

Strong Consumer Protection Bodies supporting the Nigerian Quality Infrastructure for a diffused culture of quality nationwide

Challenge

With more than 100,000 international standards and over 1,000 new ones introduced every year, it is a major challenge for developing countries to keep up with the rigorous mandatory and market-generated product standards. In Nigeria, a major constraint to the growth and diversification of exports is the complexity of national and international technical, sanitary and phytosanitary (SPS) conditions, which affect exports to developed markets directly.

The Consumer Protection Council (CPC) is the apex consumer protection agency of the Federal Government of Nigeria, established to promote and protect consumers' interests. Its core activities are informing consumers, eliminating hazardous products from the market, ensuring that products and services comply with required standards, and receiving, mediating and providing redress to consumer complaints.

According to the CPC, their activities are considered successful "when Nigerian consumers can be described as well protected, getting their money's worth, knowledgeable about the market place and its mechanisms, vigilant about what takes place in it, assertive about their rights and conscious of their responsibilities".

In Nigeria, a national standards body – the Standards Organisation of Nigeria (SON) – exists to meet the standardization needs of the population for consumer protection and

fit-for-purpose goods and services. Their capacity however, along with other institutions, needs to be strengthened to support trade effectively and efficiently.

Response

Within the National Quality Infrastructure project, there is a strong emphasis on commitment and the on-going participation of the CPC and other stakeholders through training and awareness raising of quality and consumer protection.

This includes the following outputs:

Development of training units, namely for the application of international standards for management systems (like ISO 9001, ISO/IEC20000, ISO 22000, Global G.A.P. and others)
Promotional and awareness activities
Training for trainers
Support the harmonization of a Nigerian Quality Award with ECOWAS scheme



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