



## **World Consumer Protection Map**

Contribution by  
Gambia

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**Q1** **Gambia (Republic of The)**

Name of responding member State

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**Q2**

Name of responding authority/agency:

Gambia Competition and Consumer Protection Commission

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**Q7** **No**

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

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**Q8** **Respondent skipped this question**

If you do, please provide de following details:

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**Q9** **Yes**

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

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**Q10** **Date** **29/05/2014**

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

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**Q11** **Respondent skipped this question**

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

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**Q12**

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

1- Name of law	<b>Consumer Protection Act 2014</b>
2- Name of law	<b>Weight and Measures Act 1975</b>
3- Name of law	<b>Food Safety and Quality Authority Act 2011</b>
4- Name of law	<b>PURA Act 2001</b>

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**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,**
  - Terms and conditions,**
  - Promotional marketing and sales practices (including misleading advertisement)**
  - ,**
  - Water,**
  - Pharmaceuticals,**
  - Energy,**
  - Public utilities,**
  - Tourism,**
  - 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):

Restrictive business practices (competition/antitrust)	<b>Competition Act 2007</b>
Promotion of sustainable consumption	<b>NEA Act</b>
Food distribution	<b>Food Safety and Quality Authority Act 2011</b>
Data protection and privacy	<b>We currently have the bill</b>

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**Q15**

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

Restrictive business practices (competition/antitrust)

**Competition Act 2007**

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**Q16**

Name of Ministry responsible for consumer protection:

Ministry of Trade

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**Q17**

**Respondent skipped this question**

URL link of responsible Ministry for consumer protection:

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**Q18**

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

2014

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**Q19**

**Yes**

Do you have a main consumer protection authority/agency?

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**Q20**

Name of main consumer protection authority/agency:

Gambia Competition and Consumer Protection Commission

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**Q21**

URL of main consumer protection authority/agency:

gcc.gm

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**Q22**

Year of creation:

2008

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**Q23**

Respondent skipped this question

Annual budget: (in USD)

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**Q24**

Total number of staff:

28

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**Q25**

Total number of staff directly affected to consumer protection:

5

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**Q26**

Yes

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

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**Q27**

If you do, please provide the following details:

Reference of the law/decreed

**Consumer Protection Act , 2014**

URL to law/decreed

**gcc.gm**

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**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)
- ,
- Restrictive business practices(competition/antitrust),
- Electronic commerce,
- Financial services,
- Food distribution,
- Water,
- Pharmaceuticals,
- Energy,
- Public utilities,
- Tourism,
- Dispute resolution,
- Redress,
- Consumer education,
- Consumer information

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**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:

Promotion of sustainable consumption

**NEA, National Environment Agency**

Data protection and privacy

**Bill is already made**

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**Q30**

**Respondent skipped this question**

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

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**Q31** **Restrictive business practices (competition/antitrust)**

Does your main consumer protection authority/agency have ENFORCEMENT powers over any of the following fields?

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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:

Consumer rights/legitimate needs	<b>Consumer Protection Tribunal</b>
Access by consumers to essential goods and services	<b>Consumer Protection Tribunal</b>
Protection of vulnerable and disadvantaged consumers	<b>Consumer Protection Tribunal</b>
Physical safety	<b>Consumer Protection Tribunal</b>
Product quality	<b>Consumer Protection Tribunal</b>
Terms and conditions	<b>Consumer Protection Tribunal</b>
Promotional marketing and sales practices (including misleading advertisement)	<b>Consumer Protection Tribunal</b>
Financial services	<b>Consumer Protection Tribunal</b>
Promotion of sustainable consumption	<b>NEA</b>
Food distribution	<b>Commission and Food Safety and Quality Authority</b>
Water	<b>Tribunal and PURA</b>
Pharmaceuticals	<b>Tribunal and Medicine Control Agency</b>
Energy	<b>Tribunal and PURA</b>
Public utilities	<b>Tribunal and PURA</b>
Tourism	<b>Tribunal and Gambia Tourism Board</b>
Data protection and privacy	<b>The bill is made</b>
Dispute resolution	<b>Tribunal</b>
Redress	<b>Tribunal</b>
Consumer education	<b>Tribunal</b>
Consumer information	<b>Tribunal</b>

**Q33** **Respondent skipped this question**

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

**Q34**

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

280

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**Q35**

**No**

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

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**Q36**

**Respondent skipped this question**

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

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**Q37**

**Respondent skipped this question**

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

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**Q38**

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

prison sentence for not more than 2 yrs

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**Q39**

**Yes**

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

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**Q40**

**Yes**

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

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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

**Consumer Protection Act 2014**

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**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:

1- Name

Consumer Protection Action Group

1- Website

Consumer Protection Association

2- Name

Consumer Protection Consortium

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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

Name

Consumer Protection Tribunal

**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**

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**Q50**

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

Year of case

**2021**

Total amount in USD

**2181**

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**Q51**

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

**Mediation/ Conciliation,**

Comments:

The Commission conducts ADR between the parties involved with a view to resolving the case amicably. In the event of the failure of the ADR process, the case is referred to the Consumer Protection Tribunal for hearing.

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**Q52**

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

1- Name

**The Commission conducts the ADR**

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**Q53**

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

**Yes**

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**Q54**

If there are, please provide the following details:

1- Name

**The Commission**

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**Q55**

Are there any self-regulation initiatives from businesses?

**No**

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**Q56**

Respondent skipped this question

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

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**Q57**

No

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

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**Q58**

Respondent skipped this question

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

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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)

Fair and equitable treatment,  
Responsible commercial behaviour,  
Disclosure of information and transparency,  
Education and awareness-raising,  
Protection of privacy,  
Consumer complaints and disputes

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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?

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**Q61**

Respondent skipped this question

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

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**Q62**

Respondent skipped this question

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

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**Q63**

Respondent skipped this question

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

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**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**

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

	Bilaterally	Through an international organization/network
As a recipient	<b>Yes</b>	<b>Yes</b>
As a donor	<b>No</b>	<b>No</b>

**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	<b>African Dialogue on Consumer Protection</b>
1- Name of cooperating partner(s)	<b>African countries, UK and USA</b>
1- Starting date of programme/project	<b>6th March 2018</b>
1- Finish date of programme/project	<b>9th March 2018</b>
1- Scope of programme/project (list areas of work)	<b>solutions to major consumer protection issues</b>

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<p><b>Q71</b></p> <p>Does your authority/agency carry out information and education initiatives?</p>	<p><b>Yes</b></p>
<p><b>Q72</b></p> <p>Do information and education initiatives carried out by your authority/agency cover any of the following fields?</p>	<p><b>Health, nutrition, prevention of food-borne diseases and food adulteration</b></p> <p><b>Product hazard,</b></p> <p><b>Product labelling,</b></p> <p><b>Legislation, dispute resolution,</b></p> <p><b>Weight and measures, prices and quality,</b></p> <p><b>Environmental protection,</b></p> <p><b>Financial services,</b></p> <p><b>Sustainable consumption,</b></p> <p>Other (please specify): right to return, Consumer responsibility, complaint procedure, standard form agreements etc</p>
<p><b>Q73</b></p> <p>Does your authority/agency provide specific education and information initiatives for vulnerable and disadvantaged consumers?</p>	<p><b>Yes</b></p>
<p><b>Q74</b></p> <p>If your authority/agency does, please provide the following details:</p> <p>1- Name of initiative</p> <p>1- Scope of initiative</p>	<p><b>training for the deaf</b></p> <p><b>They were trained on consumer rights and responsibilities</b></p>
<p><b>Q75</b></p> <p>Do consumer organizations/associations provide education and information initiatives?</p>	<p><b>Yes</b></p>

**Q76**

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

- |                                              |                                         |
|----------------------------------------------|-----------------------------------------|
| 1- Name of consumer organization/association | <b>consumer Protection Association</b>  |
| 2- Name of consumer organization/association | <b>Consumer Protection Consortium</b>   |
| 3- Name of consumer organization/association | <b>Consumer Protection Action Group</b> |
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**Q77**

**Yes**

Does your authority/agency conduct research and analysis on consumer protection issues?

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**Q78**

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

- |                      |                            |
|----------------------|----------------------------|
| 1- Main area of work | <b>Banking studies</b>     |
| 2- Main area of work | <b>Real Estate Studies</b> |
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**Q79**

**Yes**

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

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**Q80**

**Respondent skipped this question**

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

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