**BUSINESS STUDIES (JS3 FIRST TERM NOTE)**

**GENERAL INSTRUCTIONS:**

1. **Copy in your note (at least up to week two)**
2. **Attach your note together from Js1 to date.**

**SCHEME OF WORK:**

1. **WEEK ONE: OFFICE PROCEDURE**
2. **METHODS OF PAYMENT**
3. **STORE RECORD**
4. **OFFICE EQUIPMENT**
5. **ADVERTISING**
6. **TRANSPORTATION**
7. **COMMUNICATION**
8. **SIMPLE SINGLE BUSINESS GOAL**
9. **CONSUMER PROTECTION AWARENESS**

**Week1: OFFICE PROCEDURE**

Office procedure can be defined as a set of rules or policies guiding the operations of an office or a business. It specifies the tasks to be done, how it is done who should de the tasks and where and when the tasks should be done in the organization.

**Activities that are involved in office procedures**

1. Filing paper work
2. Customer interaction
3. Furniture arrangement
4. Handling incoming and outgoing calls.

**Importance of office procedure**

1. It creates consistency and efficiency within the office environment.
2. It helps the new employee to know the job more quickly.
3. It brings about better coordination in the organization.
4. It helps in running the activities of an organization smoothly.
5. It creates a uniform way of doing things in an organization.
6. It reduces the chance of error and frauds.
7. It reduces the general cost of operations of an organization.
8. It helps the employees to understand their duties and to perform the efficiently.

**Types of office in an organization**

1. **Bills:** A bill is a document issued by a seller to a buyer stating the cost of goods bought or services rendered. It contains the following information;
2. Sellers name and address
3. Date of the bill
4. Name and address of the customer
5. The billing period
6. Total charges for the billing period
7. Description of goods bought or services provided.
8. **Invoice:** An invoice is a document issued by a seller to a buyer stating the goods sent or services rendered and indicating money that must be paid by the buyer according to the payment term stated. It contains the following information;
9. Name and address of the business
10. Date of invoices
11. Name and address of customer
12. Cost of goods or services or total amount owed
13. Description of goods or services
14. Date the goods were delivered or the services were rendered.

Invoice is often referred to as sales invoice, the buyer of the goods might refer to the invoice from the seller as a purchase invoice.

1. **Receipts:** Receipt is a document issued by a seller to a buyer as a proof of payment for goods or services bought. It shows the date and time a purchase was made, items bought, prices of items and total, and information concerning store returns. A receipt contains the following information;
2. Name and address of seller
3. Date a purchase was made
4. List of items or services

**Week 2** **METHODS OF PAYMENTS**

Method of payments depends on the means of payment which may be made by cheque, bank draft, in cash or electronically.

1. **Payment by cash:** This is a type of payment made using coins or currency notes; it is often used for settling bills or purchases involving small amounts. Coins and currency notes issued by the federal government of Nigeria are legal tender: this means that the creditor is bound to accept the money in this form in settlement of a debt or bill due to him.
2. **Payment by cheque:** This is a means by which payment can be made by individuals or business organization.

Rules to be observed when writing a cheque:

There must be a date

The payee’s name must be written clearly.

The amount on the cheque must agree in words and figures.

Any alteration must be followed by the full signature of a person authorized to sign the cheque.

The signature of the drawer must agree with the specimen signature in the bank’s record.

1. **Payment by bank draft:** This is a cheque drawn by the bank on its self, while customer’s cheque can bounce, the bank draft cannot. A bank draft is generally more accepted to individuals or organization than personal cheque. Unlike a personal cheque, a bank draft may be payable on sight.
2. **Payment by traveler’s cheque:** This is a kind of draft usually purchase from bank and denominated in a major currency. The holder can issue the cheque at any overseas bank.

**Procedures to guard against forgery:**

1. The purchaser has to sign each cheque leaf, where indicated at the time of purchase.
2. They must sign at the time of exchanging the cheque into local currency.
3. Identification is required when cashing the cheque e.g. international passport.
4. Each cheque leaf has a strip of counterfoil with a number.
5. All counterfeit must be detached and kept separately from the cheques.

**Electronic payment (E- Payments)**

1. **Payment by wire transfer:** A wire transfer is an electronic method of transferring funds from one person or company to another. A wire transfer is done at a bank, online or through telephone.
2. **Payment by debit card:** This is a card issued by a bank to an individual which allows him to transfer money electronically from his bank account for payment when making a purchase. Dabit card is generally known in Nigeria as ATM card (Automated Teller Machine).
3. **Payment by credit:** This serves as a means for purchasing consumer goods and services on credit up to a fixed time from the retailer.
4. **Payment by charge card:** This card allows the holder to charge the sum due for the purchase of goods or services to an account. It reduces the needs to hold large amount of cash for transaction purposes. Charge card has the following properties; holder’s name, account number, card number expiry date, holder’s signature and security number.
5. **Payment by P.O.S. Machine:** This is a box which allows a seller to accept payment from a buyer by means of cards. P.O.S. (Point Of Sales). The seller’s account gets credited and there is a notification while the buyer’s account at the same time gets debited.
6. **Payment through cash office:** This method is different from bank-to-bank transfer. No bank accounts are required to send or receive funds through a cash office. The sender visits the cash office or its website, to make the transactions.
7. **Payment through Post office:** This is a means by which payment can be made through several ways e.g postal orders and money orders.

**Week 3 STORE RECORDS**

Store is the quantity or supply of something reserved for future use. Examples of store include; Raw materials, components and spare parts, tools, work-in-progress, finished goods.

**Store Records:** These are documents used to keep information of all items of goods, raw materials, work-in-progress, finished goods, tools, components and spare parts etc, which are kept in the store.

**Uses of Store Records:**

1. **Purchase for stores:** This is made by means of the purchase requisition form. Purchase requisition form is a document of formal instruction to the purchasing department to buy specific items.
2. **Receipt of stores:** all stores purchases are received by a Goods Received Department which prepares a special document to show:
3. Date of receipt
4. Suppliers name
5. Purchase order number
6. Description of the goods
7. Condition of the goods on arrival.
8. **Storage:** The storage of stock is the responsibility of the store keeper, showing receipts, issued and balance left. Such records are known as bin cards.
9. **Issue from stores:** The document by means of which issues from stores is authorized is called Store Requisition Form.
10. **Stores Requisition Form:** This is a simple form designed to assist the user in making a request for goods such as stationary or raw materials which are in stock within the organization. It must be designed by an authorized person such as the head of department/ unit or a secretary.

This form helps to monitor the use of goods/raw materials within the organization.

Request No: Request date: Request Qty/unit:

Location/Area: Request by: Signature:

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| --- | --- | --- | --- | --- | --- |
| S/N | Material code | Description | Quantity | Need | Date |
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|  | Requester signature | Manager - | purchase | Manager-work/production |  |

1. **Bin card / store Record card:** This is a document used to record the receipts, issues and balance of stock in the store.
2. **Delivery Notes/ gate pass:** it is used to check the authorized quantity of goods or material issued by the store, description of the goods/material and authorized signature who released the stock. There are four copies of delivery notes.

**Importance of store records:**

1. To prevent theft, loss of damages of materials
2. It helps to determine the usage of raw materials and spare parts.
3. It helps to maintain systematic record of materials it helps to prevent over- stock or under- stocking.
4. It helps to monitor the incoming and outgoing movement of materials in the store.

**Stocktaking:** This refers to the process in which every stock item in the warehouse is counted and a value placed on each. The summation of all the values will give the grand total called closing stock. The closing stock at the end of one period becomes the opening stock at the beginning of the next period.

**Importance of stock taking:**

1. Uncover theft
2. Discover other stock loss issues
3. Determine product sales performance
4. Improve stock opening process
5. Determine accurate profit Margin
6. Highlight business performances
7. Reduce stock levels and improve cash flow.
8. Meet statutory requirements.

The value of annual stocktaking are sometimes used to calculate the rate of stock turnover, as Rate of stock turnover = Sales

Average stock

**Importance of stock control:**

1. It forms part of the capital used to generate earnings.
2. Needs to determine maximum and minimum levels of stock holding and re-order level.
3. Needs to guard against spoilage, damage, theft or fraud.

**Week 4 OFFICE EQUIPMENTS**

These are the items used by employees to enable them person their day-to-day office duties efficiently.

These equipments are required as aid to workers in an office, large or small. It could range from simple stationary items such as date stamp and pad, stapling machines to more sophisticated machines such as computers, printers, duplicating machine, photocopier, adding machine etc.

**Types of office equipment:**

**Stationary**: these are office inexpensive items such as pen, notepads, glue stick, staples paper clips, envelopes, correction fluid etc. it facilitates the daily operations in an office.

**Needs for care of office equipments:**

1. The user must know what each item of office equipment is used for.
2. They must know how to operate each equipment you are allowed to use.
3. The user must not misuse the equipment.
4. Do not use the equipment for personal work without permission.

**Advantages and disadvantages of office equipment**

Advantages Disadvantages

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| 1. It helps the reduction of cost of production. | The cost of equipment may be too high to justify how often it is used in relation to amount of money invested. |
| 1. It facilitates better communication. | Workers may entertain the fear that the equipment may make them redundant. |
| 1. It reduces the chances of error and fraud. | It may bring about obsolescence of some equipment, and probably loss of capital. |
| 1. It provides better and quicker services to customers. | Due to properly trained person to operate the equipment, the work load will accumulate resulting in costly delay |
| 1. It increases the profit of the business. | It reduces the profit of the business. |
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**Identification of office equipment and their uses:**

1. **Computers:** One of the essential equipment in any office is the computer. It is highly useful for different types of office based task. It allows accesses to the internet which provides information through research and communication by e-mails and chats.
2. **Scanner:** This is office equipment which allows a user to input a photograph or document into the computer.
3. **Printer:** This is an output device to which the output on the monitor is routed in order to obtain a permanent hard copy of processed data.
4. **Duplicating machines:** This is a device that can reproduce copy or print work. It uses a special sheet called stencil on the surface of which character may be typed or pictures drawn. There are two types of duplicating machines: Digital duplicating machine and Stencil duplicating machine.
5. **Photocopier:** This machine helps the user to produce an exact copy of letters/ documents by photographic method.
6. **Adding and Calculating machine:** This machine can add, subtract, divide and multiply figures. There are two main types: Listing machine and non-listing machine.
7. **Filing cabinet:** It helps to store and retrieve letters/ documents safely.
8. **Stapler:** This is a machine used for opening papers or other documents together. It has reduced the use of office pins and clips.
9. **Perforator:** This is used in making holes about ¾ inches at either side of the top left hand Conner or middle of a paper or files.

**Maintenance and care of office equipment:**

1. Position equipment properly
2. Attend to paper jams quickly
3. Clean the machine regularly
4. Have regular maintenance performed.

**Week 5 ADVERTISING**

Advertising is the process by which member of the public are informed about goods and services that are available for sales in the market.

The main objective of advertising is to draw the attention of members of the public to available products or services.

**Importance of advertising:**

1. It can increase immediate sales and as a result profitability.
2. It can also help to increase the demand for the product or service from members of the public.
3. It helps to increase a good image for the manufacturers or producers.

**Conditions which advertising is expected to satisfy or achieve its intended objectives are:**

1. It should be capable of attracting the attention of members of the public.
2. It should create in people the desire for what is being advertised.
3. It should arouse people’s interest.
4. It must carry message.

**Steps to take before embarking on the advertisement of any product.**

1. Study the good qualities of the product so as to emphasize on them.
2. Understand the prejudices which the potential consumer may have and eliminate them.
3. Find out the buying habit of the consumers.
4. Understand the taste of the people in the community where product will be advertised.

**Functions of advertisement:**

1. Advertising serves as a constant and efficient reminder to a consumer who knows a product but may not be ready to buy.
2. It makes the public aware of the product and services.
3. It shows consumer how to use a product inspires confidence and reassures them about their purchases.

**Types of advertising:**

1. **Indoor advertising:** This includes messages and information about particular product or service found in restaurants, bars, malls, colleges and university campus and other retail spaces, office parking lots and airport and medical waiting rooms etc. advertising done through the internet and connect mobile devices are also classified as indoor advertising.
2. **Outdoor advertising**: This is done through media such as Newspaper, billboard, magazines, bench adverts, mobile vehicles. Etc.

**Advertising Media:** This refers to the various channels through which producers make the public aware of their products.

**Types of advertising media are:**

1. **Newspapers:** These are important channel of advertising in Nigeria. It is refers to as visual advertisements because it can be seen. The major disadvantage is that its reach is limited to only those who can read and write.
2. **Magazines:** Many magazines in the country carry advertisement. Examples of such magazines are Tell, Hints, City people, News watch etc. they are also visual and usually includes pictures of the products and write-ups.
3. **Radio:** This is the most popular form of advertisement in Nigeria and it is referred to as audio advertisement. The advertisement produces only sound and no vision. It may be in local languages and can be understood by both the literate and non-literate.
4. **Television:** This is an audio-visual advertisement, which means you can hear and see what is being advertised through the combination of sight and sound. Television advertisement is the most appropriate when product demonstration is needed. A wide range of product can be advertised in a single message.
5. **Billboard:** This is where information about products and services are usually displayed on large hoardings and billboards along main roads. The commonest products advertised on this medium are manufactured goods with brand names e.g Milo, Maggi, beer, medicines etc.
6. **Bench advertising:** This is an advertisement placed on benches located in parks, bus station or along the street so they are visible to thousands of people passing along the street.
7. **Online advertising:** this involves the use of internet as a medium to deliver marketing messages to consumers. It is one of the most effective ways to create awareness of products or services.

**Advertising Ethics:**

1. Advertising should not be designed to deceive people or consumers.
2. It should tell the true and not a fake story about the products being affered to the market.
3. It should obey government rules and regulations as regards the designs, words, pictures used in adverts.
4. Advertisers should not hide under false names to market or sell products

**Week 6** **TRANSPORTATION**

Transportation is the process of moving people or things from one location to another. Transport is a branch of commerce and plays a central role in the economic activities of a country.

**Importance of transportation:**

1. It facilitates the movement of person from one place to another.
2. It enables raw materials and other inputs required for production to be transferred from sources of supply to factories.
3. It aids domestic trade by transfer of goods from producers to wholesalers.
4. It helps international trade by moving goods and service across national boundaries.
5. It provides employment for those who work within the transport system.
6. It aids the growth of business.
7. It contributes to economic development.

**Means of transportation in Nigeria are:**

1. **Road Transport:** This is the most popular means of transportation. It is reliable and also the cheapest where distance to be covered are short.

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| **Advantages** | **Disadvantages** |
| 1. It is a suitable means of transport for carrying perishable goods. | The rate at which accident occur is high. |
| 1. The maintenance cost involved in road transport is low. | Road transport tends to be slow in long distance. |
| 1. Road transport provides door-to-door service for transporting goods. | Road transport is not suitable for carrying fragile goods. |

1. **Air Transport:** This is the fastest means of transportation anywhere in the world. There are two types of air transportation in Nigeria;

Local or domestic airlines e.g Aric, Bell view, Overland etc.

International airlines e.g British Airways, Ethiopian Airlines, KLM, Atlantic Express etc. Other international airports in Nigeria are located in Calabar, Kano, Port- Harcourt and Abuja. All the airports in Nigeria are currently managed by the Federal Airports Authority of Nigeria (FAAN).

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| **Advantages** | **Disadvantages** |
| 1. Air transport is the fastest means of transport. | Highly qualified personnel are required in handling aircrafts. |
| 1. It is the most suitable means of transporting perishable, fragile goods and travelling on long distance. | It is not flexible because it is operated on schedule. |
| 1. Air transport is reliable and safer than road transport. | It is not suitable for carrying bulky goods. |

1. **Rail transportation:** This is the most suitable means of transporting heavy and bulky goods carried over long distance. It operates on single-track route from northern to southern Nigeria. There are two major categories of trains; the cargo (goods) and the passengers train.

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| **Advantages** | **Disadvantages** |
| 1. It is capable of carrying bulky and heavy luggage like coal, timber, petroleum etc. | It is not flexible like road transport. |
| 1. Train reduces road congestion. | The maintenance cost of trains and their lines are high. |
| 1. Accidents are not common occurrence. | It is not suitable for carrying perishable goods. |

1. **Water transportation:** This is a means by which passengers and goods are transported from one place to another. There are two types of water transportation; inland waterways and sea transport.

Most goods meant for import and export between countries is transported by sea. When the carrier accepts goods in his vessel for transportation, he issues a special document to the owner of the goods, known as **Bill of lading.**

The management of sea transport in Nigeria is the responsibility of the Nigeria National Shipping Line (NNSL).

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| **Advantages** | **Disadvantages** |
| 1. It is the most suitable and cheapest means of transport for conveying bulky goods. | It is very slow especially over long distance. |
| 1. It does not breed traffic congestion. | It is prone to pilferage and mishandling of goods by port rats. |
| 1. It connects countries of the world especially where transport by land cannot reach. | Sea vessels expensive to acquire and maintain. |

1. **Pipeline transportation:** This is the transportation of goods or materials through pipelines, e.g crude oil, petroleum products and solids that are suspended in liquid over long distance.

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| **Advantages** | **Disadvantages** |
| 1. They are safe, accident-free and environment friendly. | It requires a large investment of capital. |
| 1. It helps to reduce traffic on roads. | It is not flexible; it can be used for only few fixed points. |
| 1. It involves very low energy consumption. | Its capacity cannot be increase once it is laid. |
| 1. It requires little maintenance. | Underground pipeline cannot be easily repaired and detection of leakage is also difficult. |

**WEEK 7 COMMUNICATION**

Communication can be referred to as the giving and receiving of information between people or organizations, for mutual benefits of the organization. Communication is said to be done only when the recipient of information receives and understood the information sent.

**Importance of communication in business:**

1. It enables traders and business organizations transact business with one another from different parts of the world.
2. Good internal and external communication is very important for daily operation of the business.
3. It informs producers and consumers on market conditions for raw materials and consumer goods.
4. Good communication helps people to do business transaction effectively.

**Methods of communication are**:

1. **Oral Communication:** This refers to communication by speech, eg face-to-face conversation and interviews, telephone calls, discussion at meetings etc.
2. **Written Communication:** This is the communication in writing which includes; letters, memoranda and reports.

**Means of communication:**

1. **Post:** This is a system of physically transporting mails, documents and small parcels form one place to another. In Nigeria, the Nigerian Postal Service (NIPOST) carries out the responsibility of delivering mails to individuals and business.
2. **Telephone:** This is the fastest means of communication.
3. **World Wide Web:** This is an information space where documents and information can be exchanged and accessed through the internet. It allows businessmen to communicate over a long distance by e-mails, internet calls, online chat etc.
4. **Courier:** This is similar to post but operated by private organization which collect and deliver mails, documents or parcels door-to-door at any time during the day.
5. **Communication agencies:** These are organization that are established to collect and send information from one individual or organization to the other, e.g postal agencies, telephone companies, courier companies etc.

**Services provided by communication agencies:**

1. **Posted and Telegraphic services:** The post office is the communication agency responsible for providing postal and telegraphic services.
2. **Ordinary letter:** These are letters posted by ordinary mail within or outside the country.

**Features of ordinary letters are:**

1. Name and address of the person the letter is to be delivered to.
2. The correct postage stamp.
3. The senders name and address.
4. **Express letters:** This is the fastest and quickest dispatch letters. When an express letter is delivered, the recipient must sign for it as evidence of delivery. Express Mail Service (EMS) is provided by the Nigerian Postal Service (NIPOST). The charge for each letter depends on the weight, the more the weight the higher the charge. A special label is fixed on express letters delivered by EMS speed post which contains some items of information as follows:
5. Name and address of person the letter is delivered to.
6. Name and address of the sender.
7. Item number iv. Weight of the letter
8. Fee paid vi. Date of dispatch
9. Time of dispatch
10. viii. Initials by the postal staff who handles the letter.
11. **Parcels:** Parcels sent by post are regulated and indicates how the contents should be packed as well as the maximum weight and size. Parcel that meet postal regulations are accepted for delivery after payment. A parcel to be delivered within the country are called inland parcel.
12. **Postage by Air:** This is a service provided by the post office through special arrangement with airline companies. Letter, documents or parcels to be posted by air are generally referred to as Air mail letters.
13. **Business Reply System:** This is a system in which an organization pre-pays the post office in respect to special postage cards or envelopes to be used for replying certain classes of its correspondence.
14. **Recorded Delivery:** This service is provided in respect to postal packets and special documents where a customer wants to have an official record of both posting and delivery.
15. **Registration of letters:** postal order, money order and important documents are sent under registered cover.
16. **Telegrams and Cables:** These are messages transmitted by the post office on behalf of the sender. Messages sent by telegrams and cables are faster than other forms of communication so far.
17. **Franking machines:** some businesses post very many letters each day using franking machines to save time and labour involved in fixing stamps and envelopes.
18. **Telephone and Telex Services:** Several communication companies responsible for providing telephone services in Nigeria are:

MTN, Globacom communication, Etisalat communication etc.

**WEEK: 8 SETTING SIMPLE BUSINESS GOAL**

Business Goal: This is identifying and planning for positive outcomes a business aim to achieve over a period of time. In choosing a business, a prospective entrepreneur needs to identify a business and consider the following;

1. Strength of the identified business
2. Weakness of the identified business
3. Opportunities of the identified business
4. Threats (challenges) to the identified business

The above listed points are otherwise known as SWOT Analysis. It is divided into two parts: Internal environment which consists of the two elements namely;

1. Strengths of the business (S)
2. Weaknesses (W) of the business

**Strengths of the business**

1. Expertise: The level of experience of the entrepreneur in the business
2. Quality: making high quality and unique products
3. Low capital requirement: availability of capital to start the business
4. Stock: constants availability of the products
5. Product requirements: It is the product of a seasonal product or all season products.

**Weaknesses of the business**

1. Capacity: failure to employ labour will limit the rate of production and profit.
2. Time: constant disappointment may occur when there are no apprentices to support.
3. Marketing: lack of marketing strategy will affect the business negatively.

**Opportunities of the business**

***Partnership:*** partnering with professional bodies institutes can promote ones product because those institutes are established to defend members interest.

**Threats of the business**

1. *Economic threats:* inflation in the country will cause people to spend less on fasion and accessories.
2. *Suppliers dependant:* Disappointments from suppliers of unique materials could stop the business.
3. *Potential competitors:* A competitor could overtake an entrepreneur thereby stopping the business.

**Internal environment; strength of the business**

1. Good internal communication
2. Good relationship with customers
3. Being creative and innovative
4. Well designed and successful marketing
5. Active sales staff with strong knowledge of reigning products
6. Business located where there is high traffic of people and vehicles.

**Weaknesses**

1. High cost of office rentage
2. Credit sales
3. Disappointing customers
4. Holding too much stock
5. Lack of record keeping
6. Lack of knowledge about reigning products in the market.

**External Environment: Opportunities of the business**

1. Selling of seasonal products which sell more at a particular period of the year. Eg raining season or Christmas time.
2. Ability to advertise alone
3. Customers prefer your products
4. When products that are similar to yours in the market are expensive or in poor quality.
5. When no other product in the market produces equal satisfaction like yours.

**Threats to the business**

1. Economic threats like high exchange rate in inflation.
2. Movement of the people from your area to another area
3. Many competitors in the market with similar products
4. A competitor opening shop in a nearby location.

**WEEK: 9 CONSUMER PROTECTION AND AWARENESS**

**Consumer protection:** This can be defined as an individual or household that buys a product or service for personal use. Consumer protection is a form of government regulation that protects the interest of consumers in the society.

**Rights of consumers:** There are eight rights of a consumer namely;

1. Right to safe product and services
2. Right to be heard
3. Right to be informed
4. Right to seek redress
5. Right to choose among alternatives
6. Right to consumer education
7. Right to be represented
8. Right to acquire knowledge and skill

**Needs for consumer protection:** *Consumers should be protected in order to save them from exploitation through;*

1. Counterfeit or poor quality goods
2. Environmental pollution
3. Misleading or deceptive advertising
4. Unfair business practices
5. Ignorance and illiteracy
6. Lack of organization among consumers

**Consumer protection agencies**

1. **Consumer protection council (CPC):** This is the apex government agency that protects consumers. It was established on 23rd of Nov. 1992 by decree No. 66 of 1992.
2. **Nigerian communication commission (NCC**): This body fights for the rights of consumers in relation to telecommunication services. It was created on 24th Nov. 1992 and commenced operation on May 1993.
3. **National agency for food and drug administration and control (NAFDAC):** The agency was established on January 1st 1994. It regulates and controls the manufacturing, importation, distribution, advertisement, exportation, sales and use of food, drugs, cosmetics and medical devices, chemicals and pure water.
4. **Non- governmental organization (NGO):** These organization includes; consumer association in Lagos, Enugu Consumer movement, Tenants Association etc. They also fight for the rights of their members.
5. **Standard Organization of Nigeria (SON):** This body protects consumer right by ensuring that goods consumed by consumers are of standard quality. It was established on December 19 1971 by No. 56.
6. **National Electricity Regulatory Commission (NERC):** It monitors the activities of electricity. The agency was inaugurated on Oct. 31 2005 through electric power sector perform Act 2005. The present commission was inaugurated in Dec. 2010.
7. **The media:** The newspapers, radio, television and magazines also devote special page to consumer issues. They also report allegation of marketing misbehaviors to appropriate bodies.

**Roles and responsibilities of consumer protection agency**

1. They issue guidelines to producers in relation to the products produced.
2. They remove harmful products from the market
3. They seek for redress to consumers complaints through negotiation.
4. They encourage industries to produce standard products
5. They ensure and monitor products sales promotion
6. They ensure that consumers interest are well attended to
7. They encourage voluntary formation of consumers group or association.