



## **World Consumer Protection Map**

Contribution by  
Lebanon

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 Page 2: Contact of respondent

**Q1** **Lebanon**

Name of responding member State

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**Q2**

Name of responding authority/agency:

consumer protection directorate in the ministry of economy and trade

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## Page 3: Consumer protection legislation

**Q7** **Yes**

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

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**Q8**

If you do, please provide de following details:

Text of constitutional norm with reference to consumer protection

**The law number 659 established on the fourth of february 2005 by the lebanese parliment**

URL link

**<https://www.economy.gov.lb/en/what-we-provide/consumer-protection/legislation/>**

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**Q9** **Yes**

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

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**Q10** **Date** **04/02/2005**

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

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**Q11**

Date

15/04/2014

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

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**Q12**

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

1- Name of law	consumer protection law number 659
1- URL link	<a href="https://www.economy.gov.lb/en/what-we-provide/consumer-protection/legislation/">https://www.economy.gov.lb/en/what-we-provide/consumer-protection/legislation/</a>
2- Name of law	Promulgating Decree No. 12253 for the year 1969 on the condition of canned and preserved food products;
2- URL link	<a href="https://www.economy.gov.lb/en/what-we-provide/consumer-protection/legislation/">https://www.economy.gov.lb/en/what-we-provide/consumer-protection/legislation/</a>
3- Name of law	Promulgating Decree No. 73 for the year 1983 related to commercial operations of consumers goods and services
3- URL link	<a href="https://www.economy.gov.lb/en/what-we-provide/consumer-protection/legislation/">https://www.economy.gov.lb/en/what-we-provide/consumer-protection/legislation/</a>
4- Name of law	obligatory standard number 656 on the food safety standards established in 2002
4- URL link	<a href="https://www.economy.gov.lb/en/what-we-provide/consumer-protection/legislation/">https://www.economy.gov.lb/en/what-we-provide/consumer-protection/legislation/</a>
5- Name of law	metrolog law number 158 established on 17/8/2011
5- URL link	<a href="https://www.economy.gov.lb/en/what-we-provide/consumer-protection/legislation/">https://www.economy.gov.lb/en/what-we-provide/consumer-protection/legislation/</a>
6- Name of law	Promulgating Decree No.3380 for the year 2016 on the advertisement of goods and services
6- URL link	<a href="https://www.economy.gov.lb/en/what-we-provide/consumer-protection/legislation/">https://www.economy.gov.lb/en/what-we-provide/consumer-protection/legislation/</a>

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**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,**

**Protection of vulnerable and disadvantaged consumers,**

**Physical safety,**

**Product quality,**

**Terms and conditions,**

**Promotional marketing and sales practices (including misleading advertisement)**

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**Voluntary codes for businesses,**

**Restrictive business practices (competition/antitrust),**

**Electronic commerce,**

**Water,**

**Dispute resolution,**

**Redress,**

**Consumer education,**

**Consumer information**

**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):

Pharmaceuticals	laws in this sector are issued by the lebanese parliment and can be found on the following website: <a href="http://www.moph.gov.lb">www.moph.gov.lb</a>
Energy	laws in this sector are issued by the lebanese parliment and can be found on the following website: <a href="http://www.waterandenergy.gov.lb">www.waterandenergy.gov.lb</a>
Public utilities	laws in this sector are issued by the lebanese parliment and can be found on the following website: <a href="http://www.interior.gov.lb">www.interior.gov.lb</a>
Tourism	laws in this sector are issued by the lebanese parliment and can be found on the following website: <a href="http://www.mot.gov.lb">www.mot.gov.lb</a>
Data protection and privacy	Electronic Transactions and Personal Data Law number 81 issued on 10/10/2018
Financial services	laws in this sector are issued by the lebanese parliment and con be found on the following website: <a href="http://www.finance.gov.lb">www.finance.gov.lb</a>

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**Q15**

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

Pharmaceuticals	<a href="http://www.moph.gov.lb">www.moph.gov.lb</a>
Energy	<a href="https://energyandwater.gov.lb/ar/details/100605/water-and-food-security-2018-2040-1592915478">https://energyandwater.gov.lb/ar/details/100605/water-and-food-security-2018-2040-1592915478</a>
Public utilities	<a href="http://www.interior.gov.lb">www.interior.gov.lb</a>
Tourism	<a href="http://www.mot.gov.lb">www.mot.gov.lb</a>
Data protection and privacy	<a href="https://www.bdl.gov.lb/files/laws/Law81.pdf">https://www.bdl.gov.lb/files/laws/Law81.pdf</a>
Financial services	<a href="http://www.finance.gov.lb">www.finance.gov.lb</a>

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**Q16**

Name of Ministry responsible for consumer protection:

ministry of economy and trade

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**Q17**

URL link of responsible Ministry for consumer protection:

<https://www.economy.gov.lb/>

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**Q18**

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

1967

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**Q19**

Yes

Do you have a main consumer protection authority/agency?

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**Q20**

Name of main consumer protection authority/agency:

consumer protection directorate

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**Q21**

URL of main consumer protection authority/agency:

<https://www.economy.gov.lb/ar/services/%D8%AD%D9%85%D8%A7%D9%8A%D8%A9-%D8%A7%D9%84%D9%85%D8%B3%D8%AA%D9%87%D9%84%D9%83>

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**Q22**

Year of creation:

1967

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**Q23**

Annual budget: (in USD)

0

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**Q24**

Total number of staff:

160

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**Q25**

Total number of staff directly affected to consumer protection:

151

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**Q26**

Yes

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

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**Q27**

If you do, please provide the following details:

Reference of the law/decree

**Promulgating Decree No. 841 of the year 2008 on the organisational structure of consumer protection directorate**

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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,  
Dispute resolution,  
Redress,  
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:

Financial services	<b>ministry of finance</b>
Water	<b>ministry of water and energy</b>
Pharmaceuticals	<b>ministry of health</b>
Energy	<b>ministry of water and energy</b>
Public utilities	<b>ministry of interior forces - municipalities</b>
Tourism	<b>ministry of tourism</b>

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**Q30**

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

Financial services	<b><a href="http://www.finance.gov.lb">www.finance.gov.lb</a></b>
Water	<b><a href="https://energyandwater.gov.lb">https://energyandwater.gov.lb</a></b>
Pharmaceuticals	<b><a href="https://www.moph.gov.lb/">https://www.moph.gov.lb/</a></b>
Energy	<b><a href="https://energyandwater.gov.lb">https://energyandwater.gov.lb</a></b>
Public utilities	<b><a href="http://www.interior.gov.lb">www.interior.gov.lb</a></b>
Tourism	<b><a href="http://www.mot.gov.lb">www.mot.gov.lb</a></b>

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**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,**
  - Promotional marketing and sales practices (including misleading advertisement)**
  - ,**
  - Voluntary codes for businesses,**
  - Restrictive business practices (competition/antitrust),**
  - Electronic commerce,**
  - Dispute resolution,**
  - 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:

Financial services	<b>ministry of finance</b>
Food distribution	<b>private sector</b>
Water	<b>ministry of water and energy</b>
Pharmaceuticals	<b>ministry of health</b>
Energy	<b>ministry of water and energy</b>
Public utilities	<b>ministry of interior - municipalities</b>
Tourism	<b>ministry of tourism</b>
Data protection and privacy	<b>judicial police officers</b>

**Q33**

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

Financial services	<b><a href="http://www.finance.gov.lb">www.finance.gov.lb</a></b>
Water	<b><a href="http://www.energyandwater.gov.lb">www.energyandwater.gov.lb</a></b>
Pharmaceuticals	<b><a href="http://www.moh.gov.lb">www.moh.gov.lb</a></b>
Energy	<b><a href="http://www.energyandwater.gov.lb">www.energyandwater.gov.lb</a></b>
Public utilities	<b><a href="http://www.interior.gov.lb">www.interior.gov.lb</a></b>
Tourism	<b><a href="http://www.mot.gov.lb">www.mot.gov.lb</a></b>
Data protection and privacy	<b><a href="https://www.google.com/url?sa=t&amp;rct=j&amp;q=&amp;esrc=s&amp;source=web&amp;cd=&amp;ved=2ahUKEwip_uzFx7zxAhWm3OAKHcY9B38QFjAEegQIGBAD&amp;url=https%3A%2F%2Fwww.lita-lb.org%2Fimages%2Fpdf%2FLOI_SUR_LA_PROTECTION_DES_DONNES_A_CHARACTERE_PERSONNELLES.pdf&amp;usg=AOvVaw0VN51bcTgbAtFVpKWvVmUy">https://www.google.com/url?sa=t&amp;rct=j&amp;q=&amp;esrc=s&amp;source=web&amp;cd=&amp;ved=2ahUKEwip_uzFx7zxAhWm3OAKHcY9B38QFjAEegQIGBAD&amp;url=https%3A%2F%2Fwww.lita-lb.org%2Fimages%2Fpdf%2FLOI_SUR_LA_PROTECTION_DES_DONNES_A_CHARACTERE_PERSONNELLES.pdf&amp;usg=AOvVaw0VN51bcTgbAtFVpKWvVmUy</a></b>

**Q34**

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

3000

**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)

600000

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**Q37**

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

65000

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**Q38**

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

- punishing by imprisonment and fines
  - put the convicted person out of business temporarily or permanently
  - seize any material, machine and equipment used for the manufacturing, assembling and packaging of fraudulent goods, goods non compliant with adopted standards or goods posing risk on consumer health and safety
  - suspend the trading in non compliant goods
  - Prohibiting the importation or exportation of non compliant goods
  - Setting out specific requirements as to the importation or exportation of such goods.
  - Prohibiting the trading in the goods or services.
  - Withdrawing the goods from the market, at the expense of the manufacturer or supplier.
  - Destroying the goods at the expense of the manufacturer or supplier
- 
- 

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**Q39**

Yes

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

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**Q40**

Yes

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

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**Q41**

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

Reference of the law/decreed

**consumer portection law number 659**

URL to law/decreed

**<https://www.economy.gov.lb/en/what-we-provide/consumer-protection/legislation/>**

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**Q42**

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

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

**Q43**

Do consumer groups/associations receive public funding?

**Yes**

**Q44**

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

1- Name

**consumers lebanon**

1- Website

**<https://www.consumerslebanon.org/>**

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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

**The dispute shall be submitted to the Dispute Settlement Committee, whenever the value of the dispute exceeds LBP 3 million, or whenever the mediation does not reach a partial or a complete agreement even though the value of the dispute is less than the said amount.**

URL Link

**<https://www.economy.gov.lb/ar/services/consumer-protection/%D8%A7%D9%84%D8%AA%D8%B4%D8%B1%D9%8A%D8%B9%D8%A7%D8%AA>**

**Q48**

**Yes**

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

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**Q49**

**Consumers individually,**

Who can represent consumer interests in court?

**Lawyers,**

**Consumer protection enforcement authority/agency,**

**Consumer associations**

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**Q50**

**Respondent skipped this question**

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

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**Q51**

**Mediation/ Conciliation,**

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

Comments:

The disputes of the value of no more than LBP 3 Million, which arise between a consumer and a supplier or manufacturer and result from the implementation of the consumer protection law , must be settled by mediation procedure in order to conciliate between the parties to the dispute.

