some other products had incomplete labelling information. The Commission took an inventory of the contact information of their suppliers and manufacturers for further investigation. The supermarket operators were sensitized on the need to display and sell only adequately labeled goods in order to ensure traceability.



- Informal Market Inspections - the Commission routinely carried out Good Hygiene Practices (GHP) inspections on exposed food items within the FCT markets. The sellers were sensitized on safe hygiene and Good Storage Practices (GSP).





COLLABORATION WITH OTHER AGENCIES



a. Standards Organization of Nigeria (SON)

The Commission is a core member of the Technical Committees constituted by the Standards Organization of Nigeria on setting various Nigerian Industrial Standards and Codes of Practice for consumer goods and services. In the year under review, the Commission participated in the codification of standards for the following products:

- i. Animal Feed and Feeding Stuff.
- ii. Meat and Meat products, Poultry and Eggs
- iii. Root, Tubers, Tree crops and related products.
- iv. Milk and Milk products
- v. Water, Alcohol and Non-Alcoholic beverages
- vi. Herbs, Spices, Seasoning, Tea and Flavoring (Moringa Tea, Fenugreek powder, Negro spice), etc.
- vii. Fish Feed Value Chain
- viii. Gas Cylinders
- ix. Steel Drums and Wire Ropes
- x. Barrier Masks.
- xi. Virtual 3rd Quarter National Codex Committee (NCC) meeting for discussions on agenda for Codex Meetings



Alhaji Ahmad Garba, FCCPC Zonal Coordinator, South-West (right) on Collaboration Visit to Standards Organisation of Nigeria (SON), Osun State Office in March, 2020

b. Federal Ministry of Agriculture and Rural Development (FMARD)

The Commission participated at the Workshop on the Operationalization of the National Fertilizer Quality Control (NFQC) Act and Regulation. The objective was to intimate stakeholders in the fertilizer industry on the Fertilizer Quality Control Act as well as the modalities for effective operationalization of the Act and Regulation in order to ensure the realization of the regulatory system objectives.

c. Federal Ministry of Health (FMoH)

- i. The Commission participated at the Validation Workshop on Food safety training manuals to build an effective food system in a bid to improve and maintain appropriate food safety practices in line with International Best Practices.
- ii. The Commission is a member of the National Tobacco Control Committee (NATOCC) and participated in the 2nd NATOCC meeting. NATOCC's mandate is to advice and make recommendations to the Minister of Health on the development and implementation of the tobacco control policies, strategies, plans, programmes and projects.

d. Federal Ministry of Industry, Trade & Investment

Workshop on mapping and analysis of existing Rules and Regulations that affect Trade in the Nigerian Competitiveness Project (NICOP) with the following selected value chain; Tomato, chilli, ginger, leather and garments.

e. Institute of Quality Assurance of Nigeria (IQAN)

The Commission organized a Quality Inclusiveness Capacity Development Training for Staff of the Commission in collaboration with IQAN. The purpose was intended to build the capacity of staff as it relates to quality, as well as to gain understanding of quality

best practices.

f. Centre for Study of the Economies of Africa (CSEA)

The Commission also participated at a workshop on Illicit Tobacco Trade in Nigeria, and discussed the impact of Tax charges on illicit tobacco trade as well as proposed cost effective measures towards curbing illicit trade of tobacco in Nigeria

g. Global Alliance for Improved Nutrition (GAIN)

Review of Joint Regulatory Framework documents. The stakeholders held Core Group virtual meetings on strengthening of food fortification in Nigeria.

h. Hellen Keller International (HKI):

Development of a National Framework for the use of bouillon (food seasoning) as one of the voluntary food fortification vehicles in Nigeria. The theme was an assessment of perception and practice on purchase, use and consumption of bouillon by Nigerians

i. National Fortification Alliance (NFA)

Discussed effective collaboration among core stakeholders towards a successful food fortification programme; identify challenges encountered in the production process and monitoring of food fortification; as well as to map out strategies for a more effective food fortification in Nigeria.

j. Barns Connect (an NGO):

The Commission participated at a Dialogue Series organized by Barns Connect, on driving sustainable Agriculture in Nigeria and implementing Food Safety and Food Labeling Laws in Nigeria. The Commission presented a paper on Right to Choose; Food Production, food Safety, Food Choice and Food Labeling.

MERGERS AND ACQUISITIONS

The Mergers and Acquisitions Unit was created in the Commission pursuant to Section 17(k) and Part XII of the FCCPA. The Commission, amongst other functions is required to review and analyze all mergers and other business combinations or arrangements within its Threshold Notification Regulation to ensure that such mergers do not substantially lessen, prevent or distort competition or impede the efficiency of the markets in Nigeria.

MERGER REVIEW FRAMEWORK

On the 23rd November 2020, the Commission published its Merger Review Regulations with ancillary instruments on. The Merger Review Regulations which were published in the Federal Gazette established a framework for the application of rules that will govern the notification and review of mergers under Part XII of the Act. The following ancillary instruments were also released by the Commission along with its Merger Review Regulations, ditto,

- The Merger Review Guidelines 2020 that provide an analytical framework for the procedural and substantive review of notified mergers;
- Notice of Merger Form (Form 1) with Guidance Notes that explain the filing requirements to attain a satisfactory notification;
- Notice of Merger Form for the Simplified Procedure (Form 2);
- Negative Clearance Form that provides for the means to apply for clearance for transactions that parties are uncertain about the applicability of the full review jurisdiction of the Commission;
- Guidance Notes to mitigate gun jumping and measures to uphold standstill obligations;

- Notice in respect of Indicative Timeframes for Merger Notification and Review Process;
- Templates for Waiver of Confidentiality and eliciting contact information; and
- Model Power of Attorney.

MERGER REVIEW FEE SCHEDULE

The fee schedule for the review of merger notifications by the Commission is contained in Schedule 1 of the Merger Review Regulations, 2020 as follows:

Serial No.	Threshold (based on Combines turnover of merging parties)	Fees (Consideration of transaction)	Fees (last annual turnover)
1.	First N500 Million	0.3%	0.3%
2.	Next N500 Million	0.225%	0.225%
3.	Any Sum therefore	0.15%	0.75%

1. The applicable fees for the merger notifications, where applicable, shall be a sum of either-
 - (I) The percentages of the consideration sum payable for the transaction as specified in the Fee Table above; or
 - (ii) The percentages of the last annual turnover as specified in the Fee Table above,
 Whichever is higher.
2. All merger applications shall be subject to the payment of an application fee in the sum of N50,000 per undertaking.
3. The applicable fee the expedited procedure service is N10,000,000 (ten million Naira).

4. The applicable fee for the negative clearance procedure is N2,500,000 (two million five hundred thousand Naira).

MERGER NOTIFICATIONS IN 2020

In line with the Federal Government policy on ease of doing business, the following merger notifications were received and reviewed expeditiously by the Commission.

Table 5: Merger Notifications in 2020

Date	Received Subject Matter and Parties	Recommendation
03/01/2020	93.74% Acquisition of Mainstreet Bank Securities Limited by Apel Asset Limited	Approved 10/2/2020
24/01/2020	Proposed Scheme of External Restructuring Between Dangote Sugar Refinery Plc and Savannah Sugar Company Limited	Approved 5/3/2020
24/01/2020	Application for No-Objection Approval of Proposed Scheme of Arrangement.	Approved 14/2/2020 Concluded
29/01/2020	Federal Palace Hotel Pool Club "Illegal" Terms & Condition	14/2/2020
14/02/2020	Notification of Proposed Restructuring of Tplcap Group of Companies	Approved 5/3/2020
26/02/2020	Acquisition of The Share Capital of CWC Energy Holdings Limited by OMG Events International Limited	Approved 11/3/2020
04/03/2020	Proposed Acquisition of The Upstream Energy Business of Ecolab Inc By Aergy Corporation.	Approved 9/3/2020
26/02/2020	Lifesign Healthcare Limited Application for Formal Approval for Merger Notification	Approved 16/3/2020
28/02/2020	Bain Capital Investors, Llc/ The Companies Comprising the Kantar Group	Approved 20/3/2020
03/03/2020	Proposed Acquisition of Assets and	Approved 13/3/2020

