



World Consumer Protection Map

Contribution by
Gabon

Page 2: Contact of respondent

Q1 **Gabon**

Name of responding member State

Q2

Name of responding authority/agency:

DIRECTION GENERALE DE LA CONCURRENCE ET DE LA CONSOMMATION (DGCC)

Page 3: Consumer protection legislation

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.

Q14

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):

Consumer rights/legitimate needs	Aucune loi
Access by consumers to essential goods and services	Aucune loi
Protection of vulnerable and disadvantaged consumers	Aucune loi mais certaines mesures gouvernementales (lutte contre la vie chère, tarif social d'énergie)
Physical safety	Aucune loi
Product quality	Aucune loi de protection du consommateur mais une loi spécifique (l'ordonnance n° 50/78 du 4 Août 1978 portant contrôle de la qualité et denrées alimentaires et répression des fraudes en république gabonaise; l'arrêté n° 426/MEFBP/DGCC du 24 mars 2005 fixant les conditions de transport et de conservation des produits et denrées alimentaires.,
Terms and conditions	Aucune loi générale de protection du consommateur, mais spécifiquement, la loi n° 14/98 du 23 juillet 1998, relative à la concurrence
Promotional marketing and sales practices (including misleading advertisement)	Aucune loi générale de protection du consommateur, mais existence de la loi n° 14/98 du 23 juillet 1998, relative à la concurrence, précitée.
Voluntary codes for businesses	Aucune loi
Restrictive business practices (competition/antitrust)	Loi 14/98 du 23 juillet 1998, relative à la concurrence en république gabonaise.
Electronic commerce	Aucune loi
Promotion of sustainable consumption	Aucune loi
Food distribution	Aucune loi
Water	Loi n° 24/2016 du 29 décembre 2016, fixant le régime juridique de la production, du transport et de la distribution de l'énergie électrique et de l'eau potable en république gabonaise. ordonnance n° 019/PR/2010 portant création, attributions, organisation et fonctionnement de l'Agence de régulation du secteur de l'eau potable et de l'énergie électrique en république gabonaise.
Pharmaceuticals	Ordonnance n°001/PR/2011 du 27 janvier 2011, portant organisation du secteur pharmaceutique en République gabonaise

Consumer Protection Survey

Energy	Loi n° 24/2016 du 29 décembre 2016, fixant le régime juridique de la production, du transport et de la distribution de l'énergie électrique et de l'eau potable en république gabonaise. ordonnance n° 019/PR/2010 portant création, attributions, organisation et fonctionnement de l'Agence de régulation du secteur de l'eau potable et de l'énergie électrique en république gabonaise
Public utilities	Aucune loi
Tourism	Aucune loi
Data protection and privacy	Loi n° 001/2011 du 25 septembre 2011, relative à la protection des données à caractère personnel.
Financial services	Aucune loi
Dispute resolution	Aucune loi, mais droit commun (loi n° 6/78 du 1/6 1978 sur l'organisation judiciaire en République gabonaise
Redress	Aucune loi, mais droit commun (code civil)
Consumer education	Aucune loi, mais loi n° 21/2011 portant orientation de l'éducation, de la formation et de la recherche.
Consumer information	Aucune loi de protection du consommateur, mai Loi n° 29/63 du 15 juin 1963, portant réglementation des prix en République gabonaise; Loi 14/98 du 23 juillet 1998, relative à la concurrence en République gabonaise.

Q15

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

Consumer rights/legitimate needs	Néant
Access by consumers to essential goods and services	Néant
Protection of vulnerable and disadvantaged consumers	Néant
Physical safety	Néant
Product quality	https://www.agasa.site ou alors https://www.ecolex.org
Terms and conditions	Néant
Promotional marketing and sales practices (including misleading advertisement)	http://www.ilo.org
Voluntary codes for businesses	Néant
Restrictive business practices (competition/antitrust)	http://www.ilo.org
Electronic commerce	NEANT
Promotion of sustainable consumption	NEANT
Food distribution	NEANT
Water	http://arsee-gabon.com
Pharmaceuticals	http://faolex.fao.org
Energy	http://arsee-gabon.com
Public utilities	NEANT
Tourism	NEANT
Data protection and privacy	http://www.afapdg.org
Financial services	NEANT
Dispute resolution	NEANT
Redress	http://data.legilux.public.lu
Consumer education	NEANT
Consumer information	http://www.ilo.org

Page 5: Consumer protection institutions

Q16

Name of Ministry responsible for consumer protection:

Ministère de l'économie et de la relance

Q17

URL link of responsible Ministry for consumer protection:

<https://www.facebook.com>

Q18

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

2004

Page 6: Consumer protection institutions

Q19

Yes

Do you have a main consumer protection authority/agency?

