



The Competition Authority of Kenya Strengthens Commitment to Protect Consumers; Reaffirms Livingstone Principles for Cross-Border Consumer Protection Enforcement Cooperation

Press Statement:

Livingstone, Zambia, 10th May, 2019

Today, the Competition Authority of Kenya, at 10th African Consumer Protection Dialogue (“African Dialogue”) Conference, joined agencies from 20 African countries, including, South Africa, Botswana, and Zambia in announcing its commitment to protecting consumers and fighting fraud across national borders.

The Authority reaffirmed the African Dialogue’s Livingstone Principles, announced in 2013, which underscore the value of consumer protection cooperation for the region, and provide best practices for coordination among public authorities responsible for the enforcement of consumer protection laws.

The African Dialogue, an informal network of consumer protection agencies, promotes cross border consumer protection enforcement, sharing of best practices and capacity building among the agencies.

At the just concluded 10th Annual African Dialogue Conference themed “*Celebrating a Decade Growth for African Cross Border Consumer Protection Collaboration*”, participants hailed the improved enforcement of consumer rights and growth of consumer protection frameworks and institutions across the continent.

“International cooperation is an indispensable facet of consumer protection in the current dispensation where markets are global,” said Mr. Boniface Makongo, Director, Competition and Consumer Protection, Competition Authority of Kenya.

In addition, Authority committed to continue sharing consumer complaints it has resolved, especially on emerging issues such as digital finance, with other African Dialogue members.

Further, the Authority reaffirmed to using the 10 Actionable Steps for consumers and businesses, which were jointly developed by participating countries, in expanding its efforts to educate consumers about their rights and businesses about their responsibilities.

The 10 Actionable Steps for consumers and businesses emphasize the obligations of businesses towards protecting consumers, and provides consumers with a toolkit to demand for their rights as consumers.

“With mobile payment systems and online trade, businesses are no longer constrained by national boundaries. Consumer protection agencies in the region and the world must cooperate to protect consumers and encourage confidence in e-commerce. This has been made possible through the African Dialogue,” said Mr. Makongo.