	Liabilities of The Incorporated Trustees of The Association for Social Improvement and Economic Advancements by Asha Microfinance Bank Ltd	
05/03/2020	Application for Approval of The Acquisition of The Parent Company of Tellimer Capital Limited	Approved 22/5/2020
13/03/2020	Acquisition of Up To 48.8 Of the Issued Share Capital of Polyfilm Packaging Nigeria Limited by The Fund for Agricultural Finance in Nigeria	Approved 21/8/2020
11/05/2020	Notification of Proposed Divestment Of Interest in FBN Insurance Limited by FBN Holdings Plc.	Approved 22/5/2020
12/05/2020	Notification of Potential Acquisition - Extenuating Circumstantial Notification: Possibility or Imminent Failure of The Business of a Merging Party	Conditional Approval 2/7/2020
22/05/2020	Formal Filing for The No Objection to The Proposed Acquisition of Law Union and Rock Insurance Plc by Kanuri Lur Limited	Approved 14/9/2020
29/05/2020	Netis Holding Limited/Acme Tele power Private Limited	Approved 5/6/2020
29/05/2020	FCCPC Approval for Acquisition Notification of Leventis Foods Limited by Dalphon Holdings Limited	Noted 5/6/2020
01/06/2020	Notification of Proposed Restructuring of The Vtti Group of Companies	Approved 1/7/2020
05/06/2020	Proposed Takeover Bid by Cutix Plc to All the Shareholders of Adswitch Plc	Approved 15/6/2020
09/06/2020	Proposed Acquisition of The Entire Share Capital of Sb Wings Development Limited	Approved 5/7/2020

	by Giap Western Portfolio Limited	
12/06/2020	Arca Payments Company Limited - Merger Notification to the FCCPC	Approved 1/7/2020
17/06/2020	Scheme of Arrangement Between Pz Wilmar Ltd and The Holders of Its Fully Paid Ordinary Shares	Approved 22/7/2020
01/07/2020	Proposed Acquisition of Axa Mansard Pensions by Eustacia Limited	Approved 29/7/2020
09/07/2020	Proposed Scheme of External Restructuring Between Dangote Agro Sacks Limited and Obajana Agro Sacks Limited	Approved 9/11/2020
14/07/2020	100% Acquisition of Clearline International Limited by Greenlife Pharmaceuticals Limited	Approved 26/8/2020
27/07/2020	Cummins Power Generation (Nigeria) Limited Internal Group Restructuring	Approved 27/7/2020
23/07/2020	Proposed Restructuring of The Mouka Ltd, Belimi Ltd & Golden Star Industries	Approved 16/11/2020
12/08/2020	Foreign-To-Foreign Merger Resulting from The Proposed Acquisition of The Entire Share Capital of Luno Pte Limited by Digital Currency Group Inc	Approved 26/8/2020
18/08/2020	Aon Plc and Willis Towers Watson Public Limited Company Merger	Approved 14/9/2020
01/09/2020	Application for Approval of The FCCPC In Relation to The Acquisition of A 51% Stake in UACN Property Development Company Plc by Custodian Investment Limited	Approved 23/10/2020
17/09/2020	Proposed Acquisition of Aiico Pension Managers Limited	Approved 21/10/2020
18/09/2020	Notification of The Acquisition of An Equity Stake in Daystar Power Group - Violation	Approved 1/12/2020

29/09/2020	Proposed Acquisition Of 16.85% Of the Issued Share Capital of I - Fitness Centre Limited by Cardinalstone Capital Advisers Growth Fund L.P. And Cardinalstone Capital	Approved 20/11/2020
29/09/2020	A Proposed Acquisition by Globelq Nigeria Limited Of 74% Stake in CPGNL UK Limited	Approved 26/11/2020
30/09/2020	Proposed Acquisition Of 79.31% Equity Shareholding of Pan Nigeria Limited by Nesbitt Investment Nigeria Limited	Approval 13/10/2020
08/10/2020	Acquisition of An Indirect Controlling Equity Interest in One Pay Limited by Way of An Acquisition of The Entire Issued Share Capital Of 3g Direct Pay Holdings Limited by Network International Holdings	Approved 22/10/2020
14/10/2020	Proposed Acquisition of Assets and Liabilities of Nerine Properties Limited by Professional Support Property Development Limited	Approved 12/11/2020
20/10/2020	Foreign to Foreign (Pay stack)	Approved 4/11/2020
22/10/2020	Extenuating Circumstantial Notification in Relation to A Foreign-To-Foreign Merger Resulting from The Proposed Acquisition by Fleming Capital Securities, Inc Of G4s Plc	Approved 25/11/2020
26/10/2020	Proposed Acquisition Cap and Portland Paints and Products	Approved 23/11/2020
06/11/2020	Notification of The Proposed Merger Between Indorama Ventures Packaging (Nigeria) Limited and Bevpak (Nigeria) Limited	Approved 26/11/2020
13/11/2020	Application for Clearance of The Proposed Scheme of External Restructuring Between Olam Nigeria Limited ("Olam Nigeria") And	Approved 21/12/2020

	Agro And Technical Processing Co. Limited ("ATP Co.")	
02/12/2020	Acquisition Of 50% Shareholding of Sig Combibloc Obeikan Fzco By Sig Combibloc Group Ag	Approved 2/2/2021
16/12/2020	Acquisition by CcpliiAiv V, L.P. And Centerbridge Capital Partners Sbslii, L.P. Of an Indirect Equity Interest in Speedcast Nigeria Limited Through the Acquisition of the Entire Share Capital of Speedcast International Limited	Approved 12/1/2021
18/12/2020	Acquisition of Consolidated Discount Limited by Psl Capital Limited	Approved
21/12/2020	Application for Approval of The Acquisition of G4s Plc by Allied Universal	Approved 22/1/2021
30/12/2020	Proposed Acquisition of An Equity Interest in SKLD Integrated Services Ltd. By Alitheialdf Fund Lp	Approved 18/1/2021

LEGAL AND PROSECUTION ACTIVITIES



LEGAL SERVICES

REGULATIONS

In the year under review, pursuant to Section 163, FCCPA 2018, the FCCPC continued with the process of promulgation of some Regulations, Forms and Guidelines and was able to conclude and gazetted the following:

- The Merger Review Regulations, 2020.
- Notice of Merger Form 1 with Guidance Notes
- Notice of Merger form for the Simplified Procedure (Form 2)
- Negative Clearance Form to provide clearance for Transactions that parties are uncertain about Notification.
- Guidance Notes to mitigate Gun jumping and measures to uphold standstill obligations.
- Notice in respect of indicative Timeframes for Merger Notification and Review process.
- Templates for waiver of confidentiality and eliciting contact information
- Model Power of Attorney.
- A regulation for the charging of Fees, Administrative Penalties, Charges or Levies is in process.

MEMORANDUM OF UNDERSTANDING

Pursuant to Section 105 of the FCCPA, the Commission negotiated and concluded a Memorandum of Understanding with Wamco Friesland Nig Ltd. The MoU defined the working relationship between the parties. (pics)

Others potential MoUs with NCC, CBN, NSE, NBMA, and Nig. Shippers Council are at final stages of execution.

A number of procurement contracts were executed on behalf of the Commission, in line with the Procurement Act.

INTERFACE WITH THE NATIONAL ASSEMBLY

The Commission presented position papers to the National Assembly at several Public Hearings on commerce, telecommunications and other sectors of the economy with regards to issues bordering on competition and consumer protection. Furthermore, the Commission created a National Assembly Liaison Unit to ensure an effective monitoring of matters and Bills that may affect the Commission such as;

1. The Petroleum Industry Bill,
2. The Local Content Bill
3. The Civil Aviation Bill and
4. The Banks and other Financial Institutions Act Amendment Bill

ISSUANCE OF ADVISORIES, NOTICES, SUMMONS, AND ORDERS OF THE COMMISSION

The Legal Services Department issues all advisories, notices of investigations, summons and orders of the Commission upon request from any of the Operations Departments of the Commission. In the year under review, over 30 Summons and 20 Orders of the Commission were issued by the Department in furtherance of the Commission's mandate.

INVESTIGATIONS

The Commission investigates cases arising from petitions and intelligence it receives. The investigation is conducted with technical support from within and outside the Commission. Upon conclusion of investigation, the case files are forwarded to the Legal Services Department for legal advice and prosecution.

In the year under review, the legal department conducted the following investigations into possible violations of consumer/patient's rights pursuant to the Commissions' Patients' Bill of Rights:

- FCCPC V. R. Jolad Hospitals – on the refusal to provide emergency care to Late Miss Moradeun Balogun who was a victim of gunshot wound at Gbagada, Lagos state. Investigations are still ongoing
- Patience Johnson V. Dema Contour – on the negligent handling of Ms Patient Johnson who had a Liposuction surgery which resulted in complications occasioned by unprofessional medical procedures. Investigations are still ongoing
- FCCPC V. Med Contour (Dr. Anuoluwapo Olufunmilayo) – on a failed cosmetic surgery operation. Investigations are still pending. However, the Respondent's has been suspended indefinitely by the Nigerian Medical and Dental Disciplinary Committee on grounds of medical misconduct, pursuant to the Commission's investigation.
- Mrs. Nwanne V. Angelic Care Hospital - A case of drug reaction on an 8-year-old girl which led to the death of the patient. Investigation is still ongoing.
- Oluchi Kalu V. Lekki Hill hospital - Patient went for a Liposuction surgery which resulted in a lot of complications. The Doctor denied that the complications were as a result of the surgery and equally denied liability. Investigation is on going

PROSECUTIONS



The CEO, Babatunde Irukera Esq (Standing Center) leads a team of Legal Counsels representing the Commission in Court.

The Commission commenced criminal trial in the following cases for abuse of several consumer rights particularly price gouging of antiseptic products e.g hand sanitizers, soaps, antiseptic etc

1. FHC/ABJ/CR/100/2020: FRN Vs PRINCE EBEANO SUPERMARKET LTD.& 2 ORS.
2. FHC/ABJ/CR/101/2020: FRN Vs H. MEDIX PHARMACY LTD & ANOR.
3. FHC/ABJ/CR/102/2020: FRN Vs FAXX STORES & TRADING & ANOR.
4. FHC/ABJ/CR/103/2020: FRN Vs BAKAN GIZO PHARMACY & STORES NIG. LTD & 2 ORS.

Disobedience to Summons and Orders of the Commission

- DR. ADEPOJU ANUOLOWAYO OLUFUNMILAYO Vs FCCPC & ANOR. FHC/L/540/2020

The following Civil Suit was instituted against the Commission for the enforcement of fundamental human right.

- DR. ADEPOJU ANUOLOWAYO OLUFUNMILAYO Vs FCCPC & ANOR. FHC/L/540/2020.

PUBLIC RELATIONS



MEDIA RELATIONS

The Commission undertakes a variety of activities to promote and protect its image, build goodwill with stakeholders and implement programmes of action which serve both the organisation and public interests.

During the period under review, the Commission granted numerous media interviews and coverage to provide the widest practicable dissemination of information about its mandate and activities. The Commission also issued and disseminated releases, including:

- (a) Price Gouging, Unreasonable and Arbitrary Increases in Prices of Protective and Hygiene Products on Account of COVID-19 (Coronavirus) Concerns - 28th February, 2020
- (b) Jumia Delists 390 Products on Account of FCCPC Warning over Hike in Prices of Protective & Hygiene Products, assures Commission of Cooperation - 9th March, 2020
- (c) Possible Violation of Patient/Consumer Rights Under Federal Competition & Consumer Protection Act, National Health Act and Extant Laws in Providing Emergency Medical Attention/Urgent Care - 11th March, 2020
- (d) FCCPC Inaugurates Sustainable Consumption Task Force - 19th March, 2020

- (e) Price Gouging, Unreasonable and Arbitrary Increases in Prices of Hygiene Products and Certain Medications, Panic-Buying on Account of Coronavirus (Covid-19) Concerns - 24th March, 2020
- (f) Investigation of Failed Elective Cosmetic Surgical Procedures by Dr. Anu and Associates/Employees/ Operatives of Med-Contour - 14th April, 2020
- (g) FCCPC Operational Priorities and Measures on Consumer Protection During COVID-19 Pandemic - 22nd April 22, 2020
- (h) UNCTAD Hails Nigeria on Consumer Protection During Pandemic - 14th May, 2020
- (i) FCCPC Investigates Pharmacies Over Price Gouging - 4th August, 2020
- (j) FCCPC Seals Apples and Pears Business Location for Expired/Expiring Inventories and Unsafe Food/Product Handling - 13th August, 2020
- (k) Unfair Employment Practices by Inner Steel Company - 14th August, 2020
- (l) COVID-19 Response: FCCPC Receives FG Award - 19th August, 2020
- (m) RE: Extra Mile Awards - 19th August, 2020
- (n) FCCPC Opens Active Investigation Into Competition and Possible Consumer Rights Violations in Pay TV Industries - 1st September, 2020:
- (o) FCCPC Signs Updated Memorandum of Understanding with EFCC and United States Federal Trade Commission (FTC) - 29th October, 2020
- (p) Allegation of Gender Based Discrimination against Harzoyka Restaurant - 9th November, 2020

- (q) Update: Medical and Dental Council takes Interim Disciplinary Action against Dr. Anu Adepoju (Med-Contour) - 23rd November, 2020
- (r) FCCPC Issues Merger Review Regulations 2020 and Ancillary Instruments - 29th November, 2020

SOCIAL MEDIA DESK

A Consumer Relations Desk was created which facilitated the timely resolution of many consumer complaints via the social media platforms.

Cognisant of the Commission's brand promotion needs, conscious efforts were made to generate awareness about a Corporate Identity Guide document.

The Commission's social media accounts successfully engaged the target audience regularly to deepen its reach and followership on Twitter, Facebook and Instagram.

INTERNAL AUDIT

The Commission critically reviewed its internal control mechanisms with a view to addressing areas of high risk, examination of financial records and verifying their accuracy as well as verification of all financial dealings with third parties to ensure value for money. Thus, this enabled staff compliance with extant rules and regulations, and strict adherence to government policies and circulars.

Furthermore, some other key activities during the period under review include the following:

- Conducted value for money audit.
- Carried out periodic checks on assets forfeited so as to ascertain existence of the assets, their conditions, rents payable and management.
- Conducted compliance test on the commission's operational system

With emphasis on integrity, efficiency and probity.

- Carried out routine checks at commission's various offices to ensure Compliance with management directives, extant circulars and financial regulations in maintenance of books of account, uniformity of operations and procedures for transparency and accountability in all transactions.
- Conducted payment and post payment audits, carried out checks on Supplied goods to ensure conformity with specifications and proper Management of the commission's assets.
- Conducted both periodical and random physical inspection and checks of Stock and records.
- Presented internal audit's report to the EC and management.
- Designed and introduced the use of fixed asset receipts, for all assets coming to the stores, and ensure all items purchased are taken to stores before issuance for usage.
- Conducted audit of Guns and ammunitions in the armoury.
- Conducted checks on exhibits in Abuja and zonal offices.
- Conducted staff verification audit.

PROCUREMENT UNIT

The Procurement unit is responsible for acquisition of goods, works and services for the Commission. This function is carried out in strict adherence to the Public Procurement Act, 2007. In this regard, the Commission accomplished some of the following, namely:

- Prepare, publish and distribute procurement and disposal opportunities including invitations to tender, pre-qualification documents and invitations for expressions of interest;
- Co-ordinate the receiving and opening of tender documents;

- Co-ordinate the evaluation of tenders, quotations and proposals;
- Implement the decisions of the procurement, tender and disposal committees, including coordinating all activities of these committees;
- Monitor contract management by user departments to ensure implementation of contracts in accordance with the terms and conditions of the contracts;
- Co-ordinate internal monitoring and evaluation of the supply chain function;
- Act as a secretariat to the tender, procurement and disposal committees;

Furthermore, the Commission, following due process, completed the under-listed capital projects in 2020.

Details of Contract	Procurement Category	Status of Project
Purchase of library books and equipment	Supply of Goods	Completed
Customized enterprise solution for Federal Competition and Consumer Protection Commission(FCCPC) information Management	Consultancy	Completed
Development of Multiple Competition and Consumer Regulations	Consultancy	Completed

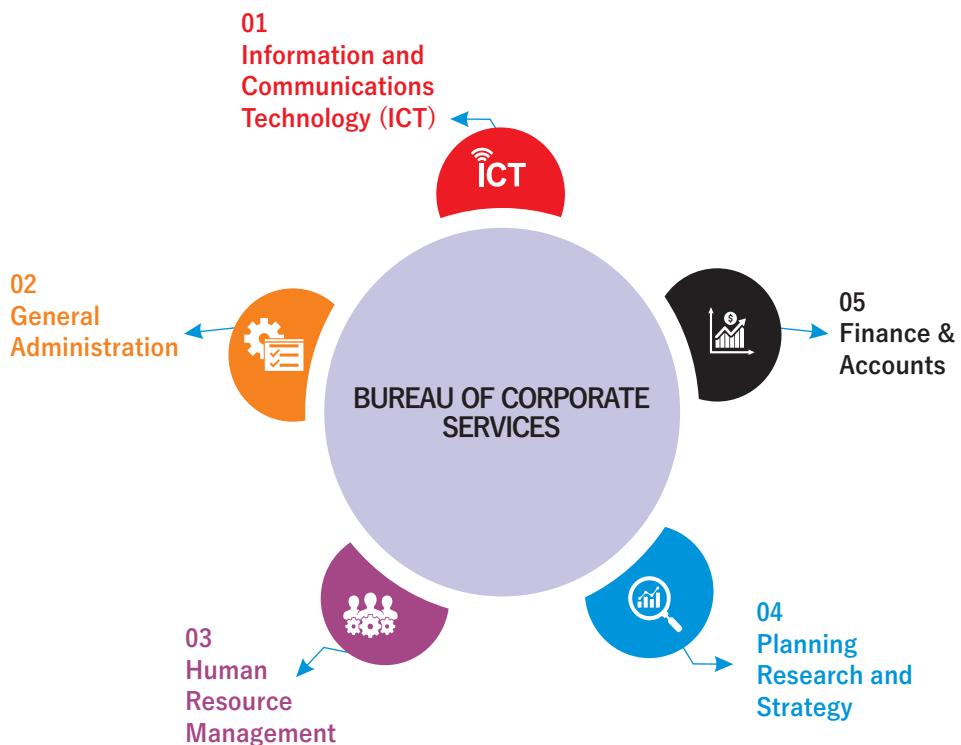
THE BUREAU OF CORPORATE SERVICES



INTRODUCTION

The Bureau of Corporate Services is the coordinating center towards ensuring the provision of high level systems for optimal organisation-wide functions of the Commission. The bureau delivers efficient business support services, based on specialized knowledge, technology and best practices to serve internal customers in actualising their departmental objectives.

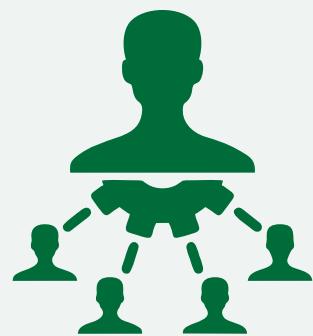
In general, the bureau is primarily responsible for the Commission's business and service functions with a focus on consistency, quality, and compliance with firm policies and procedures.



The Bureau currently has the following functional substantive departments:

1. General Administration
2. Finance and Accounts
3. Planning, Research and Strategy

GENERAL ADMINISTRATION ACTIVITIES



To achieve its mandate and responsibilities, the Commission harnessed both human and material resources in providing high-level administrative support in various aspects of its operations.

There are two Divisions and one Unit under the Administration Department namely:

- i. General Administrative Division
- ii. Human Resources Division
- iii. Information and Communications Technology (ICT) Unit

Some of the core activities of the General Administrative Division during the period under review include the following:

- Management and development of the Commission's registry by adopting technology to enhance automated record-keeping of both staff and Commission's policy files in the near future.
- In order to reduce business risks associated with physical security on the job, property matters, and other risk areas associated with smooth

business operations, the Commission perfected the renewal of relevant insurance policies.

- The Commission deployed necessary administrative initiatives towards ensuring that employees conform to the policies and procedures from an operations and service perspective, including labor and wage laws, Public Service Rules (PSR), Financial Regulations and other extant circulars of the Federal Government.
- Asset Management – The Commission carried out periodic audit and inspection of its assets and equipment to ensure they retain reasonable value and are in good working condition to support core areas of need.
- Facilities Management services ranging from furniture, air conditioners, cleaning, comprehensive security and fire protection equipment, amongst others, were maintained even as servicing of the Commission's generators, operational vehicles as well as payment of utility bills (AEDC, Water Board, AEPA, etc), were promptly settled nationwide.
- Office Accommodation: In the year under review, the Commission proactively secured another office facility in the high-brow Asokoro area of Abuja, FCT to serve as its new Headquarters when fully renovated. In addition, a new befitting property was also contracted for the Lagos Office, thus relocating from the densely congested Ilupeju Avenue to Ikeja GRA, Lagos.

Highlights of key accomplishments in the Human Resources Division were:

- Training Programmes – Building staff capacity for optimal productivity is one of the cardinal policies the Commission prioritises through the provision of adequate training programmes, workshops and seminars. In 2020, a virtual management refresher course was carried out on the theme – Leadership, Acculturation and Governance in Public Sector by

Grids Associates. Also, ten (10) members of staff were selected to attend the 8th edition of the Institute of Chartered Secretaries and Administrators of Nigeria (ICSAN) Breakfast Session in Abuja on the theme: Managing Governance and Compliance – Post Acquisition on 30th January 2020.

- Nominal Roll Update: 241 staff were updated with a director retiring and documented in line with the relevant sections of the Public Service Rules (PSR). In addition, statutory submissions were made to relevant stakeholders including Office of the Accountant General of the Federation (OAGF), Office of Head of Civil Service of the Federation (OHCSF), and Federal Character Commission (FCC) as at when due.
- Senior and Junior Staff Promotion Exercises: 1 Officer was converted and 32 staff members (1 Junior and 31 Senior) that passed at the competitive promotion examinations were promoted.
- IPPIS Update: The Commission ensured prompt documentation of the promoted staff with the Office of the Accountant General of the Federation (OAGF) for processing of 2019/2020 promotion arrears.
- Liaison with the National Health Insurance Scheme (NHIS): The Commission liaised with the office of the National Health Insurance Scheme (NHIS) and facilitated the migration of over 50% of enrolled staff to enhance their access to better healthcare services, in addition to the resolution of cases that emerged within the period under review;
- Pension Matters: Besides processing pension payment for retired directors and families of some deceased staff, the Commission ensured the enrolment and participation of 2 new retiring directors at a 2020 Retirement Training Programme at the OHCSF. The Commission also ensured prompt response to issues relating to staff pension scheme such as non-remittance of staff contributions, clarification by Pension Fund Administrators (PFAs) amongst others;
- National Housing Funds (NHF) Contributions: The Commission ensured

timely processing and payment of accrued NHF contributions to retiring or disengaged staff at the point of exit from service. Additionally, 20 staff of the Commission benefited from the NHF Renovation Loan while more than 50 additional applications are currently receiving attention.

Highlights of key accomplishments of the Information and Communications Technology (ICT) Unit

The Commission prides itself as leveraging on ICT and system development to drive its operations. Thus, the following were uniquely accomplished during the year under review.

- **Development of a Customized Solution for Mergers and Acquisition in Nigeria**

The Commission designed and will soon commence the use of an enterprise solution to handle all Mergers and Acquisitions review processes in Nigeria.

The solution comprises of two aspects, namely:

- 1) The Website Module. This is available to the public to enable them submit a merger notification. This public facing side (website) is where users submit applications including uploading supporting documents, make pre-notification consultation enquiries, use the fee calculator to calculate how much to pay for their transaction, manage ongoing applications, and browse the Frequently Asked Questions (FAQ) section.
- 2) The Case Management Portal. This is the in-house side of the application which is available strictly to authorized users. The in-house side of the portal is accessible only to the Commission. When an application is submitted on the website, the applicant is sent an acknowledgement email and the case becomes available to the supervisor who assigns it to a team member to review the Merger request.

- On-boarding of more companies to the Automated Complaint Management System (ACMS)

More Discos in the Electricity Sector were on-boarded under the Industry Plug-in of the ACMS. This will offer them opportunity to receive, assign, investigate, track, resolve and conclude consumer complaints in a timely and effective manner.

The following Discos have all been on-boarded, namely:

- I. Yola Electricity Distribution Company Plc (YEDC)
- II. Port Harcourt Electricity Distribution Plc (PHEDC)
- III. Kano Electricity Distribution Plc (KEDC)
- IV. Kaduna Electricity Distribution Plc (KNEDC)
- V. Jos Electricity Distribution Plc (JEDC)
- VI. Enugu Electricity Distribution Plc (EEDC)
- VII. Benin Electricity Distribution Plc (BEDC)

FINANCE & ACCOUNTS



The corporate finance and accounting records of the Commission are properly managed while sourcing for and judicial application of funds in line with extant laws and regulations were strictly adhered.

To ensure the provision of meaningful, accurate and timely management accounting during the year under review involved some of the following key accomplishments:

- i. Establishment of sub-accounts with the Central Bank of Nigeria for new Zonal Offices.
- ii. Prepared and promptly submitted the Annual Financial Statement and Management Reports.
- iii. Prepared the Commission's Annual Budget Proposal..
- iv. Prepared the quarterly and annual budget performance report for Management and the National Assembly.
- v. Prepared and defended the Commission's Annual Budget estimates before the National Assembly and Budget Office of the Federation.
- vi. Effective control and management of the Commission's income and expenditure through budgetary control, cash flow and cash position statement.
- vii. Prompt review and response to audit observations arising from inspection and audit of Commission's books of accounts.
- viii. Kept proper books of accounts in line with the provision of extant laws and regulations.
- ix. Prepared and maintained a comprehensive Asset Register for the Commission.
- x. Maintained an internal control system to safeguard the Assets of the Commission and ensure accuracy, validity and reliability of our financial records.
- xi. Processed foreign transactions for the Commission (Forex)
- xii. Regular liaising with the CBN, Office of the Auditor General of the Federation and the Federal Inland Revenue Service (FIRS).

PLANNING, RESEARCH AND STRATEGY



Highlights of Accomplishments

The Commission deployed a number of strategies to ensure optimal delivery of services to the consumer and the business eco-system. These include the creation, drafting and implementation of comprehensive policy plans in a methodical, integrated and coordinated way as well as an effective Monitoring and Evaluation (M&E) matrix to ensure the Commission's deliverable projects were achieved. Through rigorous data collection, reporting and documentation, an effective pathway for a seamless implementation of the Commission's agenda was facilitated.

Below are some specific highlights of achievements in the year under review:

- **Compliance With The Executive Order 001 (E01)**

The Commission continued to comply with the requirements of the Presidential Executive Order in a timely and orderly manner. The Commission's Compliance Monitoring Reports is being sent monthly to the Presidential Enabling Business Environment Council (PEBEC). Through these reports, the Commission has been continuously identified as one of the frontline Ministry, Department and Agencies (MDAs) whose culture of innovative measures, transparency and efficiency in public service delivery earns it the reputation of champion in providing the enabling environment for ease of doing business in Nigeria.

- **Promotion of FGN Policies**

Amongst the core mandates of the Commission is to provide critical advisory roles to the Federal Government of Nigeria (FGN) towards

shaping its economic policies. This is because the Commission is an agency which vast majority of the citizens relate with on a daily basis.

Thus, in the course of the year, the Commission made the following representations and inputs into policy instruments anchored by some MDAs of the FGN:

- Report on and coordinated implementation of actionable decisions from the Federal Ministry of Industry, Trade and Investment (FMiTi)'s periodic ministerial meetings.
- Championed completion of the Ethics and Compliance Scorecard and Anti-Corruption and Transparency Unit (ACTU) Effectiveness Index, 2020 as deployed by ICPC.
- Development and effective management of the data bank, production of policy reports and Key Performance Indicators (KPIs) accelerated attainment of the Commission's 2020 work plan and the 2021 budget estimates required by FMiTi.
- Coordinated the Commission's Corona-Virus (COVID-19) Teams Weekly Reports nationwide as well as the Post-Covid-19 Response Vision Plans submitted to the FMiTi.
- Prepared the Quarterly Briefs on recent Achievements, Ongoing Activities and Immediate Future Actions/ Priority Areas of the FCCPC, delivered to the meetings of the Honourable Ministers with the Permanent Secretary, Directors and Heads of Parastatals /Agencies under the Ministry of Industry, Trade and Investment (FMiTi).
- Facilitated submission of the Sectoral Approved Policy Documents as well as the Sectoral Strategy Documents and Roadmaps of the Commission, 2017-2020 to the Office of the Director, Macroeconomic Analysis of the FMiTi. The purpose is to serve as veritable documents

for the preparation of the Medium-Term National Development Plan (MTNDP) 2021-2025, 2026-2030 and Nigeria Agenda 2050. Upon request, the Commission nominated two members in the directorate cadre as representatives to serve on the Technical Working Groups (TWGs) for the preparation of these plans.

- Perfected an Updated Report of FCCPC on the Performance of Ministerial Mandate presented to the parent ministry, FMiTi.
- Inputs from the Commission on the FMITI's report on Ease of Doing Business to the Federal House of Representatives Committee for Commerce on Oversight Activities.
- Interactive Session with Representatives of Office of the Head of Civil Service of the Federation (OHCSF) on the Amended/Improved functions and justification for the christening of PRS as the Planning, Research and Strategy Department in the Commission.
- Stakeholder participation at the Virtual Inter-Sectoral Meeting on the theme: Strengthening Stakeholder Engagement and Impact of Covid-19 on the Economic Dimension of SDGs organized by the Office of the Senior Special Assistant to the President on SDGs (OSSAP-SDGs).
- Request for Approval from Federal Executive Council (FEC) for the Implementation of the Commission's Proposed Organogram and Staffing; Constitution of Governing Board and Intervention Funds/Take-Off Grant in February 2020.
- Participated in the Meeting on the National Quality Infrastructure Policy Document
- Inputs into Mid-term Review of the Nigerian Industrial Revolution Plan (NIRP).

- Collated and produced the Commission's composite Half-Year and published Annual Reports 2020.

- **Speedy Complaints Resolution Realignment Strategy 2020**

In March 2020, the Commission adopted a strategic problem-solving interventionist model which unbundled the complaints resolution desk in the Surveillance and Enforcement (S&E) Department when it became overwhelmed in its Complaint Resolution Value Chain functions.

This was sequel to the series of innovations in the operations of the Commission especially through automation, robust public and media engagements, collaborative advocacy, speedy and successful resolution of complaints and trending high net-worth consumer abuses in the aviation, telecommunications, power as well as anti-thrust and monopolistic cases in the Fast-Moving Consumer Goods (FMCG) industry, amongst others.

The realignment strategy identified a pool of competent, trainable and computer savvy members of staff nominated by other departments to provide interim, ad-hoc services on complaints resolution modules whilst continuing to discharge their original primary duties at donor Departments /Units accordingly. It was also a kind of multi-tasked manpower development strategy and capacity empowerment for relevant staff in the Commission to possess the skills of basic complaint resolution via automation.

- **Operationalization of the FCCPC Act**

The Executive Vice-Chairman constituted the FCCPC Strategic Transition Planning and Implementation Committee (STPIC) with the overall objective of building enduring legacy institutional framework for the Commission.

Coordinated and chaired by the Director, Planning Research and Strategy (DPRS), the Terms of Reference (ToRs) of the Committee,

include to urgently consider and translate the action plans identified in the earlier Strategic Transition Planning Committee (STPC) Report into concrete achievable goals, especially with respect to issues relating to the corporate identity, institutional framework, regulatory engagements, funding, gazette, Staff matters, priority regulations, forms and guidelines as well as other transition issues, amongst others.

- **National Council Meetings**

The Commission participated in several National Council Meetings, leveraging on such forum to advance key policy initiatives aimed at promoting its mandate. These include the theme "Leveraging Digital Economy Policies & Strategies for Economic Recovery in Covid-19 Era and Beyond" organized by the Federal Ministry of Communications and Digital Economy.

- **Zonal and State Offices Coordination**

The Commission's Zonal Offices located across the six geo-political zones of Nigeria, namely: Bauchi, Katsina, Minna, Awka, Port-Harcourt and Osogbo as well as the two State Liaison Offices in Lagos and Kano are coordinated by the Planning, Research and Strategy department. Through these distant offices from which appropriate data collection, reporting and documentation are activated; an efficient pathway is created for a seamless implementation of the Commission's agenda for the grassroots.

- **Research**

- Conducted a research survey on price gouging practices for selected Covid-19 protective materials around the country.
- Conducted Monitoring Survey on Consumer Awareness and Rights with Regards to Sales Promotion.

STATISTICS



Table 2: Complaints Resolved by FCCPC Offices Across Sectors in 2020

1	Telecommunication	65	61	42	35	51	151	202	485	100
2	Financial Services	63	51	92	55	78	62	74	1,046	55
3	Electricity/Power	110	148	163	102	76	156	704	1,064	162
4	Electronics	56	55	33	72	50	90	63	297	42
5	Food, Drinks and Beverages	49	53	47	56	50	52	50	111	51
6	Satellite/Cable Services	40	61	40	35	65	75	201	367	190
7	Real Estate/Mortgages	46	55	35	65	41	60	70	97	41
8	Health Services	100	100	120	110	100	151	120	157	50
9	Aviation	25	30	20	10	26	25	60	169	40
10	Road Transport	0	0	0	0	0	0	0	18	0
11	Education	24	17	16	15	20	22	20	53	30
12	Automobiles/Heavy Duty	5	5	2	1	1	1	3	1	2
	Equipment									1
13	Tourism/Hospitality	5	4	2	4	6	16	20	45	15
14	Ecommerce	30	32	25	35	30	60	95	307	40
15	Land/Construction	0	0	0	0	0	0	0	9	0
16	Rent/Accommodation	3	3	4	2	3	7	20	46	14
17	Postal/Courier	22	30	20	10	20	27	26	63	20
18	Others	15	10	2	4	7	16	25	1,130	10
	Total	658	715	663	611	624	971	1,753	5,475	862

Fig 3: Histogram Charts Showing Numbers of Complaints Received and Resolved (2017 - 2020)

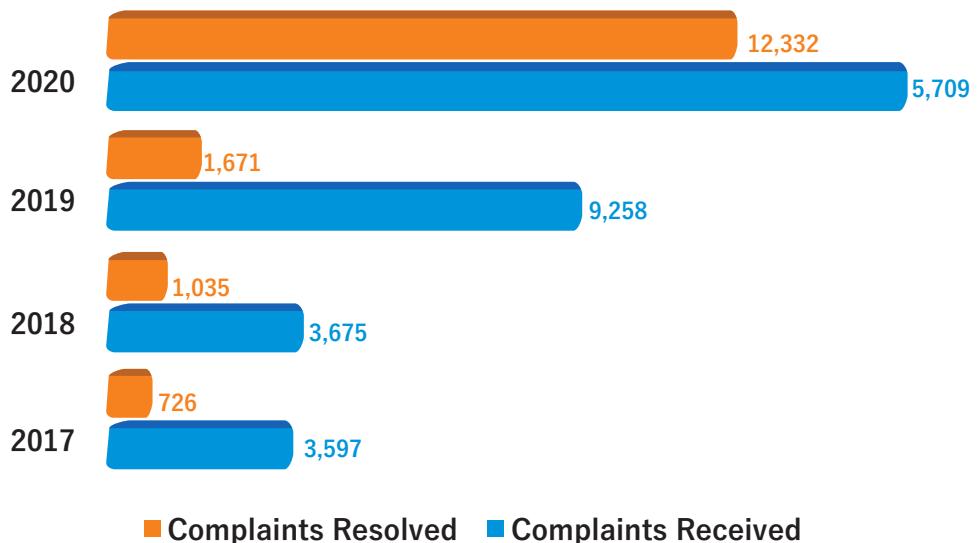
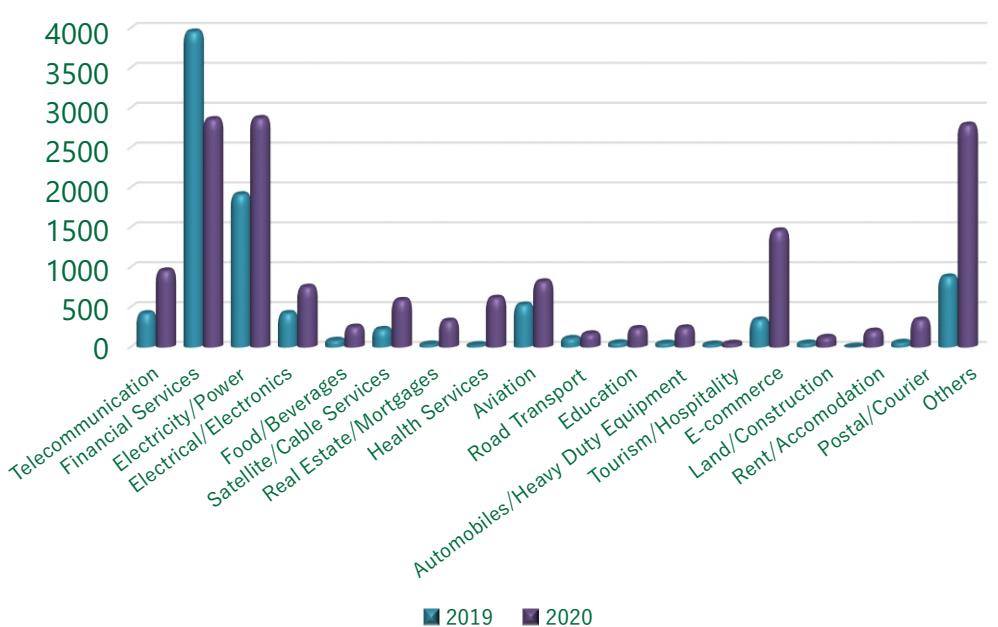
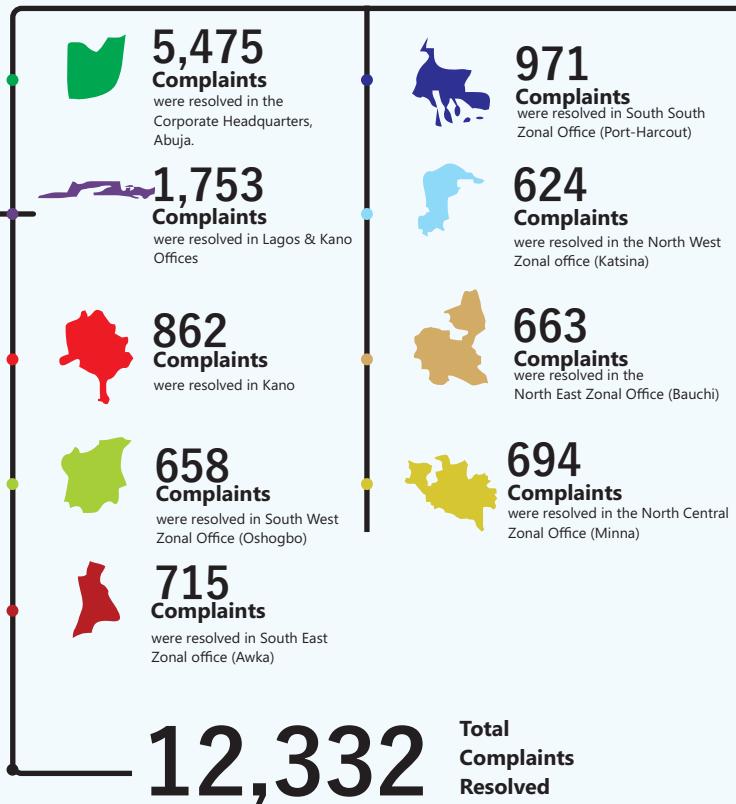


Fig 4: Distribution of Complaints by Sectoral Economy (2019 – 2020)