Q20

Name of main consumer protection authority/agency:

DIRECTION GENERALE DE LA CONCURRENCE ET DE LA CONSOMMATION (DGCC)

Q21

URL of main consumer protection authority/agency:

<http://www.dgcc.ga>

Q22

Year of creation:

2004

Q23

Annual budget: (in USD)

1425261

Q24

Total number of staff:

820

Q25

Total number of staff directly affected to consumer protection:

70

Q26

Yes

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

Q27

If you do, please provide the following details:

Reference of the law/decreet

décret n° 665/PR/MEFBP du 9 août 2004

URL to law/decreet

<http://anpserver.com>

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)
- ,
- Voluntary codes for businesses,
- Restrictive business practices(competition/antitrust),
- Electronic commerce,
- Financial services,
- Promotion of sustainable consumption,
- Food distribution,
- Water,
- Pharmaceuticals,
- Energy,
- Public utilities,
- Tourism,
- Data protection and privacy,
- Dispute resolution,
- Redress,
- Consumer education,
- Consumer information

Page 7: Consumer protection institutions

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:

Respondent skipped this question

Q30

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

Respondent skipped this question

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)
- ,
- Voluntary codes for businesses,
- Restrictive business practices (competition/antitrust),
- Electronic commerce,
- Financial services,
- Promotion of sustainable consumption,
- Food distribution,
- Water,
- Pharmaceuticals,
- Energy,
- Public utilities,
- Tourism,
- Data protection and privacy,
- Dispute resolution,
- Redress,
- Consumer education,
- Consumer information

Page 8: Consumer protection institutions

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:

Respondent skipped this question

Q33

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

Respondent skipped this question

Q34

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

20000

Q35

Yes

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

Q36

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

9301

Q37

Record highest amount for any sanction/measure imposed: (in USD)

8063049649

Q38

Please detail if necessary, what kind of sanctions and/or other measures are available in your jurisdiction

Amendes administratives, rappel à la réglementation, etc...

Page 9: Consumer protection institutions

Q39

Yes

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

Q40

No

Do you have a law/decreet that governs consumer organizations/associations?

Q41

Respondent skipped this question

In case you have a law/decreet that governs consumer organizations, please provide the following details:

Consumer Protection Survey

Q42

Do consumer organizations/associations fulfil any of the following functions?

**Legal advice to consumers,
Consumer information,
Consumer publications,
Legal representation of consumers' individual interests
before courts**

Q43

Do consumer groups/associations receive public funding?

No

Q44

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

1- Name	UNION DES CONSOMMATEURS DU GABON (UGC)
1- Website	NEANT
2- Name	SOS CONSOMMATEURS
2- Website	NEANT

Page 10: Consumer protection institutions

Q45

Can consumers obtain redress through judicial channels?

Yes

Q46

Is there a specialized judicial mechanism for consumer complaints?

No

Q47

If there is, please provide the following details

Respondent skipped this question

Q48

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

No

Q49

Who can represent consumer interests in court?

**Consumers individually,
Lawyers,
Consumer associations**

Q50

Respondent skipped this question

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

Page 11: Consumer protection institutions

Q51

Mediation/ Conciliation,

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

Comments:

Ces conciliations se font généralement par l'administration lors des règlements des petits conflits.

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:

Page 12: Consumer protection institutions

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)

Page 13: Consumer protection institutions

Q60

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

	Bilateral	Multilateral/Regional
Formal (treaties)	1	1
Informal (memoranda of understanding)		

Q61

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

NEANT

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 Respondent skipped this question

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 Respondent skipped this question

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

Q70 Respondent skipped this question

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

Page 14: Consumer protection policies

Q71 No

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

Q72 Respondent skipped this question

Do information and education initiatives carried out by your authority/agency cover any of the following fields?

Q73 Yes

Does your authority/agency provide specific education and information initiatives for vulnerable and disadvantaged consumers?

Q74

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

1- Name of initiative	Lutte contre la vie chère au Gabon
1- Scope of initiative	prix bas des produits de première nécessité
1- URL link	www.jeuneafrique.com
1- Impact (short description)	liste des produits alimentaires vendus à prix réduits et bloqués sur toute l'étendue du territoire

Q75

No

Do consumer organizations/associations provide education and information initiatives?

Q76

Respondent skipped this question

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

Page 15: Consumer protection policies

Q77

No

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

Q78

Respondent skipped this question

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

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:
