



World Consumer Protection Map

Contribution by
Salvador



Page 2: Contact of respondent

Q1 Name of responding member State **El Salvador**

Q2 Name of responding authority/agency:

Defensoria del Consumidor

Page 3: Consumer protection legislation

Q7 Does your country's Constitution contain a provision on consumer protection? **Yes**

Q8 If you do, please provide de following details:

Text of constitutional norm with reference to consumer protection

Art. 101 "El orden económico debe responder esencialmente a principios de justicia social, que tiendan a asegurar a todos los habitantes del país una existencia digna del ser humano. El Estado promoverá el desarrollo económico y social mediante el incremento de la producción, la productividad y la racional utilización de los recursos. Con igual finalidad, fomentará los diversos sectores de la producción y defenderá el interés de los consumidores."

URL link

www.asamblea.gob.sv

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

08/09/2005

Consumer Protection Survey

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

31/01/2013

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

1- Name of law

Ley de Protección al Consumidor

1- URL link

www.asamblea.gob.sv

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)

Voluntary codes for businesses ,

Restrictive business practices (competition/antitrust) ,

Water,

Tourism,

Financial services,

Dispute resolution,

Consumer education,

Consumer information

Consumer Protection Survey

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):

Electronic commerce	No hay
Promotion of sustainable consumption	No hay
Food distribution	No hay
Pharmaceuticals	Ley de Medicamentos
Energy	Ley de Electricidad
Public utilities	No hay
Data protection and privacy	No hay
Redress	No hay

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

Electronic commerce	no hay
Promotion of sustainable consumption	no hay
Food distribution	no hay
Pharmaceuticals	www.asamblea.gob.sv
Energy	www.asamblea.gob.sv
Public utilities	no hay
Data protection and privacy	no hay
Redress	no hay

Page 5: Consumer protection institutions

Q16 Name of Ministry responsible for consumer protection:

No hay, la Defensoría es descentralizada del Gobierno de la República

Q17 URL link of responsible Ministry for consumer protection:

no hay

Q18 Year when consumer protection was assumed by the current responsible ministry: Respondent skipped this question

Page 6: Consumer protection institutions

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

Consumer Protection Survey

Q20 Name of main consumer protection authority/agency:

Defensoría del Consumidor

Q21 URL of main consumer protection authority/agency:

www.defensoria.gob.sv

Q22 Year of creation:

2005

Q23 Annual budget: (in USD)

Respondent skipped this question

Q24 Total number of staff:

254

Q25 Total number of staff directly affected to consumer protection:

184

Q26 Do you have a law/decreed that governs the main consumer protection authority/agency?

Yes

Q27 If you do, please provide the following details:

Reference of the law/decreed

Ley de Protección al Consumidor

URL to law/decreed

www.asamblea.gob.sv

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,
Access by consumers to essential goods and services ,
Terms and conditions ,
Promotional marketing and sales practices (including misleading advertisement)
,
Voluntary codes for businesses ,
Restrictive business practices(competition/antitrust),
Financial services,
Promotion of sustainable consumption ,
Dispute resolution,
Consumer education,
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:

Pharmaceuticals

Dirección Nacional de Medicamento

Energy

Superintendencia General de Electricidad y Telecomunicaciones

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

Pharmaceuticals

www.medicamentos.gob.sv

Energy

www.siget.gob.sv

Consumer Protection Survey

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 ,
Physical safety,
Product quality,
Terms and conditions ,
Promotional marketing and sales practices (including misleading advertisement)
,
Voluntary codes for businesses ,
Restrictive business practices (competition/antitrust) ,
Financial services,
Food distribution,
Water,
Pharmaceuticals,
Tourism,
Dispute resolution,
Redress,
Consumer education,
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:

Energy

Superintendencia General de Electricidad y Telecomunicaciones

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

Energy

www.siget.gob.sv

Consumer Protection Survey

Q34 Regarding enforcement, how many infringement cases does your authority/agency handle on average per year? **Respondent skipped this question**

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) **Respondent skipped this question**

Q37 Record highest amount for any sanction/measure imposed: (in USD) **Respondent skipped this question**

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

Page 9: Consumer protection institutions

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

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

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

Reference of the law/decree

Ley de Protección al Consumidor

URL to law/decree

www.asamblea.gob.sv

Q42 Do consumer organizations/associations fulfil any of the following functions? **Consumer education,
Consumer information,
Enforcement powers,
Legal representation of consumers' individual interests before courts
,
Legal representation for consumer collective actions**

Q43 Do consumer groups/associations receive public funding? **No**

Consumer Protection Survey

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

1- Name	Centro para la Defensa del Consumidor
1- Website	www.cdc.org.sv

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?	Lawyers, Consumer protection enforcement authority/agency, Consumer associations
---	---

Q50 What is the highest damages award following a collective redress/class action?	Respondent skipped this question
---	---

Page 11: Consumer protection institutions

Q51 Regarding out-of-court/alternative consumer dispute resolution, are there any of the following?	Mediation/ Conciliation, Arbitration, Comments: Existe también otro medio alternativo de solución de conflictos que se denomina "avenimiento"
--	--

Q52 If there are any of the above, please provide the following details:	Respondent skipped this question
---	---

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
--	---

Page 12: Consumer protection institutions

Q55 Are there any self-regulation initiatives from businesses? **Yes**

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

1- Name of initiative	Código sectorial de autorregulación publicitaria de alimentos y bebidas no alcohólicas
1- Scope of application	en el ámbito de la publicidad de alimentos y bebidas no alcohólicas
1- URL link	www.cnp.org.sv
2- Name of initiative	código de autorregulación publicitaria
2- Scope of application	a toda la publicidad
2- URL link	www.cnp.org.sv

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)

Fair and equitable treatment ,

Responsible commercial behaviour

Page 13: Consumer protection institutions

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

Q61 Please provide name and URL link of formal bilateral agreements (treaties): **Respondent skipped this question**

Q62 Please provide name and URL link of informal bilateral agreements (memoranda of understanding): **Respondent skipped this question**

Consumer Protection Survey

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

Respondent skipped this question

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

Respondent skipped this question

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

Respondent skipped this question

Q66 Does your consumer protection enforcement authority/agency have any of the following powers regarding cross-border fraudulent and deceptive commercial practices affecting consumers?

Respondent skipped this question

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

No

Q68 If you do, please provide a short description

Respondent skipped this question

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

Yes

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

Programa COMPAL I, II y III

1- Starting date of programme/project

2002 a la fecha

Page 14: Consumer protection policies

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

Yes

Consumer Protection Survey

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,
Financial services

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:

Respondent skipped this question

Page 15: Consumer protection policies

Q77 Does your authority/agency conduct research and analysis on consumer protection issues?

Yes

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

1- Main area of work

Variación de los precios en bienes y servicios esenciales

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

www.defensoria.gob.sv

Q79 Do other organizations/associations conduct research and analysis on consumer protection?

No

Q80 If other organizations/associations do, please provide the following details:

Respondent skipped this question