



## **World Consumer Protection Map**

Contribution by  
Morocco

---

Page 2: Contact of respondent

**Q1**

**Morocco**

Name of responding member State

---

**Q2**

Name of responding authority/agency:

Directorate of Consumer Protection Market Surveillance and Quality

---

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**

**Yes**

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

---

**Q10**

Date

**18/02/2011**

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**

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

1- Name of law

**Law n°31-08 enacting consumer protection measures**

1- URL link

**[http://www.khidmat-almostahlik.ma/portal/sites/default/files/fichier%20Page/BO\\_5932\\_%20loi%2031-08\\_Fr.pdf](http://www.khidmat-almostahlik.ma/portal/sites/default/files/fichier%20Page/BO_5932_%20loi%2031-08_Fr.pdf)**

---

**Q13**

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

**Consumer rights/legitimate needs,  
Protection of vulnerable and disadvantaged consumers,  
Terms and conditions,  
Promotional marketing and sales practices (including misleading advertisement)  
,  
Electronic commerce,  
Financial services,  
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):

Access by consumers to essential goods and services	<b>Constitution</b>
Physical safety	<b>Constitution</b>
Product quality	<b>Law n°24-09 on the safety of products and services</b>
Restrictive business practices (competition/antitrust)	<b>law n°104-12 on free pricing and competition</b>
Promotion of sustainable consumption	<b>law n°99-12 on a national charter for environment and sustainable consumption</b>
Food distribution	<b>law n°28-07 on food safety</b>
Water	<b>law n°36-15 water related</b>
Pharmaceuticals	<b>law n°17-04 drug and pharmacy code</b>
Energy	<b>law n°13-09 on renewable energies</b>
Tourism	<b>law n°80-14 on tourist establishments and other forms of tourist accommodation</b>
Data protection and privacy	<b>law n° 09-08 on the protection of individuals regarding the processing of personal data</b>

---

**Q15**

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

Access by consumers to essential goods and services	<a href="http://www.sgg.gov.ma/Portals/0/constitution/constitution_2011_Fr.pdf">http://www.sgg.gov.ma/Portals/0/constitution/constitution_2011_Fr.pdf</a>
Physical safety	<a href="http://www.sgg.gov.ma/Portals/0/constitution/constitution_2011_Fr.pdf">http://www.sgg.gov.ma/Portals/0/constitution/constitution_2011_Fr.pdf</a>
Product quality	<a href="http://www.khidmat-almostahlik.ma/portal/sites/default/files/reglementation/Dahir%20n%201-11-140.pdf">http://www.khidmat-almostahlik.ma/portal/sites/default/files/reglementation/Dahir%20n%201-11-140.pdf</a>
Restrictive business practices (competition/antitrust)	<a href="http://www.khidmat-almostahlik.ma/portal/sites/default/files/reglementation/BO_6280_Fr%20liberte%20des%20prix%20et%20concurrance-1.pdf">http://www.khidmat-almostahlik.ma/portal/sites/default/files/reglementation/BO_6280_Fr%20liberte%20des%20prix%20et%20concurrance-1.pdf</a>
Promotion of sustainable consumption	<a href="http://www.onhym.com/pdf/Environnement/loi_cadre_99%2012.pdf">http://www.onhym.com/pdf/Environnement/loi_cadre_99%2012.pdf</a>
Food distribution	<a href="http://www.khidmat-almostahlik.ma/portal/sites/default/files/reglementation/Dahir%20n%201-10-08.pdf">http://www.khidmat-almostahlik.ma/portal/sites/default/files/reglementation/Dahir%20n%201-10-08.pdf</a>
Water	<a href="http://www.sgg.gov.ma/Portals/0/lois/Loi_36-15_Fr.pdf?ver=2018-11-28-153115-853">http://www.sgg.gov.ma/Portals/0/lois/Loi_36-15_Fr.pdf?ver=2018-11-28-153115-853</a>
Pharmaceuticals	<a href="https://pharmacie.ma/uploads/pdfs/dahir_1-06-151_du_22-novembre-2006_fr_PMA.pdf">https://pharmacie.ma/uploads/pdfs/dahir_1-06-151_du_22-novembre-2006_fr_PMA.pdf</a>
Energy	<a href="https://www.mem.gov.ma/Lists/Lst_Textes_Reglementaires/Attachments/51/13-09%20energies%20renv.pdf">https://www.mem.gov.ma/Lists/Lst_Textes_Reglementaires/Attachments/51/13-09%20energies%20renv.pdf</a>
Tourism	<a href="http://196.70.249.198/sites/default/files/Reglementation/Loi-n-80-14-fr_1.pdf">http://196.70.249.198/sites/default/files/Reglementation/Loi-n-80-14-fr_1.pdf</a>
Data protection and privacy	<a href="http://www.khidmat-almostahlik.ma/portal/sites/default/files/reglementation/Dahir%20%201-09-15.pdf">http://www.khidmat-almostahlik.ma/portal/sites/default/files/reglementation/Dahir%20%201-09-15.pdf</a>

---

Page 5: Consumer protection institutions

**Q16**

Name of Ministry responsible for consumer protection:

Ministry of Industry, Trade and Green and Digital Economy

**Q17**

URL link of responsible Ministry for consumer protection:

<http://mcinet.gov.ma/>

**Q18**

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

2011

---

Page 6: Consumer protection institutions

**Q19**

Yes

Do you have a main consumer protection authority/agency?

---

**Q20**

Name of main consumer protection authority/agency:

Directorate of Consumer Protection Market Surveillance and Quality

---

**Q21**

URL of main consumer protection authority/agency:

<http://mcinet.gov.ma/fr>

---

**Q22**

Year of creation:

2011

---

**Q23**

Respondent skipped this question

Annual budget: (in USD)

---

**Q24**

Total number of staff:

37

---

**Q25**

Total number of staff directly affected to consumer protection:

6

---

**Q26**

Yes

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

---

**Q27**

If you do, please provide the following details:

Reference of the law/decree

**Decree No. 2-16-533 establishing the responsibilities and organization of the Ministry of Industry, Trade, Investment and the Digital Economy**

URL to law/decree

**<http://bdj.mmsp.gov.ma/Fr/Document/10112-Décret-n-2-16-533-du-29-chaoual-1437-3-août-2016.aspx?KeyPath=>**

---

**Q28**

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

**Consumer rights/legitimate needs,  
Protection of vulnerable and disadvantaged consumers,  
Product quality,  
Terms and conditions,  
Promotional marketing and sales practices (including misleading advertisement)  
,  
Electronic commerce,  
Dispute resolution,  
Redress,  
Consumer education,  
Consumer information**

---

**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:

Restrictive business practices(competition/antitrust)	<b>Conseil de la concurrence</b>
Financial services	<b>Bank Al Maghrib</b>
Promotion of sustainable consumption	<b>Office Nationale des Hydrocarbures et des Mines</b>
Food distribution	<b>Office Naional de Sécurité Sanitaire des Produits Aliemntaires</b>
Water	<b>Ministère de l'équipement du Transport de la logistique et de l'eau, Direction générale de l'Eau</b>
Pharmaceuticals	<b>Ministère de la Santé</b>
Energy	<b>Ministère de l'Energie et des Mines</b>
Tourism	<b>Ministère du Tourisme</b>
Data protection and privacy	<b>Commission Nationale de Contrôle de Protection des Données à Caractère Personnel</b>

**Q30**

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

Restrictive business practices(competition/antitrust)	<a href="http://conseil-concurrence.ma/cc/">http://conseil-concurrence.ma/cc/</a>
Financial services	<a href="http://www.bkam.ma/">http://www.bkam.ma/</a>
Promotion of sustainable consumption	<a href="http://www.onhym.com/">http://www.onhym.com/</a>
Food distribution	<a href="http://www.onssa.gov.ma/fr/">http://www.onssa.gov.ma/fr/</a>
Water	<a href="http://81.192.10.228/">http://81.192.10.228/</a>
Pharmaceuticals	<a href="https://www.sante.gov.ma/Pages/Accueil.aspx">https://www.sante.gov.ma/Pages/Accueil.aspx</a>
Energy	<a href="https://www.mem.gov.ma/Pages/index.aspx">https://www.mem.gov.ma/Pages/index.aspx</a>
Tourism	<a href="https://mtataes.gov.ma/fr/tourisme/">https://mtataes.gov.ma/fr/tourisme/</a>
Data protection and privacy	<a href="https://www.cndp.ma/fr/">https://www.cndp.ma/fr/</a>



**Q31**

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

Consumer rights/legitimate needs,  
Protection of vulnerable and disadvantaged consumers,  
Product quality,  
Terms and conditions,  
Promotional marketing and sales practices (including misleading advertisement)  
,  
Electronic commerce,  
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?

300

---

**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** 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

Page 9: Consumer protection institutions

**Q39** Yes

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

**Q40** Yes

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

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

Reference of the law/decree	<b>law n°31-08 enacting consumer protection measures</b>
URL to law/decree	<b><a href="http://www.khidmat-almostahlik.ma/portal/sites/default/files/fichier%20Page/BO_5932_%20loi%2031-08_Fr.pdf">http://www.khidmat-almostahlik.ma/portal/sites/default/files/fichier%20Page/BO_5932_%20loi%2031-08_Fr.pdf</a></b>

**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** Yes

Do consumer groups/associations receive public funding?

**Q44**

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

- |         |  |
|---------|--|
| 1- Name | <b>Fédération Nationale des Associations de Consommateurs</b>            |
| 2- Name | <b>Fédération Marocaine des droits des consommateurs</b>                 |
| 3- Name | <b>l'Ordre National des Associations de protection des consommateurs</b> |
- 

Page 10: Consumer protection institutions

**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** **Yes**

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

---

**Q49** **Consumers individually,  
Lawyers,  
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?

---

Page 11: Consumer protection institutions

**Q51** **Mediation/ Conciliation**

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

---

**Q52**

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

1- Name	Centre Marocain de Médiation Bancaire
1- URL Link	<a href="https://cmmb.ma/">https://cmmb.ma/</a>
2- Name	le Médiateur du Royaume
2- URL Link	<a href="https://www.mediateur.ma/fr#about">https://www.mediateur.ma/fr#about</a>

---

**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** 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** 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** Respondent skipped this question

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**

Yes

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

---

**Q72**

Product hazard,  
Product labelling,  
Legislation, dispute resolution,  
Weight and measures, prices and quality,  
Electronic commerce

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

---

**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 | <b>Fédération Marocaine des droits des consommateurs</b>               |
| 2- Name of consumer organization/association | <b>Fédérations Nationale des associations de consommateurs</b>         |
| 3- Name of consumer organization/association | <b>Ordre national des associations de protection des consommateurs</b> |
- 

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**

**Respondent skipped this question**

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

---

**Q80**

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

- |                      |  |
|----------------------|--|
| 1- Main area of work | <b>financial services benchmarking study</b> |
| 2- Main area of work | <b>transport services benchmarking study</b> |
| 3- Main area of work | <b>study on debt</b>                         |
-