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**Q52**

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

1- Name

**chapter 14 in consumer protection law 659**

1- URL Link

**<https://www.economy.gov.lb/ar/services/consumer-protection/%D8%A7%D9%84%D8%AA%D8%B4%D8%B1%D9%8A%D8%B9%D8%A7%D8%AA>**

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**Q53**

**No**

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

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**Q54**

**Respondent skipped this question**

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If there are, please provide the following details:

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**Q55**

**No**

Are there any self-regulation initiatives from businesses?

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**Q56**

**Respondent skipped this question**

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

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**Q57**

**Yes**

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

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**Q58**

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

1- Name of initiative

**issuing joint decisions on prices of meat products**

2- Name of initiative

**issuing joint decisions on prices of bread , fruits and vegetables products**

3- Name of initiative

**issuing joint decisions on prices of non food products( fuel, services provided by private electric generators...)**

4- Name of initiative

**meetings held between public and private sectors in the lebanese standards institution to issue standards regarding food and non food products**

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**Q59**

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

**Fair and equitable treatment,  
Responsible commercial behaviour,  
Disclosure of information and transparency,  
Education and awareness-raising,  
Consumer complaints and disputes**

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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)

**9**

Informal (memoranda of understanding)

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**Q61**

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

Memorandum of Understanding  
between the government of the Lebanese Republic  
and the government of Qatar,saudi arabia, UAE, egypt In the field of consumer protection

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**Q62**

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

Memorandum of Understanding  
between the government of the Lebanese Republic  
and the government of ukraine,russia,hungary, armenia, jordan In the field of consumer protection

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**Q63**

**Respondent skipped this question**

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

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**Q64**

**Respondent skipped this question**

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

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**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,
- 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),
- Electronic commerce,
- Dispute resolution,
- 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?

- Investigate,
- Pursue,
- Obtain redress,
- Share information and evidence

**Q67**

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

Yes

**Q68**

If you do, please provide a short description

rapex and rasff notifies the ministry of economy and trade- consumer protection directorate- about any food or non food products posing risks to consumers through the approved official channels

## Consumer Protection Survey

### Q69

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

Bilaterally

Through an international organization/network

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As a recipient

**Yes**

**Yes**

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As a donor

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**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	<b>sida international training programme on quality infrastructure for food safety.It took place in sweden</b>
1- Name of cooperating partner(s)	<b>swedan in sweden and consumer protectrion directorate</b>
1- Starting date of programme/project	<b>the trainig took place in 2013-2014-2015 with a duration of one month each</b>
1- Scope of programme/project (list areas of work)	<b>quality infrastructure for food safety</b>
2- Name of programme/project	<b>unctad</b>
2- Name of cooperating partner(s)	<b>United Nations Conference on Trade and Development and ministry of economy and trade</b>
2- Starting date of programme/project	<b>2017-2018-2019</b>
2- Scope of programme/project (list areas of work)	<b>consumer protection</b>
3- Name of programme/project	<b>Export control and related border security program in georgia</b>
3- Name of cooperating partner(s)	<b>ministies of trade in georgia and lebanon</b>
3- Starting date of programme/project	<b>9/4/2018</b>
3- Finish date of programme/project	<b>20/4/2018</b>
3- Scope of programme/project (list areas of work)	<b>Export control and related border security program</b>
4- Name of programme/project	<b>german ptb program on prepacked goods took place in jordan</b>
4- Name of cooperating partner(s)	<b>consumer protection directorate in lebanon and its corresponding aothority in jordan</b>
4- Starting date of programme/project	<b>7/5/2017</b>
4- Finish date of programme/project	<b>18/5/2017</b>
4- Scope of programme/project (list areas of work)	<b>legislations on prepacked goods</b>
5- Name of programme/project	<b>Cooperation with the League of Arab States through participating in regular meetings held by the participating countries</b>
5- Starting date of programme/project	<b>meetings held every couple of months</b>
5- Scope of programme/project (list areas of work)	<b>consumer protection</b>

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**Q71**

Yes

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

**Q72**

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

**Health, nutrition, prevention of food-borne diseases and food adulteration**  
 ,  
**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:

1- Name of initiative

**consumer protection awareness campaigns for students on the their rights and obligations as well as on food safety issues in media ,schools and collages**

1- Scope of initiative

**food safety, rights and obligations**

1- URL link

**<https://www.economy.gov.lb/ar/services/consumer-protection/%D8%AD%D9%85%D9%84%D8%A7%D8%AA-%D8%AA%D9%88%D8%B9%D9%8A%D8%A9>**

1- Impact (short description)

**Raise awareness about food safety issues for kids concerning risks they face in their daily life and the specific actions need to be taken to reduce them**

2- Name of initiative

**consumer protection awareness campaigns for all consumers at all ages on the their rights and obligations as well as on food safety issues in media**

2- Scope of initiative

**food safety, rights and obligations**

2- URL link

**<https://www.economy.gov.lb/ar/services/consumer-protection/%D8%AD%D9%85%D9%84%D8%A7%D8%AA-%D8%AA%D9%88%D8%B9%D9%8A%D8%A9>**

2- Impact (short description)

**Raise awareness about food safety issues and consumers' rights and obligations and the actions need to be taken to preserve their rights**

**Q75**

Do consumer organizations/associations provide education and information initiatives?

**Yes**

**Q76**

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

1- Name of consumer organization/association	<b>consumers lebanon</b>
1- URL link of initiative	<b><a href="https://www.consumerslebanon.org/">https://www.consumerslebanon.org/</a></b>

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**Q77**

**Yes**

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

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**Q78**

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

1- Main area of work	<b>economical studies</b>
1- URL link to online library or publication(s)	<b><a href="https://www.economy.gov.lb/ar/services/economic-research">https://www.economy.gov.lb/ar/services/economic-research</a></b>
2- Main area of work	<b>Risk assessment of antibiotic residues in honey</b>
2- URL link to online library or publication(s)	<b><a href="https://www.economy.gov.lb/ar/services/consumer-protection/%D8%AA%D9%82%D9%8A%D9%8A%D9%85-%D9%88-%D8%AF%D8%B1%D8%A7%D8%B3%D8%A7%D8%AA">https://www.economy.gov.lb/ar/services/consumer-protection/%D8%AA%D9%82%D9%8A%D9%8A%D9%85-%D9%88-%D8%AF%D8%B1%D8%A7%D8%B3%D8%A7%D8%AA</a></b>
3- Main area of work	<b>Risk assessment of pesticide residues in roca and lettuce consumption</b>
3- URL link to online library or publication(s)	<b><a href="https://www.economy.gov.lb/ar/services/consumer-protection/%D8%AA%D9%82%D9%8A%D9%8A%D9%85-%D9%88-%D8%AF%D8%B1%D8%A7%D8%B3%D8%A7%D8%AA">https://www.economy.gov.lb/ar/services/consumer-protection/%D8%AA%D9%82%D9%8A%D9%8A%D9%85-%D9%88-%D8%AF%D8%B1%D8%A7%D8%B3%D8%A7%D8%AA</a></b>
4- Main area of work	<b>food safety issues concerning labeling of food products</b>

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**Q79**

**Yes**

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

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**Q80**

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

1- Main area of work	<b>food safety law</b>
1- URL link to online library or publication(s)	<b><a href="https://www.consumerslebanon.org/">https://www.consumerslebanon.org/</a></b>
2- Main area of work	<b>economy</b>
2- URL link to online library or publication(s)	<b><a href="https://www.consumerslebanon.org/">https://www.consumerslebanon.org/</a></b>
3- Main area of work	<b>environment and health</b>
3- URL link to online library or publication(s)	<b><a href="https://www.consumerslebanon.org/">https://www.consumerslebanon.org/</a></b>
4- Main area of work	<b>consumer awareness</b>
4- URL link to online library or publication(s)	<b><a href="https://www.consumerslebanon.org/">https://www.consumerslebanon.org/</a></b>

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