



## **World Consumer Protection Map**

Contribution by  
GUYANA

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Page 2: Contact of respondent

**Q1** Name of responding member State **Guyana**

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**Q2** Name of responding authority/agency:

Department of Consumer Affairs, Ministry of Business

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**Q7** Does your country's Constitution contain a provision on consumer protection? **Yes**

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**Q8** If you do, please provide de following details:

Text of constitutional norm with reference to consumer protection

**Consumer Affairs Act 2011**

URL link

**<https://www.business.gov.gy/wp-content/uploads/2018/02/Competition-Consumer-Affairs-Act.pdf>**

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## Consumer Protection Survey

**Q9** Does your country have have specific law(s) on consumer protection ?

**Yes**

**Q10** If you do, when was the main specific law first enacted?

Date

**27/10/2011**

**Q11** If your main specific law on consumer protection has been revised, when was the date of its latest revision?

**Respondent skipped this question**

**Q12** Please provide the following details of the current specific law(s):

1- Name of law

**Consumer Affairs Act 2011**

1- URL link

**<https://www.business.gov.gy/wp-content/uploads/2018/02/Competition-Consumer-Affairs-Act.pdf>**

**Q13** Please check all the fields that your consumer protections law(s) cover.

**Consumer rights/legitimate needs,**  
**Access by consumers to essential goods and services ,**  
**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,**  
**Promotion of sustainable consumption ,**  
**Data protection and privacy ,**  
**Financial services,**  
**Dispute resolution,**  
**Redress,**  
**Consumer education,**  
**Consumer information**

## Consumer Protection Survey

**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):

Respondent skipped this question

**Q15** Please indicate the URL Link of the relevant law(s) to each field:

Respondent skipped this question

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**Q16** Name of Ministry responsible for consumer protection:

Ministry of Business

**Q17** URL link of responsible Ministry for consumer protection:

<https://www.business.gov.gy>

**Q18** Year when consumer protection was assumed by the current responsible ministry:

1992

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**Q19** Do you have a main consumer protection authority/agency?

Yes

**Q20** Name of main consumer protection authority/agency:

Department of Consumer Affairs

**Q21** URL of main consumer protection authority/agency:

Respondent skipped this question

**Q22** Year of creation:

1992

**Q23** Annual budget: (in USD)

47600

**Q24** Total number of staff:

4

## Consumer Protection Survey

**Q25** Total number of staff directly affected to consumer protection:

4

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**Q26** Do you have a law/decree that governs the main consumer protection authority/agency? **Yes**

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**Q27** If you do, please provide the following details:

Reference of the law/decree

**Consumer Affairs Act**

URL to law/decree

**<https://www.business.gov.gy/wp-content/uploads/2018/02/Competition-Consumer-Affairs-Act.pdf>**

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**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**

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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:

**Respondent skipped this question**

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**Q30** URL Link of the relevant authority/agency to each field:

**Respondent skipped this question**

## Consumer Protection Survey

**Q31** Does your main consumer protection authority/agency have ENFORCEMENT powers over any of the following fields?

Respondent skipped this question

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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:

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?

Respondent skipped this question

**Q35** Has your authority/agency imposed sanctions and/or other measures for breaches of consumer protection law(s)?

Respondent skipped this question

**Q36** Maximum amount for sanction/measure allowed by consumer protection law(s): (in USD)

Respondent skipped this question

**Q37** Record highest amount for any sanction/measure imposed: (in USD)

Respondent skipped this question

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

Respondent skipped this question

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

Respondent skipped this question

**Q40** Do you have a law/decree that governs consumer organizations/associations?

Respondent skipped this question

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

Respondent skipped this question

**Q42** Do consumer organizations/associations fulfil any of the following functions?

Respondent skipped this question

## Consumer Protection Survey

**Q43** Do consumer groups/associations receive public funding? **Respondent skipped this question**

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**Q44** Name the three largest non-governmental consumer organizations/associations in your jurisdiction: **Respondent skipped this question**

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**Q45** Can consumers obtain redress through judicial channels? **Respondent skipped this question**

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**Q46** Is there a specialized judicial mechanism for consumer complaints? **Respondent skipped this question**

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**Q47** If there is, please provide the following details **Respondent skipped this question**

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**Q48** Do you have collective redress/class actions for consumer complaints? **Respondent skipped this question**

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**Q49** Who can represent consumer interests in court? **Respondent skipped this question**

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**Q50** What is the highest damages award following a collective redress/class action? **Respondent skipped this question**

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**Q51** Regarding out-of-court/alternative consumer dispute resolution, are there any of the following? **Respondent skipped this question**

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**Q52** If there are any of the above, please provide the following details: **Respondent skipped this question**

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**Q53** Are there any CROSS-BORDER out-of-court/alternative consumer dispute resolution initiatives? **Respondent skipped this question**

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**Q54** If there are, please provide the following details: **Respondent skipped this question**

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**Q55** Are there any self-regulation initiatives from businesses? **No**

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## Consumer Protection Survey

**Q56** Please provide (up to) 4 examples of the self-regulation initiatives from businesses:

Respondent skipped this question

**Q57** Are there any co-regulation initiatives between businesses and public entities?

No

**Q58** Please provide (up to) 4 examples of the co-regulation initiatives between businesses and public entities:

Respondent skipped this question

**Q59** Do self-regulation and/or co-regulation initiatives cover any of the following issues? (Please relate to UNGCP Guideline 11)

Respondent skipped this question

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**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
Informal (memoranda of understanding)		

**Q61** Please provide name and URL link of formal bilateral agreements (treaties):

Respondent skipped this question

**Q62** Please provide name and URL link of informal bilateral agreements (memoranda of understanding):

Respondent skipped this question

**Q63** Please provide name and URL link of formal multilateral/regionals agreements (treaties) that address consumer protection:

Revised Treaty of Chaguaramas  
[https://caricom.org/documents/4906-revised\\_treaty-text.pdf](https://caricom.org/documents/4906-revised_treaty-text.pdf)

**Q64** Please provide name and URL link of informal multilateral/regionals agreements (memoranda of understanding) that address consumer protection:

Respondent skipped this question



## Consumer Protection Survey

**Q65** Do cooperation agreements on consumer protection (be those formal/informal/bilateral/regional) cover any of the following fields?

**Policy making,**  
**Enforcement,**  
**Consumer rights/legitimate needs,**  
**Protection of vulnerable and disadvantaged consumers**  
 ,  
**Physical safety,**  
**Product quality,**  
**Promotional marketing and sales practices (including misleading advertisement)**  
 ,  
**Voluntary codes for businesses** ,  
**Restrictive business practices(competition/antitrust),**  
**Electronic commerce,**  
**Financial services,**  
**Water,**  
**Pharmaceuticals,**  
**Public utilities,**  
**Redress,**  
**Consumer education,**  
**Consumer information**

**Q66** Does your consumer protection enforcement authority/agency have any of the following powers regarding cross-border fraudulent and deceptive commercial practices affecting consumers?

Respondent skipped this question

**Q67** Do you have any experience in cross-border cooperation on enforcement?

**No**

**Q68** If you do, please provide a short description

Respondent skipped this question

**Q69** Do you engage in technical cooperation or capacity building activities on consumer protection?

Bilaterally

Through an international organization/network

As a recipient

**Yes**

**Yes**

As a donor

## Consumer Protection Survey

**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

Respondent skipped this question

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

Yes

**Q72** 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** Does your authority/agency provide specific education and information initiatives for vulnerable and disadvantaged consumers?

Yes

**Q74** If your authority/agency does, please provide the following details:

Respondent skipped this question

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

Yes

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

Respondent skipped this question

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

Yes

**Q78** If your authority/agency does, please provide the following details:

Respondent skipped this question

**Q79** Do other organizations/associations conduct research and analysis on consumer protection?

Yes

**Q80** If other organizations/associations do, please provide the following details:

Respondent skipped this question