



World Consumer Protection Map

Contribution by
Democratic Republic of the Congo

Page 2: Contact of respondent

Q1 Democratic Republic of the Congo
Name of responding member State

Q2
Name of responding authority/agency:
COMCO

Page 3: Consumer protection legislation

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	article 122 point 8 et article 207 points 27 et 36 de la constitution du 18/02/2006
URL link	https://www.leganet.cd

Q9 No
Does your country have have specific law(s) on consumer protection ?

Q10 Respondent skipped this question
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

Respondent skipped this question

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

Q13

Respondent skipped this question

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

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):

Consumer rights/legitimate needs	N/A
Access by consumers to essential goods and services	N/A
Protection of vulnerable and disadvantaged consumers	N/A
Physical safety	N/A
Product quality	N/A
Terms and conditions	N/A
Promotional marketing and sales practices (including misleading advertisement)	N/A
Voluntary codes for businesses	N/A
Restrictive business practices (competition/antitrust)	N/A
Electronic commerce	N/A
Promotion of sustainable consumption	N/A
Food distribution	N/A
Water	N/A
Pharmaceuticals	N/A
Energy	N/A
Public utilities	N/A
Tourism	N/A
Data protection and privacy	N/A
Financial services	N/A
Dispute resolution	N/A
Redress	N/A
Consumer education	N/A
Consumer information	N/A

Q15

Respondent skipped this question

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

Q16

Name of Ministry responsible for consumer protection:

Economie Nationale

Q17

URL link of responsible Ministry for consumer protection:

www.mineconat.gouv.cd

Q18

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

2006

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Q19

Yes

Do you have a main consumer protection authority/agency?

Q20

Name of main consumer protection authority/agency:

Commission de la Concurrence

Q21

URL of main consumer protection authority/agency:

www.comco.gouv.cd

Q22

Year of creation:

1987

Q23

Annual budget: (in USD)

2248023

Q24

Total number of staff:

124

Q25

Total number of staff directly affected to consumer protection:

12

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

Loi 18/020 du 09 Juillet 2018 relative à la liberté des prix et la concurrence

URL to law/decreed

www.labase-lextenso.fr

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,
Dispute resolution,
Redress,
Consumer education**

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)	COMCO
Electronic commerce	COMCO
Financial services	COMCO
Promotion of sustainable consumption	COMCO
Food distribution	COMCO
Water	COMCO
Pharmaceuticals	COMCO
Energy	COMCO
Public utilities	COMCO
Tourism	COMCO
Data protection and privacy	COMCO
Consumer information	COMCO

Q30

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

Restrictive business practices(competition/antitrust)	www.comco.gouv.cd
Electronic commerce	www.comco.gouv.cd
Financial services	www.comco.gouv.cd
Promotion of sustainable consumption	www.comco.gouv.cd
Food distribution	www.comco.gouv.cd
Water	www.comco.gouv.cd
Pharmaceuticals	www.comco.gouv.cd
Energy	www.comco.gouv.cd
Public utilities	www.comco.gouv.cd
Tourism	www.comco.gouv.cd
Data protection and privacy	www.comco.gouv.cd
Consumer information	www.comco.gouv.cd

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)
- ,
- Restrictive business practices (competition/antitrust),
- Electronic commerce,
- Financial services,
- Promotion of sustainable consumption,
- Food distribution,
- Public utilities,
- 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:

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?

Respondent skipped this question

Consumer Protection Survey

Q35

No

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

Respondent skipped this question

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

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Q39

Yes

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:

Q42

Respondent skipped this question

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

Q43

No

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

Respondent skipped this question

Can consumers obtain redress through judicial channels?

Q46

Respondent skipped this question

Is there a specialized judicial mechanism for consumer complaints?

Q47

Respondent skipped this question

If there is, please provide the following details

Q48

Respondent skipped this question

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

Q49

Respondent skipped this question

Who can represent consumer interests in court?

Q50

Respondent skipped this question

What is the highest damages award following a collective redress/class action?

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Q51

Arbitration,

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

Comments:

l'autorité de concurrence enregistre les plaintes des consommateurs, et se saisit d'office en interpellant le professionnel en cause. Après épuisement de l'aspect didactique, sans aucune amélioration, elle impose à (aux) l'opérateur(s) concerné(s)n des sanctions pécunières à verser au Trésor public.

Q52 Respondent skipped this question

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

Q53 Yes

Are there any CROSS-BORDER out-of-court/alternative consumer dispute resolution initiatives?

Q54
If there are, please provide the following details:

1- Name **la loi sur la concurrence**

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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 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)

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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	2
Informal (memoranda of understanding)	1	1

Q61

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

MOU between CCC et COMCO

Q62

Please provide name and URL link of informal bilateral agreements (memoranda of understanding):

<https://youtube/CeLJV10>

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

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,**
- Access by consumers to essential goods and services,**
- Protection of vulnerable and disadvantaged consumers,**
- Dispute resolution,**
- Redress,**
- Consumer education,**
- Consumer information**

Q66

Does your consumer protection enforcement authority/agency have any of the following powers regarding cross-border fraudulent and deceptive commercial practices affecting consumers?

**Investigate,
Pursue,
Obtain redress,
Share information and evidence**

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

No

No

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

1- Name of programme/project

Programme de renforcement des politiques de la concurrence et de la consommation en Afrique Centrale

1- Name of cooperating partner(s)

CNUCED, UE

1- Starting date of programme/project

2017

1- Finish date of programme/project

2019

1- Scope of programme/project (list areas of work)

Renforcement de la concurrence

2- Name of programme/project

Renforcement en matière des droits de consommateurs

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Q71

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

Yes

Consumer Protection Survey

Q72	Environmental protection, Other (please specify): Des généralités sur la consommation
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	ASCOVI
2- Name of consumer organization/association	Association des Consommateurs de la RDC
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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	Respondent skipped this question
If other organizations/associations do, please provide the following details:	