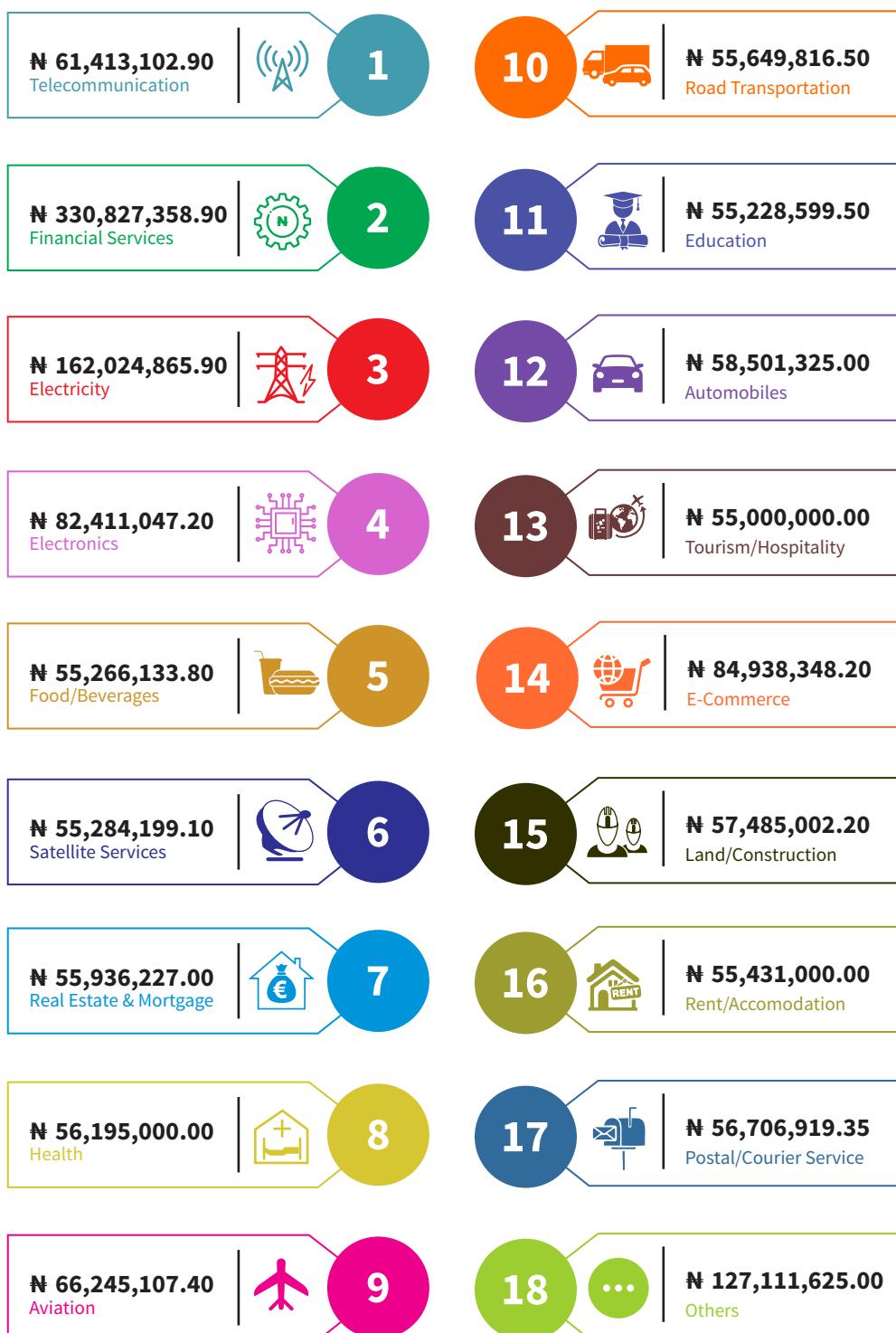
RESOLVED COMPLAINTS ACROSS THE REGIONAL OFFICES



For More Complaints
FCCPC 24-Hour Hotlines:
 08056002020; 08056003030
 Email: contact@fccpc.gov.ng
 Website: www.fccpc.gov.ng
 Twitter Handle: @fccpcnig
 Facebook Page: fccpcNG
 Instagram: fccpc.ng



Total Value of Redressed Complaints Across the Sectors



CHALLENGES



During the year under review, the Commission recorded modest achievements in its operations. However, the Commission had to contend with considerable challenges. Below are some of these challenges:

OPERATIONLIZATION OF FCCPA: - the Commission had challenges in institutionalization and operationalization of the FCCPA including relevant appointments and establishment of the Competition and Consumer Protection Tribunal

FUNDING: Provision of resources for the Commission's expanded and elaborate mandate was a very challenging task. Whilst Commission acknowledges the role of government in funding its operations, but the finite nature of resources makes it inadequate to meet its expanded scope of operations.

INADEQUATE HUMAN CAPACITY: The Commission has been able to fully utilize its workforce in accomplishing our mandate. We are however confident that our effectiveness would go up another notch if we are able to bridge skills gaps in salient areas of our work. Primarily, the Commission has a shortage of seasonal prosecutors, forensic investigators, researchers, analysts, competition experts, economists, amongst others.

INADEQUATE WORK EQUIPMENTS: Despite efforts to provide adequate work equipment to our personnel, the Commission continues to experience shortage of critical work tools in strategic aspects of operations.

MEASURES TAKEN TO ADDRESS CHALLENGES

- i. Engagement with international partners to identify training and capacity development opportunities;
- ii. Engagement with donor partners to support any developmental initiatives
- iii. Networking with appropriate organs of the Federal Government of Nigeria to actualize manpower needs and other operational resources.
- iv. Capacity building and regulations drafting retreat aimed at honing staff skills towards Operationalizing the Federal Competition and Consumer Protection (FCCP) Act.

TESTIMONIES



Tobechukwu Odili

4/9/2021

To: Agenyi.Ebiloma;

Hello Agenyi,

I still can't send a reply of FCCPC platform, I want to confirm the receipt of my refund from Arik air, I sincerely want to thank you and the FCCPC for taking up my complaint and resolving it promptly.

Kind regards

Nathaniel Odili

Oluchi Pascaline;

Sequel to the above subject matter, Arik Airways have paid the outstanding sum of 246,000.

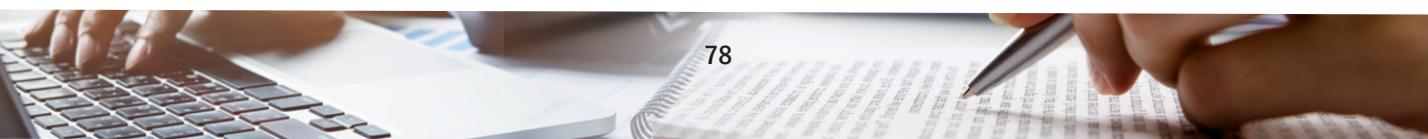
On behalf of my boss, we appreciate your effort and efficiency so far.

Thank you.

Do have a splendid evening.

On Mon, Jan 18, 2021, 08:11 Oluchi. Pascaline

<Oluchi.Pascaline@cpc.gov.ng>



Block 31, Flat 11
Area 1, Section 2
Kano-Street,
Garki, Abuja.

The Director General/CEO
Federal Competition & Consumer
Protection Commission
No 17, Nile Street,
Maitama
Abuja

Dear Sir,

LETTER OF APPRECIATION

I, Mrs, Beatrice Osagu Agharese hereby wish to show my sincere appreciation to your Organization, for your support in resolving the complaint I laid against G.C KENNELO GLOBAL NIG LTD.

The Company has refund my money to me,

Thanks for your speedy and fair resolution

Yours faithfully,

Osagu Beatrice Agharese

28th August, 2020

Good Afternoon Sir/Madam

UPDATE ON MY COMPLAINT.

I received a call from the Director of La-vogue International School Pst. Mrs. Jullie Onovioma yesterday morning requesting for my account details so she can refund the money which I forwarded immediately.

I equally received another call from the school accountant at about 11am today requesting for me to return the receipt they issued to me as that is a pre-requisite for the refund.. I then sent my daughter to the school with it

and after about an hour 30 minutes I received a credit alert for the sum of 273,500.00 (Two hundred and seventy-three thousand, five hundred naira from my bank.

Knowing this was made possible by your pragmatic intervention, I therefore use this medium to appreciate your good office for this and pray God bless your richly.

Yours Sincerely,

Mrs. Angela Pepple

DELAY IN AIR TICKET REFUND BOUGHT THROUGH WAKANOW

Olajide Omogoroye <jidephi@yahoo.com>

Tue 27/10/2020 14:14

Dear Richard,

I am pleasantly surprised and glad to tell you that I received a credit of N133,658.00 from Wakanow in respect of the refund.

Many thanks to you and also to FCCPC for honoring their commitment to protecting the cause of the individual when his voice is weak while requesting for what is his from our various corporate organisations

I am very pleased because even the aviation regulator did not have such an interface to listen to our complaints but yet you once again came to the rescue.

Do let me know areas where I can be of help to the FCCPC, I will be glad to do so as long as it lies within my means

Thank you and Best Regards.

Jide Omogoroye

Director of Surveillance and Enforcement
Federal Competition and Consumer
Protection Commission (FCCPC)
Abuja
Dear Sir,

RE: COMPLAINT OF UNETHICAL PRACTICE AGAINST ROYALLINE TECHNOLOGIES LTD.

LETTER OF APPRECIATION

I write to express my gratitude to the commission for its vigorous effort and quick intervention in addressing my complaint regarding the above subject matter

I am particularly thankful to two officers of the Department of Surveillance and Enforcement namely: Mr. Oso emmanuel and Mr, Richard Olomolake for the gallant septs they took in ensuring that the complaint is promptly resolved, I commend their exemplary commitment to duty.

Thank you

Yours Faithfully

Chief Ogwu James Onoja SAN.

Principal Partner

Dear Agent Ebiloma,

I am happy to confirm that I have received the funds.

I am really grateful and would like to send my thanks to the team as well as the Executive Vice Chairman.

May God bless you. Amen.

Kind regards,

Ore

RE: COMPLAINT AGAINST ARIK AIRWAYS FOR REFUSAL TO REFUND MONEY PAID FOR TICKETS

Sequel to the above, I, David Ayo Ogidiolu on behalf of Hon. enitan Dolapo Badru, earlier wrote FCCPC reporting the refusal of Arik Airway to refund the sum of N474,916.00 (Four Hundred and Seventy-four, Nine Hundred and Sixteen Thousand) being the total amount for the two tickets purchased; (The 1st Ticket issued with PNR No: 123UH8 reflecting five (5) Travelers and 2nd Ticket issued with PNR No: 123UF8 reflecting Six (6) travelers) but were unable to be used on the 4th of April, 2020, as a result of the covid-19 pandemic.

In the light of the above, Arki Airways refunded only the sum of Two Hundred and Twenty-Eight Thousand, Six Hundred and Forty Naira Only (N228, 640.00) on the 15th of January, 2021 paid into DAVID AYO OGIDIOLU 0042078338 Gtbank. Thus, the outstanding amount yet to be refunded by Arki Airways is the sum of Two Hundred and Forty-Six Thousand, Two Hundred and Seventy-Six Naira Only (N246,276.00)

We request the refund of the Outstanding sum of (Two Hundred and Forty-Six Thousand, Two Hundred and Seventy-Six Naira Only (N246,276.00) to be lodged/paid into this Bank Account: 0042078338 Gtbank- DAVID AYO OGIDIOLU.

Thank you.

Your Faithfully,

David Ogidiolu Esq

For: Hon. Badrus Enitan Dolapo

Dear FCCPC,

I write to bring to your notice that peace Mass Transit called and invited me over to their Kukwaba, Kubwa terminal in Abuja where the incident happened. They apologized and refunded my money and gave me an extra one thousand naira as compensation with plenty of pleading.

I am very delighted with the way you work. You have never failed my except for my complaint against Arik Air. But so far, your commission is doing wonderful work. I sincerely appreciate and want you to continue the good work you do. you can close the case.

Grateful heart to you

SEGUN POPOOLA

All thanks to the authorities of the FCCPC for resolving account which was never confirmed before filing the complaints. The issue has been settled and token worth my remaining balance generated for the prepaid account. I am most greatful

SAGER SANI

Good day FCCPC, am very very happy and grateful and may God bless you and Nigeria. JAIZ Bank has reverted my N15,000 after FCCPC intervention. Thank you.

Dear Sir,

I am pleased to inform you that the technician from Fouani Nigeria limited came to install the refrigerator on Tuesday 1st September, 2020.

We have observed ti for two days and I am pleased to report that the supplied replacement appears to be working well.

Many thanks for your very kind intervention.

Valerie Ekperigin

CONSUMER COMPLAINTS PANORAMA - SOME DELIGHTED BENEFICIARIES OF FCCPC INTERVENTION



A Customer whose faulty Samsung Refrigerator under warranty was replaced by a Dealer.



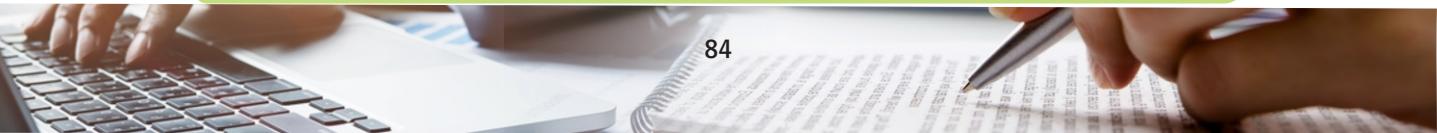
A Complainant (2nd left) beams with smiles after resolution of her inverter batteries complaint with the Service Provider



FCCPC's CEO, Mr. Babatunde Irukera (right) shares a point of interest with the Commission's Director of Surveillance and Enforcement, Engr. Shamm T. Kolo over an accident victim seeking compensation from a mega Transportation Company in Abuja.



A consumer (4th right) was delighted with a free leather furniture chair compensation by a very responsive Lifemate Furniture Company Ltd, Abuja. In attendance were – the representative of Oba Akinruntan, the Olugbo of Ugboland (4th left) for Lifemate Ltd and Director of Planning, Research and Strategy, FCCPC, Alhaji Ola Raheem (3rd left).



**The Features in the FCCPC Logo represents the following:**

The Coat of Arms symbolizes the authority bestowed on the FCCPC by the Federal Government of Nigerian to represent the Nigerian Nation.

The Bold FCCPC Lettering signifies the strength, capacity and courage of the Commission to deliver on its mandate.

The Green colour represents the rich expert resources at in the Commission.

FCCPC OFFICE ADDRESSES

CORPORATE HEADQUARTERS:

No. 17 Nile Street,
Off Alvan Ikoku Way,
Maitama, Abuja FCT.
Email: contact@fccpc.gov.ng
Website: www.fccpc.gov.ng
Hotlines: 08056002020; 08056003030

NORTH-CENTRAL

1st Floor A6 Abdullahi Kure House,
Muazu Mohammed Road,
Minna,
Niger State.
Email: northcentral@fccpc.gov.ng
TEL: 070-6455-8615 / 070-3280-0757

LAGOS OFFICE

No. 3B Ladoke Akintola Street,
Off Oba Akinjobi Way,
GRA Ikeja, Lagos
Lagos State.
Email: lagos@fccpc.gov.ng
TEL: 081-4717-0730

SOUTH-WEST

Finance Building Complex,
Osun State Secretariat,
Abere, Osogbo,
Osun State.
Email: southwest@fccpc.gov.ng
TEL: 081-4717-0733 / 070-6179-4129

KANO OFFICE

Rooms 607 & 608, 6th Floor,
Federal Secretariat Complex,
No. 1 Murtala Mohammed Way, Kano
Kano State.
Email: kano@fccpc.gov.ng
TEL: 081-4800-7378

SOUTH-EAST

Lion House, Abuja Estate
Opposite Government House,
Enugu-Onitsha Expressway,
Awka,
Anambra State.
Email: southeast@fccpc.gov.ng
TEL: 080-3412-4060

ZONAL OFFICES

NORTH-WEST

Umar Musa Yar'Adua Way,
Government House Road, GRA, Modoji
Beside AD Nasara Aluminium, Katsina,
Katsina State.
Email: northwest@fccpc.gov.ng
TEL: 081-6319-6314

SOUTH-SOUTH

No. 16 Haastrup Street,
Eligbam/ Orazi Link Road,
Eligbam, Port Harcourt,
Rivers State.
Email: southsouth@fccpc.gov.ng
TEL: 081-4717-0732 / 081-6705-9292

NORTH-EAST

Old Jos Road,
Adjacent Officers Mess,
GRA, Bauchi,
Bauchi State.
Email: northeast@fccpc.gov.ng
TEL: 081-4717-0735

FCCPC 24-Hour Hotlines:

08056002020; 08056003030

Email: contact@fccpc.gov.ng

Website: www.fccpc.gov.ng

Twitter Handle: @fccpcnig

Facebook Page: fccpcNG

Instagram: fccpc.ng



