



World Consumer Protection Map

Contribution by
Maldives



Page 2: Contact of respondent

Q1 Name of responding member State **Maldives**

Q2 Name of responding authority/agency:

MINISTRY OF ECONOMIC DEVELOPMENT

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**

Q10 If you do, when was the main specific law first enacted? Date **01/01/1996**

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 Protection Law**

1- URL link **<http://www.mvlaw.gov.mv/pdf/ganoon/chapterV/1-96.pdf>**

Consumer Protection Survey

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

Product quality,

Terms and conditions

Promotional marketing and sales practices (including misleading advertisement)

,

Consumer information

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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

Regulation of Pharmaceuticals

Tourism

Maldives Tourism Law

Financial services

Maldives Security Act

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

Pharmaceuticals

<http://www.mfda.gov.mv/DOCS/1445496608.pdf>

Tourism

<http://www.mvlaw.gov.mv/pdf/ganoon/chapterV/2-99.pdf>

Financial services

<http://www.cmda.gov.mv/assets/Laws-and-Regulations/Laws/Securities-Act-2006-Amended-2016-EN.pdf>

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Q16 Name of Ministry responsible for consumer protection:

MINISTRY OF ECONOMIC DEVELOPMENT

Q17 URL link of responsible Ministry for consumer protection:

WWW.TRADE.GOV.MV

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

1996

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Q19 Do you have a main consumer protection authority/agency? **No**

Q20 Name of main consumer protection authority/agency:

The function of Consumer Protection is Under Ministry of Economic Development

Q21 URL of main consumer protection authority/agency: **Respondent skipped this question**

Q22 Year of creation: **Respondent skipped this question**

Q23 Annual budget: (in USD) **Respondent skipped this question**

Q24 Total number of staff:

3

Q25 Total number of staff directly affected to consumer protection:

3

Q26 Do you have a law/decreed that governs the main consumer protection authority/agency? **No**

Q27 If you do, please provide the following details: **Respondent skipped this question**

Consumer Protection Survey

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,
Promotion of sustainable consumption ,
Food distribution,
Data protection and privacy ,
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	Capital Market Development Authority of Maldives and Ministry of Finance and Treasury
Water	Ministry of Energy and Environment
Pharmaceuticals	Maldives Food and Drug Authority
Energy	Ministry of Energy and Environment and Maldives Energy Authority
Public utilities	Ministry of Energy and Environment
Tourism	Ministry of Tourism
Dispute resolution	Attorney Generals Office
Redress	Attorney Generals Office

Consumer Protection Survey

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

Financial services	http://www.finance.gov.mv/v2/ and http://www.cmda.gov.mv/
Water	http://www.environment.gov.mv/v2/en/
Pharmaceuticals	http://www.mfda.gov.mv/
Energy	http://www.environment.gov.mv/v2/en/ and http://www.energy.gov.mv/
Public utilities	http://www.environment.gov.mv/v2/en/
Tourism	http://www.tourism.gov.mv/
Dispute resolution	http://agoffice.gov.mv/en/
Redress	http://agoffice.gov.mv/en/

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,**
- Promotion of sustainable consumption ,**
- Food distribution,**
- Data protection and privacy ,**
- Consumer education,**
- Consumer information**

Consumer Protection Survey

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	Capital Market Development Authority of Maldives and Ministry of Finance and treasury
Water	Ministry of Environment and Energy
Pharmaceuticals	Maldives Food and Drug Authority
Energy	Ministry of Environment and Energy and Maldives Energy Authority
Public utilities	Ministry of Environment and Energy
Tourism	Ministry of Tourism
Dispute resolution	Attorney Generals Office
Redress	Attorney Generals Office

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

Financial services	http://www.cmda.gov.mv/ and http://www.finance.gov.mv/v2/
Water	http://www.environment.gov.mv/v2/en/
Pharmaceuticals	http://www.mfda.gov.mv/
Energy	http://www.energy.gov.mv/ and http://www.environment.gov.mv/v2/en/
Public utilities	http://www.environment.gov.mv/v2/en/
Tourism	http://www.tourism.gov.mv/
Dispute resolution	http://agoffice.gov.mv/en/
Redress	http://agoffice.gov.mv/en/

Q34 Regarding enforcement, how many infringement cases does your authority/agency handle on average per year?

Around 50

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

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

6485

Consumer Protection Survey

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

324

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

Fines and suspension and closing the business

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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**

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? **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**

Consumer Protection Survey

Q49 Who can represent consumer interests in court? **Consumers individually,
Lawyers**

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**

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

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

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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Consumer Protection Survey

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**

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? **Respondent skipped this question**

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**

Consumer Protection Survey

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

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

No

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?

No

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

Respondent skipped this question