



## **World Consumer Protection Map**

Contribution by  
Cameroon



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Page 2: Contact of respondent

**Q1** Name of responding member State **Cameroon**

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**Q2** Name of responding authority/agency:

Conseil National de la Consommation

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Page 3: Consumer protection legislation

**Q7** Does your country's Constitution contain a provision on consumer protection? **Yes**

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**Q8** If you do, please provide de following details:

Text of constitutional norm with reference to consumer protection **Préambule de la Constitution du 18 janvier 1996**

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**Q9** Does your country have have specific law(s) on consumer protection ? **Yes**

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**Q10** If you do, when was the main specific law first enacted? Date **06/05/2011**

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**Q11** If your main specific law on consumer protection has been revised, when was the date of its latest revision? **Respondent skipped this question**

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## Consumer Protection Survey

**Q12** Please provide the following details of the current specific law(s):

- |                |   |
|----------------|---|
| 1- Name of law | <b>Loi Cadre No 2011/012 du 06 mai 2011 portant protection du consommateur au Cameroun</b>                                    |
| 2- Name of law | <b>Loi 90- 53 du 19 décembre 1990 portant sur la liberté d'association</b>  |
| 3- Name of law | <b>Loi No 2015/ 018 du 21decembre 2015 régissant l'activité commerciale au Cameroun</b>                                       |
| 4- Name of law | <b>Loi No 2016/004 du 18 avril 2016 régissant le commerce extérieur</b>   |
| 5- Name of law | <b>Décret No 2016 / 0003 PM du 13 juin 2016 portant organisation et fonctionnement du Conseil National de la Consommation</b> |
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## 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 ,  
Protection of vulnerable and disadvantaged consumers ,  
Physical safety,  
Product quality,  
Promotional marketing and sales practices (including misleading advertisement)  
,  
Restrictive business practices (competition/antitrust) ,  
Electronic commerce,  
Promotion of sustainable consumption ,  
Food distribution,  
Water,  
Pharmaceuticals,  
Energy,  
Public utilities,  
Tourism,  
Data protection and privacy ,  
Financial services,  
Dispute resolution,  
Redress,  
Consumer education,  
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):

Terms and conditions

**Loi Cadre No 2011/ 012 du 06 mai 2011 portant protection du consommateur**

Voluntary codes for businesses

**Loi Cadre No 2011/012 du 06 mai 2011 portant protection du consommateur**

## Consumer Protection Survey

**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:

MBARGA ATANGAN Luc Malgoire

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**Q17** URL link of responsible Ministry for consumer protection: **Respondent skipped this question**

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

2004

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

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**Q20** Name of main consumer protection authority/agency:

Conseil National de la Consommation

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

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**Q22** Year of creation:

2016

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

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**Q24** Total number of staff:

3

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**Q25** Total number of staff directly affected to consumer protection:

03

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## Consumer Protection Survey

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

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**Q27** If you do, please provide the following details:

Reference of the law/decreet

**Décret No 2016/0003 PM du 13 janvier 2016 portant organisation et fonctionnement du Conseil National de la Consommation**

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

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**Q30** URL Link of the relevant authority/agency to each field: **Respondent skipped this question**

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**Q31** Does your main consumer protection authority/agency have ENFORCEMENT powers over any of the following fields? **Respondent skipped this question**

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## 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:

Respondent skipped this question

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

Respondent skipped this question

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

Respondent skipped this question

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

Respondent skipped this question

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

Respondent skipped this question

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

Respondent skipped this question

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

sanctions administratives

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**Q39** Are there any non-governmental consumer organizations/associations in your country?

Yes

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**Q40** Do you have a law/decreed that governs consumer organizations/associations?

Yes

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**Q41** In case you have a law/decreed that governs consumer organizations, please provide the following details:

Reference of the law/decreed

Loi 90-53 du 19 décembre 1990 portant liberté d'association

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## Consumer Protection Survey

**Q42** Do consumer organizations/associations fulfil any of the following functions?

**Consultation in policy making,**  
**Legal advice to consumers,**  
**Consumer education,**  
**Consumer information,**  
**Consumer publications,**  
**Legal representation of consumers' individual interests before courts,**  
**Legal representation for consumer collective actions**

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

**No**

**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?

**Yes**

**Q47** If there is, please provide the following details

**Respondent skipped this question**

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

**Respondent skipped this question**

**Q49** Who can represent consumer interests in court?

**Consumers individually,**  
**Lawyers,**  
**Consumer associations**

**Q50** What is the highest damages award following a collective redress/class action?

**Respondent skipped this question**

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## Consumer Protection Survey

**Q51** Regarding out-of-court/alternative consumer dispute resolution, are there any of the following? **Arbitration**

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

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**Q53** Are there any CROSS-BORDER out-of-court/alternative consumer dispute resolution initiatives? **Respondent skipped this question**

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**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? **Respondent skipped this question**

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**Q56** Please provide (up to) 4 examples of the self-regulation initiatives from businesses: **Respondent skipped this question**

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**Q57** Are there any co-regulation initiatives between businesses and public entities? **Respondent skipped this question**

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

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**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**

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**Q61** Please provide name and URL link of formal bilateral agreements (treaties): **Respondent skipped this question**

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**Q62** Please provide name and URL link of informal bilateral agreements (memoranda of understanding): **Respondent skipped this question**

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Consumer Protection Survey

**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?

Bilaterally

Through an international organization/network

As a recipient

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?

No

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

Respondent skipped this question

Consumer Protection Survey

**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:

**Respondent skipped this question**

**Q79** Do other organizations/associations conduct research and analysis on consumer protection?

**Yes**

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

**Respondent skipped this question**