



World Consumer Protection Map

Contribution by
MAURITIUS

Page 2: Contact of respondent

Q1 Name of responding member State **Mauritius**

Q2 Name of responding authority/agency:

Consumer Affairs Unit/ Ministry of Industry, Commerce and Consumer Protection.

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? **Respondent skipped this question**

Consumer Protection Survey

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 (Price and Supplies Control) Act 1998

1- URL link

<http://consumer.govmu.org/English/Legislations/Pages/default.aspx>

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

Physical safety,

Product quality,

Terms and conditions

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):

Restrictive business practices (competition/antitrust)

Competition Act

Food distribution

Food Act

Water

Central Water Authority Act

Pharmaceuticals

Pharmacy Act

Tourism

Tourism Authority Act

Data protection and privacy

Data Protection Act

Financial services

Financial Services Act

Consumer Protection Survey

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

Restrictive business practices (competition/antitrust)	http://www.ccm.mu/English/Documents/Legislations/Competition_Act.pdf
Food distribution	http://health.govmu.org/English/Documents/reg-food.pdf
Water	http://publicutilities.govmu.org/English/Documents/Legislation/cwa1.pdf
Pharmaceuticals	http://health.govmu.org/English/Pages/Pharmacy-Council-of-Mauritius.aspx
Energy	http://ceb.intnet.mu/CorporateInfo/legislations/Central%20Electricity%20Board%20Act.pdf
Tourism	https://www.mcci.org/media/35821/tourism-authority-act-2006.pdf
Data protection and privacy	http://dataprotection.govmu.org/English/Legislation/Pages/Data-Protection-Act-2017-.aspx
Financial services	https://www.fscmauritius.org/en/legal-framework/our-enabling-laws

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Q16 Name of Ministry responsible for consumer protection:

Ministry of Industry, Commerce and Consumer Protection

Q17 URL link of responsible Ministry for consumer protection:

<http://commerce.govmu.org/English/Pages/default.aspx>

Q18 Year when consumer protection was assumed by the current responsible ministry: **Respondent skipped this question**

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

Q20 Name of main consumer protection authority/agency:

Consumer Affairs Unit

Q21 URL of main consumer protection authority/agency:

<http://consumer.govmu.org/English/Pages/default.aspx>

Consumer Protection Survey

Q22 Year of creation:

Respondent skipped this question

Q23 Annual budget: (in USD)

Respondent skipped this question

Q24 Total number of staff:

45

Q25 Total number of staff directly affected to consumer protection:

34

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

No

Q27 If you do, please provide the following details:

Respondent skipped this question

Q28 Does your main consumer protection authority/agency have POLICY MAKING powers over any of the following fields?

Respondent skipped this question

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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:

Consumer rights/legitimate needs	Ministry of Industry, Commerce and Consumer Protection
Access by consumers to essential goods and services	Ministry of Industry, Commerce and Consumer Protection
Protection of vulnerable and disadvantaged consumers	Ministry of Industry, Commerce and Consumer Protection
Physical safety	Ministry of Industry, Commerce and Consumer Protection
Product quality	Ministry of Industry, Commerce and Consumer Protection
Terms and conditions	Ministry of Industry, Commerce and Consumer Protection
Promotional marketing and sales practices (including misleading advertisement)	Ministry of Industry, Commerce and Consumer Protection
Voluntary codes for businesses	Ministry of Industry, Commerce and Consumer Protection
Restrictive business practices(competition/antitrust)	Ministry of Financial Services and Good Governance
Electronic commerce	Ministry of Industry, Commerce and Consumer Protection
Financial services	Ministry of Financial Services and Good Governance
Promotion of sustainable consumption	Ministry of Social Security, National Solidarity and Environment and Sustainable Development
Food distribution	Ministry of Health and Quality of Health
Water	Ministry of Public Utilities
Pharmaceuticals	Ministry of Health and Quality of Health
Energy	The Ministry of Energy and Public Utilities
Public utilities	The Ministry of Energy and Public Utilities
Tourism	Ministry of Tourism and Leisure
Data protection and privacy	Ministry of Technology, Communication and Innovation
Dispute resolution	Ministry of Industry, Commerce and Consumer Protection
Redress	Ministry of Industry, Commerce and Consumer Protection
Consumer education	Ministry of Industry, Commerce and Consumer Protection
Consumer information	Ministry of Industry, Commerce and Consumer Protection

Consumer Protection Survey

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

Consumer rights/legitimate needs	http://commerce.govmu.org/English/Pages/default.aspx
Access by consumers to essential goods and services	http://commerce.govmu.org/English/Pages/default.aspx
Protection of vulnerable and disadvantaged consumers	http://commerce.govmu.org/English/Pages/default.aspx
Physical safety	http://commerce.govmu.org/English/Pages/default.aspx
Product quality	http://commerce.govmu.org/English/Pages/default.aspx
Terms and conditions	http://commerce.govmu.org/English/Pages/default.aspx
Promotional marketing and sales practices (including misleading advertisement)	http://commerce.govmu.org/English/Pages/default.aspx
Voluntary codes for businesses	http://commerce.govmu.org/English/Pages/default.aspx
Restrictive business practices(competition/antitrust)	http://financialservices.govmu.org/English/Pages/default.aspx
Electronic commerce	http://commerce.govmu.org/English/Pages/default.aspx
Financial services	http://financialservices.govmu.org/English/Pages/default.aspx
Promotion of sustainable consumption	http://socialsecurity.govmu.org/English/Pages/default.aspx
Food distribution	http://health.govmu.org/English/Pages/default.aspx
Water	http://publicutilities.govmu.org/English/Pages/default.aspx
Pharmaceuticals	http://health.govmu.org/English/Pages/default.aspx
Energy	http://publicutilities.govmu.org/English/Pages/default.aspx
Public utilities	http://publicutilities.govmu.org/English/Pages/default.aspx
Tourism	http://tourism.govmu.org/English/Pages/default.aspx
Data protection and privacy	http://mtci.govmu.org/English/Pages/default.aspx
Dispute resolution	http://commerce.govmu.org/English/Pages/default.aspx
Redress	http://commerce.govmu.org/English/Pages/default.aspx
Consumer education	http://commerce.govmu.org/English/Pages/default.aspx
Consumer information	http://commerce.govmu.org/English/Pages/default.aspx

Consumer Protection Survey

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

Consumer rights/legitimate needs,
Physical safety,
Product quality,
Terms and conditions ,
Promotional marketing and sales practices (including misleading advertisement)
,
Voluntary codes for businesses ,
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:

Restrictive business practices (competition/antitrust)

Ministry of Financial Services and Good Governance

Financial services

Ministry of Financial Services and Good Governance

Promotion of sustainable consumption

Ministry of Social Security, National Solidarity and Environment and Sustainable Development

Food distribution

Ministry of Health and Quality of Life

Water

Ministry of Energy and Public Utilities

Pharmaceuticals

Ministry of Health and Quality of Life

Energy

Ministry of Energy and Public Utilities

Public utilities

Ministry of Energy and Public Utilities

Tourism

Ministry of Tourism

Data protection and privacy

Data Protection Office

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

Consumer Protection Survey

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? **Yes**

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? **Consultation in policy making,**
Consumer education,
Consumer information,
Consumer publications

Q43 Do consumer groups/associations receive public funding? **Yes**

Q44 Name the three largest non-governmental consumer organizations/associations in your jurisdiction:

1- Name	Association des Consommateurs de L'île Maurice
2- Name	Consumer Advocacy Platform
2- Website	http://cap-mauritius.org/
3- Name	Association for the Protection of the Environment and Consumers
3- Website	http://apec.mu/

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Consumer Protection Survey

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
Q49 Who can represent consumer interests in court?	Consumers individually, 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?	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?	Respondent skipped this question

Consumer Protection Survey

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

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?

Respondent skipped this question

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

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?

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?

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