



## **World Consumer Protection Map**

Contribution by  
Norway

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Page 2: Contact of respondent

**Q1** Norway

Name of responding member State

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**Q2**

Name of responding authority/agency:

Forbrukertilsynet (The Norwegian Consumer Authority, "NCA")

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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 24/05/1907

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

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**Q11** Date 01/07/2002

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>Act relating to consumer purchases</b>
1- URL link	<a href="https://lovdata.no/dokument/NL/lov/2002-06-21-34">https://lovdata.no/dokument/NL/lov/2002-06-21-34</a>
2- Name of law	<b>Act relating to the control of marketing and contract terms and conditions, etc. Markedsføringsloven</b>
2- URL link	<a href="https://lovdata.no/dokument/NL/lov/2009-01-09-2">https://lovdata.no/dokument/NL/lov/2009-01-09-2</a>
3- Name of law	<b>The Cancellation Act (Angrerettloven)</b>
3- URL link	<a href="https://lovdata.no/dokument/NL/lov/2014-06-20-27">https://lovdata.no/dokument/NL/lov/2014-06-20-27</a>

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**Q13**

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

**Electronic commerce,  
Promotion of sustainable consumption,  
Financial services**

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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):

Physical safety	<b>The Norwegian Directorate for Civil Protection (DSB) has this role. Product Control Act (Produktkontrollloven)</b>
Dispute resolution	<b>Act relating to authorisation of alternative dispute resolution entities in consumer matters (Lov om godkjenning av klageorganer for forbrukersaker).</b>

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**Q15**

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

Physical safety	<a href="https://lovdata.no/dokument/NL/lov/1976-06-11-79">https://lovdata.no/dokument/NL/lov/1976-06-11-79</a>
Dispute resolution	<a href="https://lovdata.no/dokument/NLE/lov/2016-06-17-29">https://lovdata.no/dokument/NLE/lov/2016-06-17-29</a>

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**Q16**

**Respondent skipped this question**

Name of Ministry responsible for consumer protection:

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## Consumer Protection Survey

**Q17** Respondent skipped this question

URL link of responsible Ministry for consumer protection:

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**Q18** Respondent skipped this question

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

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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:

Norwegian Consumer Authority

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**Q21**

URL of main consumer protection authority/agency:

<https://www.forbrukertilsynet.no/english>

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**Q22**

Year of creation:

1953

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**Q23** Respondent skipped this question

Annual budget: (in USD)

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**Q24** Respondent skipped this question

Total number of staff:

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**Q25** Respondent skipped this question

Total number of staff directly affected to consumer protection:

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**Q26**

Respondent skipped this question

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

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**Q27**

Respondent skipped this question

If you do, please provide the following details:

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**Q28**

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

**Electronic commerce,  
Financial services,  
Promotion of sustainable consumption,  
Dispute resolution**

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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:

Physical safety

**The Norwegian Directorate for Civil Protection (“DSB”).**

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**Q30**

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

Physical safety

**<https://www.dsb.no/>**

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**Q31**

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

**Electronic commerce,  
Financial services,  
Promotion of sustainable consumption,  
Dispute resolution**

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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:

Physical safety

**The Norwegian Directorate for Civil Protection (“DSB”).**

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**Q33**

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

Physical safety

<https://www.dsb.no/>

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**Q34**

Respondent skipped this question

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

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**Q35**

Respondent skipped this question

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**

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**

Respondent skipped this question

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

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**Q40**

Respondent skipped this question

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

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**Q41**

Respondent skipped this question

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

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**Q42** Respondent skipped this question

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

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**Q43** Respondent skipped this question

Do consumer groups/associations receive public funding?

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**Q44** Respondent skipped this question

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

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**Q45** Yes

Can consumers obtain redress through judicial channels?

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**Q46** Yes

Is there a specialized judicial mechanism for consumer complaints?

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**Q47**

If there is, please provide the following details

Name	Tribunals
URL Link	<a href="https://www.regjeringen.no/no/tema/forbruker/forbrukarrattar-og-tvisteloysing/godkjente-klageorganer/id2506781/">https://www.regjeringen.no/no/tema/forbruker/forbrukarrattar-og-tvisteloysing/godkjente-klageorganer/id2506781/</a>

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**Q48** Respondent skipped this question

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

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**Q49** Respondent skipped this question

Who can represent consumer interests in court?

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**Q50** Respondent skipped this question

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

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**Q51**

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

**Mediation/ Conciliation,**

Comments:

Dispute resolution is part of the NCA's role through mediation.  
(<https://www.forbrukertilsynet.no/english/complaints-and-conflicts>).

**Q52**

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

1- Name

**Dispute resolution is part of the NCA's role through mediation.**

1- URL Link

**<https://www.forbrukertilsynet.no/english/complaints-and-conflicts>**

**Q53**

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

**Respondent skipped this question**

**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**

**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?

**Respondent skipped this question**

**Q58**

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

**Respondent skipped this question**



**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?

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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:

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**Q65** Respondent skipped this question

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

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**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?

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**Q67** Respondent skipped this question

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

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**Q68** Respondent skipped this question

If you do, please provide a short description

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**Q69** Respondent skipped this question

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

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**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** Respondent skipped this question

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

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**Q72** Respondent skipped this question

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

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**Q73** Respondent skipped this question

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

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**Q74** Respondent skipped this question

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

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**Q75** Respondent skipped this question

Do consumer organizations/associations provide education and information initiatives?

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**Q76**

**Respondent skipped this question**

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

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**Q77**

**Respondent skipped this question**

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

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**Q78**

**Respondent skipped this question**

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

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**Q79**

**Respondent skipped this question**

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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