



World Consumer Protection Map

Contribution by
Bolivia

Page 2: Contact of respondent

Q1 **Bolivia (Plurinational State of)**

Name of responding member State

Q2

Name of responding authority/agency:

Viceministerio de Defensa de los Derechos de los Usuarios y Consumidores

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Q7 **Yes**

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

Q8

If you do, please provide de following details:

Text of constitutional norm with reference to consumer protection **Constitución Política del Estado y Ley N° 453**

Q9 **Yes**

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

Q10 **Date** **04/12/2013**

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

LEY GENERAL DE LOS DERECHOS DE LAS USUARIAS Y LOS USUARIOS Y DE LAS CONSUMIDORAS Y LOS CONSUMIDORES

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,
Product quality,
Terms and conditions,
Promotional marketing and sales practices (including misleading advertisement)
,
Promotion of sustainable consumption,
Food distribution,
Water,
Pharmaceuticals,
Energy,
Tourism,
Financial services,
Dispute resolution,
Redress,
Consumer education,
Consumer information**

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Q14

Respondent skipped this question

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):

Q15

Respondent skipped this question

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

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Q16

Name of Ministry responsible for consumer protection:

Ministerio de Justicia

Q17

Respondent skipped this question

URL link of responsible Ministry for consumer protection:

Q18

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

2013

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Q19

Yes

Do you have a main consumer protection authority/agency?

Q20

Name of main consumer protection authority/agency:

Viceministerio de Defensa de los Derechos del Usuario y Consumidor

Q21

Respondent skipped this question

URL of main consumer protection authority/agency:

Q22

Year of creation:

2013

Q23

Respondent skipped this question

Annual budget: (in USD)

Q24

Total number of staff:

20

Q25

Total number of staff directly affected to consumer protection:

20

Q26

Yes

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

Q27

If you do, please provide the following details:

Reference of the law/decreed

Decreto Supremo N° 2130

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,
Product quality,
Terms and conditions,
Promotional marketing and sales practices (including misleading advertisement)
,
Financial services,
Promotion of sustainable consumption,
Food distribution,
Water,
Pharmaceuticals,
Energy,
Tourism,
Dispute resolution,
Redress,
Consumer education,
Consumer information**

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Q29

Respondent skipped this question

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:

Q30

Respondent skipped this question

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

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,
Product quality,
Terms and conditions,
Promotional marketing and sales practices (including misleading advertisement)
,
Financial services,
Promotion of sustainable consumption,
Food distribution,
Water,
Pharmaceuticals,
Energy,
Dispute resolution,
Redress,
Consumer education,
Consumer information

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Q32

Respondent skipped this question

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:

Q33 Respondent skipped this question

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

Q34 Respondent skipped this question

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

Q35 Yes

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

Q36 Respondent skipped this question

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

Q37 Respondent skipped this question

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

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

Llamadas de atención y multa pecuniaria

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Q39 No

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

Q40 No

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

Q41 Respondent skipped this question

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

Consumer Protection Survey

Q42 Respondent skipped this question

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

Q43 Respondent skipped this question

Do consumer groups/associations receive public funding?

Q44 Respondent skipped this question

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

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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,

Who can represent consumer interests in court? Lawyers

Q50 Respondent skipped this question

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?

Q52

Respondent skipped this question

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

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:

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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

Yes

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)

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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

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Q71 Yes

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

Q72 Health, nutrition, prevention of food-borne diseases and food adulteration
,
Product hazard,
Product labelling,
Weight and measures, prices and quality,
Environmental protection,
Financial services,
Efficient use of materials, energy, water,
Sustainable consumption

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 Respondent skipped this question

Do consumer organizations/associations provide education and information initiatives?

Q76

Respondent skipped this question

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

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Q77

Respondent skipped this question

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

Respondent skipped this question

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