



World Consumer Protection Map

Contribution by
Algeria

Page 2: Contact of respondent

Q1

Algeria

Name of responding member State

Q2

Name of responding authority/agency:

Ministère du Commerce

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 43 de la loi n°16-01 du 06 mars 2016 portant révision constitutionnelle

URL link

<https://www.joradp.dz/FTP/JO-FRANCAIS/2016/F2016014.pdf?znjo=14>

Q9

Yes

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

Q10

Date

07/02/1989

If you do, when was the main specific law first enacted?

Q11

Date

25/02/2018

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	loi n°89-02 relative aux règles générales de protection du consommateur.
1- URL link	https://www.joradp.dz/HFR/Index.htm
2- Name of law	loi n°09-03 relative à la protection du consommateur et à la répression des fraudes.
2- URL link	https://www.joradp.dz/FTP/jo-francais/2009/F2009015.pdf
3- Name of law	Ordonnance n° 15-01 portant loi de finances complémentaire pour 2015.
3- URL link	https://www.joradp.dz/FTP/JO-FRANCAIS/2015/F2015040.pdf
4- Name of law	loi n°18-09 modifiant et complétant la loi n° 09-03 du 29 Safar 1430 correspondant au 25 février 2009 relative à la protection du consommateur et à la répression des fraudes.
4- URL link	https://www.joradp.dz/FTP/JO-FRANCAIS/2018/F2018035.pdf

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,
 Physical safety,
 Product quality,
 Food distribution,
 Redress,
 Consumer information

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):

Promotional marketing and sales practices (including misleading advertisement)	Loi n°04-02 du 23 juin 2004 ,modifiée et complétée,fixant les règles applicables aux pratiques commerciales
Restrictive business practices (competition/antitrust)	Ordonnance n°03-03 du 19 juillet 2003, modifiée et complétée,relative à la concurrence
Electronic commerce	Loi n°18-05 du 10 Mai 2018 relative au commerce électronique.
Water	Loi n°05-12 du 04 août 2005, modifiée et complétée,relative à l'eau.
Pharmaceuticals	Loi n°18-11 du 02 juillet 2018 relative à la santé.
Energy	Loi n°19-13 du 11 décembre 2019 régissant les activités d'hydrocarbures / Loi n°02-01 du 05 février 2002,modifiée,Relative à l'électricité et à la distribution du gaz par canalisations
Tourism	Loi n°03-01 du 17 février 2003 relative au développement durable du tourisme.

Q15

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

Promotional marketing and sales practices (including misleading advertisement)	https://www.joradp.dz/FTP/JO-FRANCAIS/2004/F2004041.pdf?znjo=41
Restrictive business practices (competition/antitrust)	https://www.joradp.dz/FTP/JO-FRANCAIS/2003/F2003043.pdf?znjo=43
Electronic commerce	https://www.joradp.dz/FTP/JO-FRANCAIS/2018/F2018028.pdf?znjo=28
Water	https://www.joradp.dz/FTP/JO-FRANCAIS/2005/F2005060.pdf?znjo=60
Pharmaceuticals	https://www.joradp.dz/FTP/JO-FRANCAIS/2005/F2005060.pdf?znjo=60
Energy	https://www.joradp.dz/FTP/JO-FRANCAIS/2005/F2005060.pdf?znjo=60 / https://www.joradp.dz/FTP/JO-FRANCAIS/2002/F2002008.pdf?znjo=08
Tourism	https://www.joradp.dz/FTP/JO-FRANCAIS/2003/F2003011.pdf?znjo=11

Q16

Name of Ministry responsible for consumer protection:

Ministère du Commerce

Q17

URL link of responsible Ministry for consumer protection:

<https://www.commerce.gov.dz/>

Q18

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

2009

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Q19

Yes

Do you have a main consumer protection authority/agency?

Q20

Name of main consumer protection authority/agency:

Ministère du Commerce

Q21

URL of main consumer protection authority/agency:

www.commerce.gov.dz

Q22

Year of creation:

1989

Q23

Respondent skipped this question

Annual budget: (in USD)

Q24

Total number of staff:

17000

Q25

Total number of staff directly affected to consumer protection:

10000

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

Décret exécutif n° 02-454 du 21 décembre 2002, modifié et complété, Portant organisation de l'administration centrale du ministère du commerce

URL to law/decreed

<https://www.joradp.dz/FTP/JO-FRANCAIS/2002/F2002085.pdf?znjo=85>

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,
Promotional marketing and sales practices (including misleading advertisement)
,
Restrictive business practices(competition/antitrust),
Electronic commerce,
Food distribution,
Redress,
Consumer information**

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:

Water	Ministère des ressources en eau
Pharmaceuticals	Ministère de la santé, de la population et de la réforme hospitalière/Ministère de l'industrie pharmaceutique
Energy	Ministère de l'énergie
Tourism	Ministère du tourisme, de l'artisanat et du travail familial

Q30

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

Water	http://www.mre.dz/
Pharmaceuticals	http://www.sante.gov.dz/
Energy	http://www.energy.gov.dz/
Tourism	http://www.mta.gov.dz/

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,**
 - Physical safety,**
 - Product quality,**
 - Promotional marketing and sales practices (including misleading advertisement)**
 - ,**
 - Restrictive business practices (competition/antitrust),**
 - Food distribution,**
 - Redress,**
 - Consumer information**
-

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:

Electronic commerce	Ministère de la poste et des télécommunications
Water	Ministère des ressources en eau
Pharmaceuticals	Ministère de la santé, de la population et de la réforme hospitalière/ Ministère de l'industrie pharmaceutique
Energy	Ministère de l'énergie
Tourism	Ministère du tourisme, de l'artisanat et du travail familial

Q33

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

Electronic commerce	http://www.mptic.dz/
Water	http://www.mre.dz/
Pharmaceuticals	http://www.sante.gov.dz/
Energy	http://www.energy.gov.dz/
Tourism	http://www.mta.gov.dz/

Q34

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

101664 Infractions enregistrées en 2019 aux règles de protection du consommateur

Q35

Yes

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

Q36

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

15560

Q37

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

15560

Q38

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

suspension temporaire de l'activité ou fermeture administrative des locaux commerciaux ,emprisonnement , radiation du registre de commerce de l'intervenant incriminé,amande et amande de transaction.
les sanctions sont cumulable en cas de récidive

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Q39

Yes

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

Q40

Yes

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

Q41

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

Reference of the law/decree

Loi n°12-06 du 12 janvier 2012 relative aux associations

URL to law/decree

<https://www.joradp.dz/FTP/JO-FRANCAIS/2012/F2012002.pdf>

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

Yes

Do consumer groups/associations receive public funding?

Q44

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

1- Name	Organisation Algérienne de Protection et d'Orientation du Consommateur et son Environnement
1- Website	https://apoce.org
2- Name	Association "EL AMAN" pour la Protection du Consommateur
2- Website	https://fr-fr.facebook.com/Aman-Association-Nationale-pour-la-Protection-des-Consommateurs
3- Name	Organisation Algérienne pour la Défense du Consommateur " HIMAYATEC"
3- Website	https://www.facebook.com/himayatec/

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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 **No**

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

Q49 **Consumers individually,
Lawyers,
Consumer associations**

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 Respondent skipped this question

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 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 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,
Legislation, dispute resolution,
Weight and measures, prices and quality

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

Q73

Yes

Does your authority/agency provide specific education and information initiatives for vulnerable and disadvantaged consumers?

Q74

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

1- Name of initiative	Actions de sensibilisation, d'éducation et d'information relatives aux risques liés aux accidents domestiques
1- Impact (short description)	Prévention des accidents domestiques chez les enfants
2- Name of initiative	Actions de sensibilisation, d'éducation et d'information relatives aux risques liés aux intoxications alimentaires collectives
2- Impact (short description)	Prévention des intoxications alimentaires collectives
3- Name of initiative	Actions de sensibilisation, d'éducation et d'information relatives à la lutte contre les maladies non transmissibles
3- Impact (short description)	La lutte contre les maladies non transmissibles

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	Organisation Algérienne de Protection et d'Orientation du Consommateur et son Environnement
1- URL link of initiative	https://apoce.org
2- Name of consumer organization/association	Association "EL AMAN" pour la Protection du Consommateur
2- URL link of initiative	https://fr-fr.facebook.com/Aman-Association-Nationale-pour-la-Protection-des-Consommateurs
3- Name of consumer organization/association	Organisation Algérienne pour la Défense du Consommateur "HIMAYATEC"
3- URL link of initiative	https://www.facebook.com/himayatec/

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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 **No**

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:
