



## **World Consumer Protection Map**

Contribution by  
Paraguay

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Page 2: Contact of respondent

**Q1**

**Paraguay**

Name of responding member State

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**Q2**

Name of responding authority/agency:

Secretaría de Defensa del Consumidor y el Usuario - SEDECO

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Page 3: Consumer protection legislation

**Q7**

**Yes**

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

**Art. 38 de la Constitución Nacional: "Del Derecho a la Defensa de los Intereses Difusos"**

URL link

**<https://www.cm.gov.py/wp-content/uploads/2020/02/constitucion-nacional-PARA-INCISO-C.pdf>**

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**Q9**

**Yes**

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

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**Q10**

**Date**

**27/10/1998**

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

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**Q11**

Date

15/10/2020

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

Ley N° 1334/98 De Defensa del Consumidor y el Usuario

1- URL link

[https://drive.google.com/file/d/1A2Hq5Qw73sQYqp\\_McELY2Nrh-y2D0TwJ/view?usp=sharing](https://drive.google.com/file/d/1A2Hq5Qw73sQYqp_McELY2Nrh-y2D0TwJ/view?usp=sharing)

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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,  
 Terms and conditions,  
 Promotional marketing and sales practices (including misleading advertisement)  
 ,  
 Promotion of sustainable consumption,  
 Water,  
 Energy,  
 Data protection and privacy,  
 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):

Physical safety	<b>Instituto Nacional de Tecnología, Normalización y Metrología - INTN</b>
Product quality	<b>Instituto Nacional de Tecnología, Normalización y Metrología - INTN</b>
Voluntary codes for businesses	<b>Comisión Nacional de la Competencia - CONACOM</b>
Restrictive business practices (competition/antitrust)	<b>Comisión Nacional de la Competencia - CONACOM</b>
Electronic commerce	<b>Ministerio de Industria y Comercio - Dirección General de Firma Digital y Comercio Electrónico</b>
Food distribution	<b>No aplica</b>
Pharmaceuticals	<b>Ministerio de Salud Publica y Bienestar Social</b>
Public utilities	<b>Ministerio de Hacienda</b>
Tourism	<b>Secretaría Nacional del Turismo - SENATUR</b>

**Q15**

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

Physical safety	<b><a href="https://www.intn.gov.py/">https://www.intn.gov.py/</a></b>
Product quality	<b><a href="https://www.intn.gov.py/">https://www.intn.gov.py/</a></b>
Voluntary codes for businesses	<b><a href="https://www.conacom.gov.py/">https://www.conacom.gov.py/</a></b>
Restrictive business practices (competition/antitrust)	<b><a href="https://www.conacom.gov.py/">https://www.conacom.gov.py/</a></b>
Electronic commerce	<b><a href="https://www.mic.gov.py/mic/w/inicio.php">https://www.mic.gov.py/mic/w/inicio.php</a></b>
Food distribution	<b>no aplica</b>
Pharmaceuticals	<b><a href="https://www.mspbs.gov.py/index.php">https://www.mspbs.gov.py/index.php</a></b>
Public utilities	<b><a href="https://www.hacienda.gov.py/">https://www.hacienda.gov.py/</a></b>
Tourism	<b><a href="https://www.senatur.gov.py/">https://www.senatur.gov.py/</a></b>

**Q16**

Name of Ministry responsible for consumer protection:

No aplica

**Q17**

URL link of responsible Ministry for consumer protection:

No aplica

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**Q18**

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

No aplica

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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:

Secretaría de Defensa del Consumidor y el Usuario - SEDECO

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**Q21**

URL of main consumer protection authority/agency:

<https://www.sedeco.gov.py/index.php>

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**Q22**

Year of creation:

2013

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**Q23**

Annual budget: (in USD)

654552

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**Q24**

Total number of staff:

47

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**Q25**

Total number of staff directly affected to consumer protection:

26

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**Q26**

Yes

Do you have a law/decree 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/decree

Ley N° 4974/2013 "De la Secretaría de Defensa del Consumidor y el Usuario" de fecha: 22/8/2013

URL to law/decree

<https://drive.google.com/file/d/1OUIqM1eOyMpmknh5io20VpV0dgwv883/view?usp=sharing>

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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,  
Terms and conditions,  
Promotional marketing and sales practices (including misleading advertisement)  
,  
Financial services,  
Promotion of sustainable consumption,  
Water,  
Energy,  
Data protection and privacy,  
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:

Physical safety	<b>Instituto Nacional de Tecnología, Normalización y Metrología - INTN</b>
Product quality	<b>INTN e Instituto Nacional de Alimentación y Nutrición - INAN</b>
Voluntary codes for businesses	<b>Comisión Nacional de la Competencia - CONACOM</b>
Restrictive business practices(competition/antitrust)	<b>Comisión Nacional de la Competencia - CONACOM</b>
Electronic commerce	<b>Ministerio de Industria y Comercio - Dirección General de Firma Digital y Comercio Electrónico</b>
Food distribution	<b>No aplica</b>
Pharmaceuticals	<b>Ministerio de Salud Publica y Bienestar Social</b>
Public utilities	<b>Ministerio de Hacienda</b>
Tourism	<b>Secretaría Nacional del Turismo - SENATUR</b>

**Q30**

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

Physical safety	<b><a href="https://www.intn.gov.py/">https://www.intn.gov.py/</a></b>
Product quality	<b><a href="https://www.inan.gov.py/site/">https://www.inan.gov.py/site/</a> y <a href="https://www.intn.gov.py/">https://www.intn.gov.py/</a></b>
Voluntary codes for businesses	<b><a href="https://www.conacom.gov.py/">https://www.conacom.gov.py/</a></b>
Restrictive business practices(competition/antitrust)	<b><a href="https://www.conacom.gov.py/">https://www.conacom.gov.py/</a></b>
Electronic commerce	<b><a href="https://www.mic.gov.py/mic/w/inicio.php">https://www.mic.gov.py/mic/w/inicio.php</a></b>
Food distribution	<b>No aplica</b>
Pharmaceuticals	<b><a href="https://www.mspbs.gov.py/index.php">https://www.mspbs.gov.py/index.php</a></b>
Public utilities	<b><a href="https://www.hacienda.gov.py/">https://www.hacienda.gov.py/</a></b>
Tourism	<b><a href="https://www.senatur.gov.py/">https://www.senatur.gov.py/</a></b>

**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,  
 Protection of vulnerable and disadvantaged consumers,  
 Terms and conditions,  
 Promotional marketing and sales practices (including misleading advertisement)  
 ,  
 Financial services,  
 Promotion of sustainable consumption,  
 Water,  
 Energy,  
 Data protection and privacy,  
 Dispute resolution,  
 Redress,  
 Consumer education,  
 Consumer information

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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	<b>Instituto Nacional de Tecnología, Normalización y Metrología - INTN</b>
Product quality	<b>INTN e Instituto Nacional de Alimentación y Nutrición - INAN</b>
Voluntary codes for businesses	<b>Comisión Nacional de la Competencia - CONACOM</b>
Restrictive business practices (competition/antitrust)	<b>Comisión Nacional de la Competencia - CONACOM</b>
Electronic commerce	<b>Ministerio de Industria y Comercio - Dirección General de Firma Digital y Comercio Electrónico</b>
Food distribution	<b>No aplica</b>
Pharmaceuticals	<b>Ministerio de Salud Pública y Bienestar Social</b>
Public utilities	<b>Ministerio de Hacienda</b>
Tourism	<b>Secretaría Nacional del Turismo - SENATUR</b>



**Q33**

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

Physical safety	<a href="https://www.intn.gov.py/">https://www.intn.gov.py/</a>
Product quality	<a href="https://www.inan.gov.py/site/">https://www.inan.gov.py/site/</a> y <a href="https://www.intn.gov.py/">https://www.intn.gov.py/</a>
Voluntary codes for businesses	<a href="https://www.conacom.gov.py/">https://www.conacom.gov.py/</a>
Restrictive business practices (competition/antitrust)	<a href="https://www.conacom.gov.py/">https://www.conacom.gov.py/</a>
Electronic commerce	<a href="https://www.mic.gov.py/mic/w/inicio.php">https://www.mic.gov.py/mic/w/inicio.php</a>
Food distribution	No aplica
Pharmaceuticals	<a href="https://www.mspbs.gov.py/index.php">https://www.mspbs.gov.py/index.php</a>
Public utilities	<a href="https://www.hacienda.gov.py/">https://www.hacienda.gov.py/</a>
Tourism	<a href="https://www.senatur.gov.py/">https://www.senatur.gov.py/</a>

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**Q34**

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

1510

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**Q35**

Yes

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

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**Q36**

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

121826

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**Q37**

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

14619

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**Q38**

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

Según Decreto N° 21.004/2003 "Por el cual se establece el procedimiento administrativo único para la sustanciación de los procesos sumariales en materia de defensa del consumidor que se tramiten dentro del Sistema Nacional Integrado de Protección del Consumidor - SNIPC Art. 30 Sanciones:

- Amonestaciones.
- Multa.
- Decomiso de las mercaderías y de los productos objeto de la infracción.
- Clausura del establecimiento o suspensión del servicio afectado por un plazo de hasta sesenta (60) días; siempre que no se trate de un Servicio Público.
- Inhabilitación, que podrá ser impuesta únicamente por la autoridad local de aplicación, de acuerdo a lo preceptuado en las normas municipales.

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**Q39**

No

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

**Ley N° 1334/98 De Defensa del Consumidor y el Usuario  
Capitulo XI Art. 45, 46 y 47**

URL to law/decree

**[https://drive.google.com/file/d/1A2Hq5Qw73sQYqp\\_McELY2Nrh-y2D0TwJ/view?usp=sharing](https://drive.google.com/file/d/1A2Hq5Qw73sQYqp_McELY2Nrh-y2D0TwJ/view?usp=sharing)**

**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**

**Q43**

No

Do consumer groups/associations receive public funding?

**Q44**

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

1- Name **No aplica**

1- Website **No aplica**

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**Q45** **Yes**

Can consumers obtain redress through judicial channels?

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**Q46** **No**

Is there a specialized judicial mechanism for consumer complaints?

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**Q47** **Respondent skipped this question**

If there is, please provide the following details

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**Q48** **No**

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

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**Q49** **Lawyers**

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,**

**Arbitration,**

Comments:

<https://drive.google.com/file/d/1JeZHRlhWcQxhBcCM7Gm7vHfvBs516bV/view?usp=sharing> Según el DECRETO N° 20.572/2003 (Con sus modificaciones: Decreto N° 2199/2014) "POR LA CUAL SE CREA EL SISTEMA NACIONAL INTEGRADO DE PROTECCIÓN DEL CONSUMIDOR" Art. 1°.- (Según modificación- Decreto N° 2199/2014) Créase el Sistema Nacional Integrado de Protección al Consumidor (SNIPC) para brindar a nivel nacional los servicios de información, orientación, conciliación, mediación, arbitraje, investigación, fiscalización y solución de controversias de consumo, derivadas de la aplicación de la Ley N° 1334/1998, a través de mecanismos de cooperación y coordinación de funciones, que aseguren el cumplimiento de los lineamientos establecidos en la política de calidad del SNIPC y contribuyan al desarrollo del país mediante la formación de consumidores exigentes y empresas competitivas que respondan a esas exigencias con creatividad y leal competencia.

**Q52**

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

1- Name

**DECRETO N° 20.572/2003 "POR LA CUAL SE CREA EL SISTEMA NACIONAL INTEGRADO DE PROTECCIÓN DEL CONSUMIDOR"**

1- URL Link

**<https://drive.google.com/file/d/1JeZHRlhWcQxhBcCM7Gm7vHfvBs516bV/view?usp=sharing>**

**Q53**

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

**No**

**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?

**No**

**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**

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

	Bilateral	Multilateral/Regional
Formal (treaties)		2
Informal (memoranda of understanding)		

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**Q61**

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

Comité Técnico N° 7 "De Defensa del Consumidor MERCOSUR" - Foro Iberoamericano de Agencias Gubernamentales de Protección al Consumidor - FIAGC

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**Q62**

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

<http://201.144.226.20/> Foro Iberoamericano de Agencias Gubernamentales de Protección al Consumidor - FIAGC

<https://www.mercosur.int/> Comité Técnico N° 7 "De Defens del Consumidor MERCOSUR"

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**Q63**

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

No aplica

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**Q64**

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

No aplica

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**Q65**

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

- Policy making,**
  - Enforcement,**
  - Consumer rights/legitimate needs,**
  - Access by consumers to essential goods and services,**
  - Protection of vulnerable and disadvantaged consumers,**
  - Terms and conditions,**
  - Promotional marketing and sales practices (including misleading advertisement)**
  - ,**
  - Voluntary codes for businesses,**
  - Electronic commerce,**
  - Financial services,**
  - Promotion of sustainable consumption,**
  - Food distribution,**
  - Water,**
  - Pharmaceuticals,**
  - Energy,**
  - Tourism,**
  - Data protection and privacy,**
  - Dispute resolution,**
  - Redress,**
  - Consumer education,**
  - 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?

Other (please specify):

No aplica

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**Q67**

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

**No**

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**Q68**

If you do, please provide a short description

**Respondent skipped this question**

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**Q69**

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

**Respondent skipped this question**

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**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

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**Respondent skipped this question**

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**Q71**

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

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**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,  
Weight and measures, prices and quality,  
Environmental protection,  
Electronic commerce,  
Financial services,  
Efficient use of materials, energy, water,  
Sustainable consumption

**Q73**

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

Yes

**Q74**

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

1- Name of initiative

Plan de Capacitaciones Virtuales surge ante la necesidad de generar espacios para difundir los derechos y deberes de los consumidores y/o usuarios y las obligaciones de los proveedores, brindando informaciones, recomendaciones e interacciones de gran utilidad que permiten la construcción y el fortalecimiento de Consumidores Responsables y Proveedores Comprometidos.

1- Scope of initiative

Participantes a nivel Nacional e Internacional

1- URL link

<http://www.sedeco.gov.py/index.php/publica/capacitaciones-virtuales>

**Q75**

Do consumer organizations/associations provide education and information initiatives?

No

**Q76**

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

Respondent skipped this question



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**Q77** **Yes**

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

**Q78**  
If your authority/agency does, please provide the following details:

1- Main area of work	<b>Género</b>
1- URL link to online library or publication(s)	<a href="http://www.sedeco.gov.py/index.php/noticias/sedeco-realizo-un-analisis-de-precios-de-algunos-productos-de-uso-masculino-y-femenino?ccm_paging_p=82">http://www.sedeco.gov.py/index.php/noticias/sedeco-realizo-un-analisis-de-precios-de-algunos-productos-de-uso-masculino-y-femenino?ccm_paging_p=82</a>
2- Main area of work	<b>Monitoreo de Precios Canasta Familiar</b>
2- URL link to online library or publication(s)	<a href="http://www.sedeco.gov.py/index.php/noticias/sedeco-realizo-monitoreo-semanal-de-productos-de-la-canasta-basica-familiar-59">http://www.sedeco.gov.py/index.php/noticias/sedeco-realizo-monitoreo-semanal-de-productos-de-la-canasta-basica-familiar-59</a>
3- Main area of work	<b>Monitoreo Productos para prevenir y tratar el COVID-19</b>
3- URL link to online library or publication(s)	<a href="http://www.sedeco.gov.py/index.php/noticias/sedeco-continua-con-el-monitoreo-de-los-precios-del-alcohol-en-gel-tapaboca-productos-de-higiene-personal-vitamina-c-y-medicamen-7">http://www.sedeco.gov.py/index.php/noticias/sedeco-continua-con-el-monitoreo-de-los-precios-del-alcohol-en-gel-tapaboca-productos-de-higiene-personal-vitamina-c-y-medicamen-7</a>
4- Main area of work	<b>Monitoreo de Precios de Repelentes</b>
4- URL link to online library or publication(s)	<a href="http://www.sedeco.gov.py/index.php/noticias/la-sedeco-realizo-el-monitoreo-semanal-de-los-precios-de-repelentes-en-comercios-del-departamento-central-8">http://www.sedeco.gov.py/index.php/noticias/la-sedeco-realizo-el-monitoreo-semanal-de-los-precios-de-repelentes-en-comercios-del-departamento-central-8</a>

**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: