



World Consumer Protection Map

Contribution by
LAO PEOPLE'S DEMOCRATIC REPUBLIC

Page 2: Contact of respondent

Q1 Name of responding member State

**Lao People's Democratic
Republic**

Q2 Name of responding authority/agency:

Internal Trade Department, Ministry of Industry and Commerce

Page 3: Consumer protection legislation

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

No

Q8 If you do, please provide de following details:

Respondent skipped this question

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

Yes

Consumer Protection Survey

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

Date

30/06/2010

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

Law on Consumer Protection

1- URL link

<https://laoofficialgazette.gov.la/kcfinder/upload/files/Law%20on%20Consumer%20Protection.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

Food distribution,

Water,

Pharmaceuticals,

Energy,

Tourism,

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):

Protection of vulnerable and disadvantaged consumers	No information
Restrictive business practices (competition/antitrust)	Law on Competition
Electronic commerce	None
Promotion of sustainable consumption	None
Public utilities	No information
Data protection and privacy	No information

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

Restrictive business practices (competition/antitrust)	https://www.asean-competition.org/file/pdf_file/Lao%20PDR%20Competition%20Law.pdf
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Q16 Name of Ministry responsible for consumer protection:

Ministry of Industry and Commerce

Q17 URL link of responsible Ministry for consumer protection:

www.lcp.gov.la

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

2010

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

Q20 Name of main consumer protection authority/agency:

Consumer Protection Division, Internal Trade Department, MOIC

Q21 URL of main consumer protection authority/agency:

www.lcp.gov.la

Q22 Year of creation:

2010

Consumer Protection Survey

Q23 Annual budget: (in USD)

Respondent skipped this question

Q24 Total number of staff:

7

Q25 Total number of staff directly affected to consumer protection:

7

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

Yes

Q27 If you do, please provide the following details:

Reference of the law/decree

Minister's Decision on the Structure, Role and Responsibility of Internal Trade Department

URL to law/decree

Not available

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 ,

Physical safety,

Terms and conditions ,

Promotional marketing and sales practices (including misleading advertisement)

,
Voluntary codes for businesses ,

Redress,

Consumer education,

Consumer information

Consumer Protection Survey

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:

Protection of vulnerable and disadvantaged consumers	No information
Product quality	Ministry of Science and Technology and Ministry of Health
Restrictive business practices(competition/antitrust)	Competition Division, ITD, MOIC
Electronic commerce	Foreign Trade Policy Department, MOIC
Financial services	Ministry of Finance and The Bank of Lao PDR
Promotion of sustainable consumption	No information
Food distribution	Ministry of Health
Water	Ministry of Public Works and Transports
Pharmaceuticals	Ministry of Health
Energy	Ministry of Energy and Mining
Public utilities	Ministry of Public Works and Transports
Tourism	Ministry of Culture and Tourism
Data protection and privacy	No information
Dispute resolution	No information

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

Protection of vulnerable and disadvantaged consumers	No information
Product quality	https://www.most.gov.la/
Restrictive business practices(competition/antitrust)	No information
Electronic commerce	http://www.laoftpd.com/la/
Financial services	https://www.mof.gov.la/
Promotion of sustainable consumption	No information
Food distribution	https://www.moh.gov.la/
Water	https://www.mpwt.gov.la/en/
Pharmaceuticals	https://www.moh.gov.la/
Energy	https://mem.gov.la/
Public utilities	https://www.mpwt.gov.la/en/
Tourism	http://www.tourismlaos.org/
Data protection and privacy	No information
Dispute resolution	No information

Consumer Protection Survey

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 ,
Physical safety,
Product quality,
Terms and conditions ,
Promotional marketing and sales practices (including misleading advertisement)
,
Redress,
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:

Protection of vulnerable and disadvantaged consumers	No information
Voluntary codes for businesses	No information
Restrictive business practices (competition/antitrust)	Laos Competition Commission
Electronic commerce	No information
Financial services	Ministry of Finance
Promotion of sustainable consumption	No information
Food distribution	Ministry of Health
Water	Ministry of Public Works and Transport
Pharmaceuticals	Ministry of Health
Energy	Ministry of Energy and Mining
Public utilities	Ministry of Public Works and Transport
Tourism	Ministry of Culture and Tourism
Data protection and privacy	No information
Dispute resolution	No information

Consumer Protection Survey

Q33 URL Link of the relevant authority/agency to each field:

Electronic commerce	http://www.laoftpd.com/la/
Financial services	https://www.mof.gov.la/
Food distribution	https://www.moh.gov.la/
Water	https://www.mpwt.gov.la/en/
Pharmaceuticals	https://www.moh.gov.la/
Energy	https://mem.gov.la/
Public utilities	https://www.mpwt.gov.la/en/
Tourism	http://www.tourismlaos.org/

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)? No

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

Mediation and Administrative Order

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Q39 Are there any non-governmental consumer organizations/associations in your country? No

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

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**

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? **Yes**

Q46 Is there a specialized judicial mechanism for consumer complaints? **Yes**

Q47 If there is, please provide the following details

Name **Consumer Protection Hotline**

URL Link **no information**

Q48 Do you have collective redress/class actions for consumer complaints? **Yes**

Q49 Who can represent consumer interests in court? **Consumers individually,
Lawyers,
Consumer protection enforcement authority/agency**

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? **Mediation/ Conciliation**

Q52 If there are any of the above, please provide the following details:

1- Name **Mediation Body to be established**

1- URL Link **No information**

Q53 Are there any CROSS-BORDER out-of-court/alternative consumer dispute resolution initiatives? **No**

Consumer Protection Survey

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**

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? **Respondent skipped this question**

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: **Respondent skipped this question**

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

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

Consumer Protection Survey

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

Share information and evidence

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

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

ASEAN Committee on Consumer Protection - ACCP

1- Name of cooperating partner(s)

10 ASEAN Member States

1- Finish date of programme/project

Ongoing

1- Scope of programme/project (list areas of work)

Cooperation, coordination and sharing information

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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,
Weight and measures, prices and quality**

Q73 Does your authority/agency provide specific education and information initiatives for vulnerable and disadvantaged consumers?

No

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

Respondent skipped this question

Consumer Protection Survey

Q75 Do consumer organizations/associations provide education and information initiatives? **Respondent skipped this question**

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? **No**

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? **Respondent skipped this question**

Q80 If other organizations/associations do, please provide the following details: **Respondent skipped this question**
