



## **World Consumer Protection Map**

Contribution by  
PAKISTAN

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Page 2: Contact of respondent

**Q1**

**Pakistan**

Name of responding member State

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**Q2**

Name of responding authority/agency:

Competition Commission of Pakistan

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**Q7**

**No**

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

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**Q8**

If you do, please provide de following details:

Text of constitutional norm with reference to consumer protection

**No**

URL link

**NO**

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**Q9**

**Yes**

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

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**Q10**

Date

**18/10/1995**

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?

**Q12**

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

1- Name of law	<b>Consumer Protection Act, Khyber Pakhtunkwa, 1997</b>
1- URL link	<b><a href="http://kpcode.kp.gov.pk/homepage/lawDetails/1196">http://kpcode.kp.gov.pk/homepage/lawDetails/1196</a></b>
2- Name of law	<b>Consumer Protection Act, Balochistan, 2003</b>
2- URL link	<b><a href="http://pabalochistan.gov.pk/pab/pab/tables/alldocuments/actdocx/2018-10-24%2010:07:142007v.pdf">http://pabalochistan.gov.pk/pab/pab/tables/alldocuments/actdocx/2018-10-24%2010:07:142007v.pdf</a></b>
3- Name of law	<b>Consumer Protection Act, Punjab, 2005</b>
3- URL link	<b><a href="http://punjablaws.gov.pk/laws/477.html">http://punjablaws.gov.pk/laws/477.html</a></b>
4- Name of law	<b>Competition Act, 2010 (deceptive marketing practices)</b>
4- URL link	<b><a href="http://cc.gov.pk/index.php?option=com_content&amp;view=article&amp;id=60&amp;Itemid=110&amp;lang=en">http://cc.gov.pk/index.php?option=com_content&amp;view=article&amp;id=60&amp;Itemid=110&amp;lang=en</a></b>
5- Name of law	<b>Consumer Protection Act, Sindh, 2013</b>
5- URL link	<b><a href="http://www.pas.gov.pk/uploads/acts/Sindh%20Act%20No.XVII%20of%202015.pdf">http://www.pas.gov.pk/uploads/acts/Sindh%20Act%20No.XVII%20of%202015.pdf</a></b>

**Q13**

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

- Promotional marketing and sales practices (including misleading advertisement)**
- Voluntary codes for businesses,**
- Restrictive business practices (competition/antitrust),**
- Consumer education**

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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):

Consumer information	<b>Consumer protection in e-Commerce transactions and digital markets</b>
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**Q15**

Respondent skipped this question

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

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**Q16**

Name of Ministry responsible for consumer protection:

Ministry of Finance, Ministry of Commerce & Provincial Governments

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**Q17**

URL link of responsible Ministry for consumer protection:

<http://finance.gov.pk>; <http://commerce.gov.pk>; <http://kp.gov.pk>; <http://balochistan.gov.pk/>; <https://punjab.gov.pk/>; <https://sindh.gov.pk/>;

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**Q18**

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

Refer to Q-12

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**Q19**

No

Do you have a main consumer protection authority/agency?

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**Q20**

Name of main consumer protection authority/agency:

N.A

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**Q21**

URL of main consumer protection authority/agency:

N.A

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**Q22**

Respondent skipped this question

Year of creation:

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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** No

Do you have a law/decree 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** Respondent skipped this question

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

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**Q29** Respondent skipped this question

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:

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**Q30** Respondent skipped this question

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

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**Q31** Respondent skipped this question

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

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**Q32** Respondent skipped this question

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:

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**Q33** Respondent skipped this question

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

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

Section 10 of Competition Act, 2010 & Penalties governed by Section 38 of the Act

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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/decree 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	<b>Companies Act, 2017</b>
URL to law/decreed	<b><a href="http://secp.gov.pk/comapanies-act-2017">secp.gov.pk/comapanies-act-2017</a></b>

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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**

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**Q43**

Do consumer groups/associations receive public funding?

**No**

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**Q44**

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

1- Name	<b>Consumer Association of Pakistan</b>
1- Website	<b><a href="http://cap.org.pk/">http://cap.org.pk/</a></b>
2- Name	<b>Consumer Rights Commission of Pakistan</b>
2- Website	<b><a href="http://crcp.org.pk">http://crcp.org.pk</a></b>
3- Name	<b>Network for consumer protection</b>
3- Website	<b><a href="http://thenetwork.org.pk">http://thenetwork.org.pk</a></b>

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**Q45**

Can consumers obtain redress through judicial channels?

**Yes**

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**Q46**

Is there a specialized judicial mechanism for consumer complaints?

**Yes**

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**Q47**

If there is, please provide the following details

Name **Consumer Courts At District Levels**

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**Q48**

**Yes**

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

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**Q49**

Who can represent consumer interests in court?

**Consumers individually,  
Lawyers,  
Consumer associations**

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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,  
Arbitration**

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**Q52**

**Respondent skipped this question**

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

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**Q53**

**No**

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

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**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?

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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** 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?

**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**

Yes

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

**Q68**

If you do, please provide a short description

An international brand Starbucks Inc. filed a complaint with the Competition Commission regarding infringement of Trademark within the jurisdiction of Pakistan.

**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

1- Name of programme/project

**International Competition Network (ICN).**

1- Name of cooperating partner(s)

**UNCTAD.**

1- Starting date of programme/project

**OECD.**

1- Finish date of programme/project

**Strengthening the Competition Regime (KOICA) 2018-2020.**

**Q71**

**Yes**

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

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**Q72**

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

**Product hazard,  
Product labelling,  
Legislation, dispute resolution,  
Electronic commerce,  
Financial services**

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**Q73**

**No**

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**

**Yes**

Do consumer organizations/associations provide education and information initiatives?

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**Q76**

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

1- Name of consumer organization/association

**Refer to Q-44**

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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

**Details on consumer protection cases in terms of deceptive marketing practices can be found on the Competition Commission of Pakistan's**

1- URL link to online library or publication(s)

**[www.cc.gov.pk](http://www.cc.gov.pk)**

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**Q79**

**Yes**

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

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**Q80**

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

1- Main area of work

**Network for consumer protection ([thenetwork.org.pk](http://thenetwork.org.pk)).**

1- URL link to online library or publication(s)

**[thenetwork.org.pk](http://thenetwork.org.pk)**

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