



World Consumer Protection Map

Contribution by
Burkina Faso

Page 2: Contact of respondent

Q1

Burkina Faso

Name of responding member State

Q2

Name of responding authority/agency:

Commission Nationale de la Concurrence et de la Consommation (CNCC)

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Q7

No

Does your country's Constitution contain a provision on consumer protection?

Q8

Respondent skipped this question

If you do, please provide de following details:

Q9

No

Does your country have have specific law(s) on consumer protection ?

Q10

Respondent skipped this question

If you do, when was the main specific law first enacted?

Q11

Respondent skipped this question

If your main specific law on consumer protection has been revised, when was the date of its latest revision?

Q12

Respondent skipped this question

Please provide the following details of the current specific law(s):

Q13

Respondent skipped this question

Please check all the fields that your consumer protections law(s) cover.

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Q14

Respondent skipped this question

From your previous answer, your specific consumer protection law(s) do(es) not cover the following field(s). Please name the relevant law(s) covering this/these field(s):

Q15

Respondent skipped this question

Please indicate the URL Link of the relevant law(s) to each field:

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Q16

Name of Ministry responsible for consumer protection:

Ministère du Commerce, de l'Industrie et de l'Artisanat

Q17

URL link of responsible Ministry for consumer protection:

www.mcia.gov.bf

Q18

Year when consumer protection was assumed by the current responsible ministry:

1994

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Q19

Yes

Do you have a main consumer protection authority/agency?

Q20

Name of main consumer protection authority/agency:

Commission Nationale de la Concurrence et de la Consommation

Q21

URL of main consumer protection authority/agency:

Néant

Q22

Year of creation:

1994

Q23

Annual budget: (in USD)

66064

Q24

Total number of staff:

19

Q25

Total number of staff directly affected to consumer protection:

8

Q26

Yes

Do you have a law/decreed that governs the main consumer protection authority/agency?

Q27

If you do, please provide the following details:

Reference of the law/decreed

Loi n°16-2017/AN du 27 avril 2017 portant organisation de la concurrence au Burkina Faso/Décret n°2017-1092/PRES/PM/MCPEA/MINEFID du 17 novembre 2017 portant attributions, organisation et fonctionnement de la Commission Nationale de la Concurrence et de la Consommation (CNCC)

URL to law/decreed

Néant

Q28

Does your main consumer protection authority/agency have POLICY MAKING powers over any of the following fields?

**Consumer rights/legitimate needs,
Access by consumers to essential goods and services,
Protection of vulnerable and disadvantaged consumers,
Physical safety,
Product quality,
Terms and conditions,
Promotional marketing and sales practices (including misleading advertisement)
,
Restrictive business practices(competition/antitrust),
Dispute resolution,
Consumer education,
Consumer information**

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Q29

From your previous answer, your main authority/agency does not have POLICY MAKING powers over the following fields. Please name the relevant authorities/agencies with powers over these fields:

Electronic commerce

Autorité de Régulation des Communications Electroniques et des Postes (ARCEP)

Q30

URL Link of the relevant authority/agency to each field:

Electronic commerce

www.arcep.bf

Q31

Does your main consumer protection authority/agency have ENFORCEMENT powers over any of the following fields?

Consumer rights/legitimate needs,
Access by consumers to essential goods and services,
Protection of vulnerable and disadvantaged consumers,
Physical safety,
Product quality,
Terms and conditions,
Promotional marketing and sales practices (including misleading advertisement)
,
Restrictive business practices (competition/antitrust),
Dispute resolution,
Consumer education,
Consumer information

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Q32

From your previous answer, your main consumer protection authority/agency does not have ENFORCEMENT powers over the following fields. Please name the relevant authorities/agencies with powers over these fields:

Electronic commerce

**Autorité de Régulation des Communications
Electroniques et des Postes (ARCEP)**

Q33

URL Link of the relevant authority/agency to each field:

Electronic commerce

www.arcep.bf

Q34

Regarding enforcement, how many infringement cases does your authority/agency handle on average per year?

06

Q35

No

Has your authority/agency imposed sanctions and/or other measures for breaches of consumer protection law(s)?

Q36

Respondent skipped this question

Maximum amount for sanction/measure allowed by consumer protection law(s): (in USD)

Q37 Respondent skipped this question
 Record highest amount for any sanction/measure imposed: (in USD)

Q38 Respondent skipped this question
 Please detail if necessary, what kind of sanctions and/or other measures are available in your jurisdiction

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Q39 Yes
 Are there any non-governmental consumer organizations/associations in your country?

Q40 No
 Do you have a law/decree that governs consumer organizations/associations?

Q41 Respondent skipped this question
 In case you have a law/decree that governs consumer organizations, please provide the following details:

Q42 Consultation in policy making,
 Consumer education,
 Consumer information,
 Legal representation of consumers' individual interests before courts
 ,
 Legal representation for consumer collective actions

Q43 Yes
 Do consumer groups/associations receive public funding?

Q44

Name the three largest non-governmental consumer organizations/associations in your jurisdiction:

| | |
|---------|---|
| 1- Name | Ligue des Consommateurs du Burkina (LCB) |
| 2- Name | Association Burkinabè des Consommateurs de services de Communications Électroniques (ABCE) |
| 3- Name | Organisation des Consommateurs du Burkina (OCB) |

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Q45 Yes

Can consumers obtain redress through judicial channels?

Q46 No

Is there a specialized judicial mechanism for consumer complaints?

Q47 Respondent skipped this question

If there is, please provide the following details

Q48 No

Do you have collective redress/class actions for consumer complaints?

Q49 Consumers individually,
Lawyers,
Consumer protection enforcement authority/agency,
Consumer associations

Who can represent consumer interests in court?

Q50 Respondent skipped this question

What is the highest damages award following a collective redress/class action?

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Q51 Respondent skipped this question

Regarding out-of-court/alternative consumer dispute resolution, are there any of the following?

Q52 Respondent skipped this question

If there are any of the above, please provide the following details:

Q53 No

Are there any CROSS-BORDER out-of-court/alternative consumer dispute resolution initiatives?

Q54 Respondent skipped this question

If there are, please provide the following details:

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Q55 No

Are there any self-regulation initiatives from businesses?

Q56 Respondent skipped this question

Please provide (up to) 4 examples of the self-regulation initiatives from businesses:

Q57 No

Are there any co-regulation initiatives between businesses and public entities?

Q58 Respondent skipped this question

Please provide (up to) 4 examples of the co-regulation initiatives between businesses and public entities:

Q59 Respondent skipped this question

Do self-regulation and/or co-regulation initiatives cover any of the following issues? (Please relate to UNGCP Guideline 11)

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Q60 Respondent skipped this question

What kind and how many international cooperation agreement(s) on consumer protection does your authority/agency participate in?

Q61 Respondent skipped this question

Please provide name and URL link of formal bilateral agreements (treaties):

Q62 Respondent skipped this question

Please provide name and URL link of informal bilateral agreements (memoranda of understanding):

Q63 Respondent skipped this question

Please provide name and URL link of formal multilateral/regionals agreements (treaties) that address consumer protection:

Q64 Respondent skipped this question

Please provide name and URL link of informal multilateral/regionals agreements (memoranda of understanding) that address consumer protection:

Q65 Respondent skipped this question

Do cooperation agreements on consumer protection (be those formal/informal/bilateral/regional) cover any of the following fields?

Q66 Investigate,
Pursue,
Share information and evidence

Does your consumer protection enforcement authority/agency have any of the following powers regarding cross-border fraudulent and deceptive commercial practices affecting consumers?

Q67 No

Do you have any experience in cross-border cooperation on enforcement?

Q68 Respondent skipped this question

If you do, please provide a short description

Q69

Do you engage in technical cooperation or capacity building activities on consumer protection?

| | Bilaterally | Through an international organization/network |
|----------------|-------------|---|
| As a recipient | | Yes |
| As a donor | | |
| | | |

Q70

If you have engaged in technical cooperation or capacity building activities on consumer protection as a recipient/as donor and/or through an international organization/network, please provide the following details for each initiative

| | |
|--|--|
| 1- Name of programme/project | ATELIER REGIONAL DE FORMATION EN CONSUMERISME |
| 1- Name of cooperating partner(s) | Union Economique et Monétaire Ouest Africaine (UEMOA) |
| 1- Starting date of programme/project | 03 décembre 2018 |
| 1- Finish date of programme/project | 04 décembre 2018 |
| 1- Scope of programme/project (list areas of work) | Les Principes Directeurs des Nations Unies pour la Protection des Consommateurs (PDNUPC): Défis et enjeux pour l'UEMOA et ses Etats membres ; le rôle de la société civile, du secteur privé et des autres parties prenantes dans la protection des consommateurs en zone UEMOA, l'état des lieux de la protection des consommateurs dans les Etats membres (bilan des actions par Etat), les défis à relever dans la mise en place d'un cadre juridique régional de la protection des consommateurs basé sur les Principes Directeurs des Nations Unies pour la Protection des Consommateurs(PDNUPC) au sein de l'UEMOA. |
| 2- Name of programme/project | ATELIER DE VALIDATION DES TEXTES COMMUNAUTAIRES RELATIFS A LA PROTECTION DES CONSOMMATEURS |
| 2- Name of cooperating partner(s) | Union Economique et Monétaire Ouest Africaine (UEMOA) |
| 2- Starting date of programme/project | 10 décembre 2019 |
| 2- Finish date of programme/project | 13 décembre 2019 |
| 2- Scope of programme/project (list areas of work) | Examen et validation du rapport de la mission de collecte d'informations, Examen et validation de l'avant-projet de Directive UEMOA. |
| 3- Name of programme/project | Groupe Intergouvernemental des Experts sur le droit et la politique de protection des consommateurs |
| 3- Name of cooperating partner(s) | Conférence des Nations Unies sur le Commerce et le Développement (CNUCED) |
| 3- Starting date of programme/project | 2016 |
| 3- Finish date of programme/project | 2019 |
| 3- Scope of programme/project (list areas of work) | le droit et politique de la politique des consommateurs |

Q71 **Yes**
 Does your authority/agency carry out information and education initiatives?

Q72 **Health, nutrition, prevention of food-borne diseases and food adulteration**
 Do information and education initiatives carried out by your authority/agency cover any of the following fields? ,
Product hazard,
Product labelling,
Legislation, dispute resolution,
Weight and measures, prices and quality,
Electronic commerce

Q73 **No**
 Does your authority/agency provide specific education and information initiatives for vulnerable and disadvantaged consumers?

Q74 **Respondent skipped this question**
 If your authority/agency does, please provide the following details:

Q75 **Yes**
 Do consumer organizations/associations provide education and information initiatives?

Q76
 If consumer organizations/associations do, please provide the following details:

| | |
|--|---|
| 1- Name of consumer organization/association | Ligue des Consommateurs du Burkina (LCB) |
| 2- Name of consumer organization/association | Association Burkinabè des Consommateurs de services de Communications Électroniques (ABCE) |

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Q77 **Yes**
 Does your authority/agency conduct research and analysis on consumer protection issues?

Q78

If your authority/agency does, please provide the following details:

1- Main area of work

Evaluation de l'état de protection des consommateurs

Q79

No

Do other organizations/associations conduct research and analysis on consumer protection?

Q80

Respondent skipped this question

If other organizations/associations do, please provide the following details:
