



World Consumer Protection Map

Contribution by
TRINIDAD AND TOBAGO

Page 2: Contact of respondent

Q1 Name of responding member State

**Trinidad and
Tobago**

Q2 Name of responding authority/agency:

Ministry of Trade and Industry, Consumer Affairs Division

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

20/10/1985

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

The Consumer Protection and Safety Act , 1985

2- Name of law

The Trade Description Act, 1984

3- Name of law

The Sales of Goods Act, 1895

4- Name of law

The Hire Purchase Act, 1957

5- Name of law

The Misrepresentation Act, 1983

6- Name of law

The Unfair Contract Terms Act, 1985

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

Consumer rights/legitimate needs,

Product quality,

Terms and conditions ,

Dispute resolution,

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):

Access by consumers to essential goods and services	None
Protection of vulnerable and disadvantaged consumers	None
Physical safety	None
Promotional marketing and sales practices (including misleading advertisement)	None
Voluntary codes for businesses	Nonr
Restrictive business practices (competition/antitrust)	None
Electronic commerce	None
Promotion of sustainable consumption	None
Food distribution	Not Aware
Water	Not Aware
Pharmaceuticals	Not Aware
Energy	Not Aware
Public utilities	Not Aware
Tourism	Not Aware
Data protection and privacy	Not Aware
Financial services	Not Aware
Redress	Not Aware

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

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Q16 Name of Ministry responsible for consumer protection:

Ministry of Trade and Industry

Q17 URL link of responsible Ministry for consumer protection:

tradeind.gov.tt

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

2013

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

Consumer Protection Survey

Q20 Name of main consumer protection authority/agency:

Consumer Affairs Division

Q21 URL of main consumer protection authority/agency:

<http://tradeind.gov.tt/consumer-affairs-division/>

Q22 Year of creation:

1985

Q23 Annual budget: (in USD)

1000000

Q24 Total number of staff:

20

Q25 Total number of staff directly affected to consumer protection:

10

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

The Consumer Protection and Safety Act 30:1985

URL to law/decree

file:///C:/Users/MatthewF/Downloads/Consumer-Protection-and-Safety-Act-82.34.pdf

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 ,
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	Office of the Financial Services Ombudsman
Food distribution	Chemistry Food and Drugs Division of the Ministry of Health
Water	Regulated Industries Commission
Pharmaceuticals	Chemistry Food and Drugs Division of the Ministry of Health
Energy	Ministry of Energy and Energy Industries
Public utilities	Regulated Industries Commission
Tourism	Ministry of Tourism and the Tobago House of Assembly
Data protection and privacy	Ministry of National Security

Consumer Protection Survey

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

Financial services	https://www.ofso.org.tt/
Food distribution	http://www.health.gov.tt/sitepages/default.aspx?id=93
Water	www.ric.org.tt/
Pharmaceuticals	http://www.health.gov.tt/sitepages/default.aspx?id=93
Energy	www.energy.gov.tt
Public utilities	www.ric.org.tt/
Tourism	www.tourism.gov.tt/ www.tha.gov.tt/
Data protection and privacy	www.nationalsecurity.gov.tt/

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
,
Physical safety,
Product quality,
Terms and conditions ,
Restrictive business practices (competition/antitrust) ,
Dispute resolution,
Redress,
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:

Access by consumers to essential goods and services	Regulated Industries Commission
Promotional marketing and sales practices (including misleading advertisement)	Trinidad and Tobago Bureau of Standards
Electronic commerce	Ministry of Trade and Industry
Financial services	Office of the Financial Services Ombudsman
Promotion of sustainable consumption	Environmental Management Authority
Food distribution	Chemistry Food and Drugs Division of the Ministry of Health
Water	Regulated Industries Commission
Pharmaceuticals	Chemistry Food and Drugs Division of the Ministry of Health
Energy	Ministry of Energy and Energy Industries
Public utilities	Regulated Industries Commission
Tourism	Ministry of Tourism and the Tobago House of Assembly
Data protection and privacy	Ministry of National Security

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

Access by consumers to essential goods and services	www.ric.org.tt/
Promotional marketing and sales practices (including misleading advertisement)	www.ttbs.org.tt/
Electronic commerce	tradeind.gov.tt/
Financial services	https://www.ofso.org.tt/
Promotion of sustainable consumption	www.ema.co.tt/
Food distribution	www.health.gov.tt/sitepages/default.aspx?id=93
Water	www.ric.org.tt/
Pharmaceuticals	www.health.gov.tt/sitepages/default.aspx?id=93
Energy	www.energy.gov.tt/
Public utilities	www.ric.org.tt/
Tourism	www.tourism.gov.tt/ www.tha.gov.tt/
Data protection and privacy	www.nationalsecurity.gov.tt/

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

750

Consumer Protection Survey

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) **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

Warning Letters are issued when there is a breach of consumer protection law.

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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**

Consumer Protection Survey

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

Yes

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?

Mediation/ Conciliation,

Comments:

Consumer Advocates of the Consumer Affairs Division act as mediators to obtain redress for consumers in their matters.

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?

Yes

Q56 Please provide (up to) 4 examples of the self-regulation initiatives from businesses:

2- Name of initiative

Insurance Code of Ethics

2- Scope of application

This Code is intended to define and promote standards of ethical behaviour among member companies;

2- URL link

<http://www.attic.org.tt/uploads/Code%20of%20ethics.pdf>

Q57 Are there any co-regulation initiatives between businesses and public entities?

Yes

Consumer Protection Survey

Q58 Please provide (up to) 4 examples of the co-regulation initiatives between businesses and public entities:

1- Name of initiative	Code of Banking Practice
1- Scope of application	The Code of Banking Practice (the Code) seeks to foster good relations between banks and their customers and to promote good banking practice by formalising standards of disclosure.
1- URL link	https://www.republictt.com/about/code-of-banking-practice

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 , Protection of privacy , 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)		1
Informal (memoranda of understanding)		

Q61 Please provide name and URL link of formal bilateral agreements (treaties):

Forty Second Meeting of COTED

Q62 Please provide name and URL link of informal bilateral agreements (memoranda of understanding):	Respondent skipped this question
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Q63 Please provide name and URL link of formal multilateral/regionals agreements (treaties) that address consumer protection:	Respondent skipped this question
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Q64 Please provide name and URL link of informal multilateral/regionals agreements (memoranda of understanding) that address consumer protection:	Respondent skipped this question
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Consumer Protection Survey

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,
- Protection of vulnerable and disadvantaged consumers
- ,
- Physical safety,
- Product quality,
- Terms and conditions
- , ,
- Restrictive business practices(competition/antitrust),
- Dispute resolution,
- Redress

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
- , ,
- Other (please specify):
- Product Safety

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	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

Respondent skipped this question

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Q71 Does your authority/agency carry out information and education initiatives?

Yes

Consumer Protection Survey

Q72 Do information and education initiatives carried out by your authority/agency cover any of the following fields?

Product hazard,
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?

Yes

Q78 If your authority/agency does, please provide the following details:

1- Main area of work **Price Comparison**
1- URL link to online library or publication(s) **<http://tradeind.gov.tt/category/publications/>**
2- Main area of work **Surveys on Consumer Purchasing Trends and Behaviour**
3- Main area of work **Purchasing Tips and Guidelines**

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
