



World Consumer Protection Map

Contribution by
FRANCE

Page 2: Contact of respondent

Q1 Name of responding member State **France**

Q2 Name of responding authority/agency:

DGCCRF - Direction Générale de la Concurrence, de la Consommation et de la Répression des Fraudes

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**

Q10 If you do, when was the main specific law first enacted? Date **01/08/1905**

Consumer Protection Survey

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

Date

01/07/2016

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

1- Name of law	Code la Consommation
1- URL link	https://www.legifrance.gouv.fr/affichCode.do?cidTexte=LEGITEXT000006069565
2- Name of law	Code rural et de la pêche maritime (distribution, qualité denrées alimentaires....)
2- URL link	https://www.legifrance.gouv.fr/affichCode.do?cidTexte=LEGITEXT000006071367
3- Name of law	Code du Tourisme (voyage à forfait)
3- URL link	https://www.legifrance.gouv.fr/affichCode.do?cidTexte=LEGITEXT000006074073
4- Name of law	Code monétaire et financier (droit au compte bancaire, informations des consommateurs sur le coût des services bancaires et les modalités de leur délivrance....)
4- URL link	https://www.legifrance.gouv.fr/affichCode.do?cidTexte=LEGITEXT000006072026
5- Name of law	Code des transports (taxis, carburant)
5- URL link	https://www.legifrance.gouv.fr/affichCode.do?cidTexte=LEGITEXT000023086525

Consumer Protection Survey

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

Consumer rights/legitimate needs,
Protection of vulnerable and disadvantaged consumers
,
Physical safety,
Product quality,
Terms and conditions ,
Promotional marketing and sales practices (including misleading advertisement)
,
Electronic commerce,
Promotion of sustainable consumption ,
Food distribution,
Energy,
Tourism,
Data protection and privacy ,
Financial services,
Dispute resolution,
Redress,
Consumer information

Page 4: Consumer protection legislation

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):

Voluntary codes for businesses

Codes de bonnes pratiques élaborés des professionnels mais non intégrés dans une loi (soft law)

Restrictive business practices (competition/antitrust)

Code de commerce

Water

Code de la santé publique

Pharmaceuticals

Code de la santé publique

Consumer Protection Survey

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

Restrictive business practices (competition/antitrust)

https://www.google.com/search?ei=1vqMW9T7BcHZgAbAnIbAAQ&q=code+de+commerce+pratiques+restrictives+de+concurrence&oq=code+d+ecommerce+pratiques+re&gs_l=psy-ab.1.0.0i13i30k1.11673.13909.0.15443.13.13.0.0.0.157.1404.3j9.12.0....0...1c.1.64.psy-ab..1.12.1392...0i13k1j0i8i13i30k1.0.7AN-Cnrf1h8

Water

<https://www.legifrance.gouv.fr/affichCodeArticle.do?cidTexte=LEGITEXT000006072665&idArticle=LEGIARTI000006686386&dateTexte=&categorieLien=cid>

Pharmaceuticals

<https://www.legifrance.gouv.fr/affichCodeArticle.do?cidTexte=LEGITEXT000006072665&idArticle=LEGIARTI000006689867>

Page 5: Consumer protection institutions

Q16 Name of Ministry responsible for consumer protection:

Ministère de l'Economie et des Finances

Q17 URL link of responsible Ministry for consumer protection:

<https://www.economie.gouv.fr/>

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

1980

Page 6: Consumer protection institutions

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

Q20 Name of main consumer protection authority/agency:

DGCCRF - Direction Générale de la Concurrence, Consommation et Répression des Fraudes

Q21 URL of main consumer protection authority/agency:

<https://www.economie.gouv.fr/dgccrf>

Q22 Year of creation:

1985

Consumer Protection Survey

Q23 Annual budget: (in USD)

276194609

Q24 Total number of staff:

3026

Q25 Total number of staff directly affected to consumer protection:

2048

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

Décret n°2001-1178 du 12 décembre 2001 relatif à la direction générale de la concurrence, de la consommation et de la répression des fraudes

URL to law/decree

https://www.legifrance.gouv.fr/affichTexte.do;jsessionid=8576FEC4E22D0B41EEE71C020E674950.tpdjo05v_3?cidTexte=LEGITEXT000005631810&dateTexte=20111109

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,
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,
Energy,
Tourism,
Data protection and privacy ,
Dispute resolution,
Redress,
Consumer information

Page 7: Consumer protection institutions

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 de Solidarités et de la santé
Pharmaceuticals	Ministère de Solidarités et de la santé
Public utilities	Minsitère de l'action et des comptes publics
Consumer education	Institut national de la consommation (INC)

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

Water	http://solidarites-sante.gouv.fr/
Pharmaceuticals	http://solidarites-sante.gouv.fr/
Public utilities	https://www.fonction-publique.gouv.fr/

Consumer Protection Survey

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 ,
Promotional marketing and sales practices (including misleading advertisement)
,
Restrictive business practices (competition/antitrust) ,
Electronic commerce,
Financial services,
Promotion of sustainable consumption ,
Food distribution,
Energy,
Tourism,
Data protection and privacy ,
Dispute resolution,
Redress,
Consumer information

Page 8: Consumer protection institutions

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:

Water	Ministère des solidarités et de la santé
Pharmaceuticals	Ministère des solidarités et de la santé
Public utilities	Ministère de l'action et des comptes publics
Consumer education	Institut national de la consommation

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

Water	http://solidarites-sante.gouv.fr/
Pharmaceuticals	http://solidarites-sante.gouv.fr/
Public utilities	https://www.fonction-publique.gouv.fr/
Consumer education	https://www.inc-conso.fr/

Consumer Protection Survey

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

125997

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)

300000

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

855675

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

Suite pédagogique : avertissement

Suites correctives : mesures de police administratives (injonctions)

Suites répressives :

- Contentieux pénal : amendes et/ou peines d'emprisonnement

- Sanctions administratives

- Suites civiles (saisine du tribunal pour la suppression de clauses abusives par exemple)

Page 9: Consumer protection institutions

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

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

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

Reference of the law/decreed

code de la consommation

URL to law/decreed

<https://www.legifrance.gouv.fr/affichCode.do?cidTexte=LEGITEXT000006069565>

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? **Yes**

Q44 Name the three largest non-governmental consumer organizations/associations in your jurisdiction:

1- Name	UFC-Que Choisir
1- Website	https://www.quechoisir.org/
2- Name	CLCV - Consommation Logement et Cadre de vie
2- Website	http://www.clcv.org/
3- Name	Familles rurales
3- Website	http://www.famillesrurales.org/

Page 10: Consumer protection institutions

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**

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

Q49 Who can represent consumer interests in court?
Consumers individually,
Lawyers,
Consumer associations

Consumer Protection Survey

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

Name of case	Syndicale des Familles contre Paris Habitat
Year of case	2014
Total amount in USD	3420319

Page 11: Consumer protection institutions

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

**Mediation/ Conciliation,
Arbitration,**

Comments:

Une Commission d'évaluation et de contrôle de la médiation de la consommation (CECMC) a été mise en place par le Code de la Consommation. Elle a débuté ses travaux le 1er janvier 2016. La CECMC a pour missions : - d'établir et de mettre à jour la liste des médiateurs de la consommation, y compris les médiateurs publics (notification de ces médiateurs à la Commission européenne); - d'évaluer l'activité des médiateurs de la consommation - de contrôler régulièrement la régularité de cette activité.

Q52 If there are any of the above, please provide the following details:

1- Name	CECMC - Commission d'évaluation et de contrôle de la médiation de la consommation
1- URL Link	https://www.economie.gouv.fr/mediation-conso

Q53 Are there any CROSS-BORDER out-of-court/alternative consumer dispute resolution initiatives?

Yes

Q54 If there are, please provide the following details:

1- Name	Plateforme de règlement en ligne des litiges de consommation
1- URL Link	https://ec.europa.eu/consumers/odr/main/index.cfm?event=main.home.show&Ing=FR
2- Name	Réseau des Centres européens des Consommateurs
2- URL Link	https://www.europe-consommateurs.eu/fr/accueil/

Page 12: Consumer protection institutions

Q55 Are there any self-regulation initiatives from businesses?

Yes

Consumer Protection Survey

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

Respondent skipped this question

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

No

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

Respondent skipped this question

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

Page 13: Consumer protection institutions

Q60 What kind and how many international cooperation agreement(s) on consumer protection does your authority/agency participate in?

	Bilateral	Multilateral/Regional
Formal (treaties)		
Informal (memoranda of understanding)	3	

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

Belgique : Protocole de coopération signé le 20 novembre 2011 entre la DGCCRF et la Direction Générale de l'Inspection économique (DGIE)

Q62 Please provide name and URL link of informal bilateral agreements (memoranda of understanding):

Luxembourg : Protocole de coopération signé le 10 mai 2007 entre la DGCCRF et la Direction de la réglementation des Marchés et de la Consommation (Grand Duché du Luxembourg)

Q63 Please provide name and URL link of formal multilateral/regionals agreements (treaties) that address consumer protection:

Protocole avec l'Agence Catalane de protection des consommateurs (Espagne)

Q64 Please provide name and URL link of informal multilateral/regionals agreements (memoranda of understanding) that address consumer protection:

Respondent skipped this question

Consumer Protection Survey

Q65 Do cooperation agreements on consumer protection (be those formal/informal/bilateral/regional) cover any of the following fields?

Enforcement,
Consumer rights/legitimate needs,
Physical safety,
Product quality,
Promotional marketing and sales practices (including misleading advertisement)
,
Electronic commerce,
Food distribution,
Dispute resolution,
Redress,
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,
Share information and evidence

Q67 Do you have any experience in cross-border cooperation on enforcement?

Yes

Q68 If you do, please provide a short description

l'expérience acquise dans ce domaine résulte de la participation de la DGCCRF au réseau européen CPC (Consumer Protection Cooperation) et au réseau international ICPEN International Cooperation and Enforcement Network)

Q69 Do you engage in technical cooperation or capacity building activities on consumer protection?

Bilaterally

Through an international organization/network

As a recipient

No

No

As a donor

Yes

No

Consumer Protection Survey

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	Protection du consommateur marocain
1- Name of cooperating partner(s)	Consortium France-Belgique - Maroc
1- Starting date of programme/project	2015
1- Finish date of programme/project	2017
1- Scope of programme/project (list areas of work)	Appui institutionnel et juridique à la protection des consommateurs au Maroc
2- Name of programme/project	Renforcement des capacités des structures chargées de la surveillance du marché, du contrôle de la qualité et de la protection du consommateur
2- Name of cooperating partner(s)	Consortium France (partenaire principal), Allemagne, Belgique (partenaires juniors) :
2- Starting date of programme/project	2012
2- Finish date of programme/project	2014
2- Scope of programme/project (list areas of work)	Protection des intérêts économiques du consommateur tunisien
3- Name of programme/project	Renforcement du cadre légal de protection des consommateurs et des capacités de l'agence de protection des consommateurs
3- Name of cooperating partner(s)	Consortium Allemagne (partenaire principal), Espagne et France (partenaires juniors)
3- Starting date of programme/project	2012
3- Finish date of programme/project	2014
3- Scope of programme/project (list areas of work)	Protection des intérêts économiques du consommateur égyptien

Page 14: Consumer protection policies

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

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

Health, nutrition, prevention of food-borne diseases and food adulteration

,

Product hazard,

Product labelling,

Legislation, dispute resolution,

Electronic commerce,

Financial services

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? **Yes**

Q76 If consumer organizations/associations do, please provide the following details:

1- Name of consumer organization/association	UFC Que Choisir
1- URL link of initiative	https://www.quechoisir.org/
2- Name of consumer organization/association	CLCV - Consommation Logement et Cadre de vie
2- URL link of initiative	http://www.clcv.org/
3- Name of consumer organization/association	Familles rurales
3- URL link of initiative	http://www.famillesrurales.org/

Page 15: Consumer protection policies

Q77 Does your authority/agency conduct research and analysis on consumer protection issues? **No**

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:

1- Main area of work	CREDOC - Centre de recherche pour l'Etude et l'observation des conditions de vie
1- URL link to online library or publication(s)	http://www.credoc.fr/
