



FCCPC

Federal Competition & Consumer Protection Commission

GOODWILL MESSAGE TO THE WEST AFRICA ASSOCIATION OF CUSTOMER SERVICE PROFESSIONALS (WAASCP) ON THE PUBLIC PRESENTATION OF THE NIGERIA CUSTOMER SERVICE INDEX(NCSI) ON 21ST FEBRUARY, 2024.

The Federal Competition and Consumer Protection Commission (FCCPC) formerly the Consumer Protection Council (CPC) was established by the act of the parliament for the development and promotion of fair, efficient, and competitive markets in the Nigerian economy to facilitate access by all citizens to safe products and secure the protection of rights for all consumers in Nigeria.

The Commission's broad mandate requires it to collaborate with individuals, groups, trade associations, and international organizations for the sole purpose of protecting and promoting the interests of Consumers.

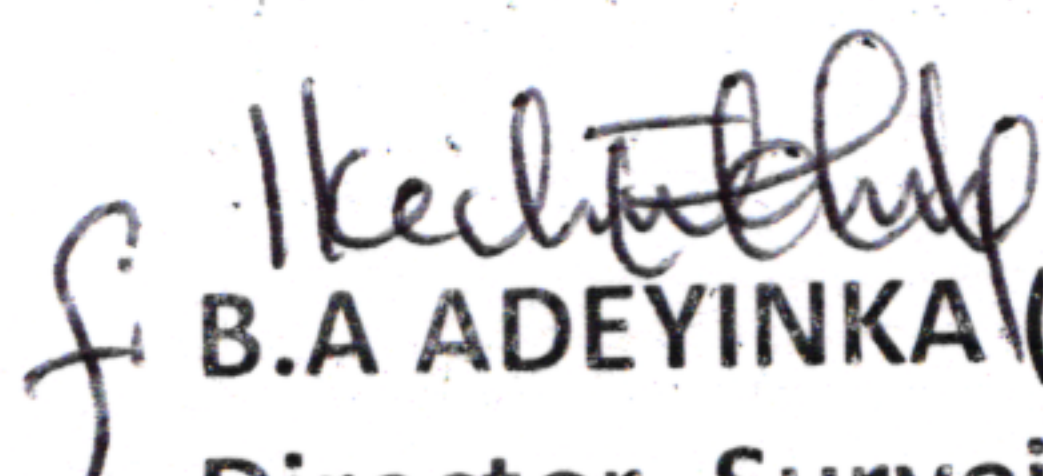
Specifically, the Commission under Section 17(v) also undertakes regular research, study, and analysis of consumer product standards and services rendered to the consumer and publishes relevant observations, findings, and recommendations in journals or other forms of publications for the benefit and general information of consumers.

The Commission believes that the Nigeria Customer Service Index (NCSI) which proposes to x-ray the state of customer service in Nigeria, has the potential to ignite competitiveness among service providers and enhance improvement in service delivery and has no doubt that with the professionalism exhibited by the WAASCP and the arrays of professionals involved this project, the outcome will inevitably be beneficial to the Commission and by extension, to the generality of consumers in Nigeria.

Given the above, as a watchdog for the rights and privileges of consumers in the country, we must commend the WAASCP for taking this worthy initiative and in the same vein, extend to the body the Commission's hand of fellowship in ensuring that the ideals for which this project was anchored upon are achieved.

The Commission therefore wishes you success in this project and assures you of its support and the consideration of the survey outcome as one of the tools to be utilized by the Commission in carrying out its functions of ensuring the interest of consumers are promoted and protected.

Thank you.


B.A ADEYINKA (Mrs.)

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