



World Consumer Protection Map

Contribution by
Togo

Page 2: Contact of respondent

Q1

Togo

Name of responding member State

Q2

Name of responding authority/agency:

Direction du commerce intérieur et de la concurrence

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Q7

Yes

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

Q8

If you do, please provide de following details:

Text of constitutional norm with reference to consumer protection

Titre II article 10,11,12,13,29,30,41,49,50 / titre IX article 130

URL link

[https://www.google.com/url?sa=t&rct=j&q=&esrc=s&source=web&cd=4&cad=rja&uact=8&ved=2ahUKEwiqwtjA5IDnAhWSzIUKHRqnDo0QFjADegQIBBAC&url=https%3A%2F%2Fwww.ilo.org%2Fdyn%2Fnatlex%2Fdocs%2FELECTRONIC%2F38025%2F110367%2FF-1481961433%2FTGO-38025%2520\(VERSION%2520CONSOLIDEE\).pdf&usg=AOvVaw2C_4zFHHNMt8dFd3eHtVOo](https://www.google.com/url?sa=t&rct=j&q=&esrc=s&source=web&cd=4&cad=rja&uact=8&ved=2ahUKEwiqwtjA5IDnAhWSzIUKHRqnDo0QFjADegQIBBAC&url=https%3A%2F%2Fwww.ilo.org%2Fdyn%2Fnatlex%2Fdocs%2FELECTRONIC%2F38025%2F110367%2FF-1481961433%2FTGO-38025%2520(VERSION%2520CONSOLIDEE).pdf&usg=AOvVaw2C_4zFHHNMt8dFd3eHtVOo)

Q9

Yes

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

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Q10

Date

28/12/1999

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

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 | Loi 99-011 28/12/1999. Portant organisation de la concurrence au Togo |
| 1- URL link | https://www.google.com/url?sa=t&rct=j&q=&esrc=s&source=web&cd=1&cad=rja&uact=8&ved=2ahUKEwicxKKs54DnAhUPdxoKHXhCCkEQFjAAegQIBhAB&url=https%3A%2F%2Fjo.gouv.tg%2Fnode%2F11298&usg=AOvVaw2YL9tcj5LbXA-aQaOuKiMx |
| 2- Name of law | la loi cadre n° 2009-016 du 12 août 2009 portant organisation du schéma national d'harmonisation des activités de normalisation, d'agrément, de certification, d'accréditation, de métrologie, de l'environnement et de la promotion de la qualité au Togo ; |
| 2- URL link | https://www.google.com/url?sa=t&rct=j&q=&esrc=s&source=web&cd=1&cad=rja&uact=8&ved=2ahUKEwjByruO54DnAhUGuRoKHSDeB_IQFjAAegQIBRAC&url=http%3A%2F%2Fextwprlegs1.fao.org%2Fdocs%2Fpdf%2FTog176837.pdf&usg=AOvVaw0XhizLHaEziB2FCk2RnfzX |
| 3- Name of law | la loi n° 2009-025 du 30 octobre 2009 sur la métrologie légale |
| 3- URL link | https://www.google.com/url?sa=t&rct=j&q=&esrc=s&source=web&cd=1&cad=rja&uact=8&ved=2ahUKEwif48_N4oDnAhVLyYUKHct-CXQQFjAAegQIBRAC&url=https%3A%2F%2Fjo.gouv.tg%2Fsites%2Fdefault%2Ffiles%2FJO%2FJOS_31_05_17-62e%2520ANNEE%2520N%25C2%25B016.pdf&usg=AOvVaw0wVUs6PVrLCOOnRyju_JHzm |
| 4- Name of law | la loi n° 2012-018 du 17 décembre 2012 sur les communications électroniques. |
| 4- URL link | https://www.google.com/url?sa=t&rct=j&q=&esrc=s&source=web&cd=3&cad=rja&uact=8&ved=2ahUKEwiDyOPu54DnAhWKxIUkHdW8DU4QFjACegQIBhAB&url=http%3A%2F%2Fwww.jo.gouv.tg%2Fnode%2F4629&usg=AOvVaw2ZN4Up2Q-LAViNMr07Xfhs |
| 5- Name of law | Loin°2017-07du22juin2017relativeauxtransactionsélectroniques |

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5- URL link

<https://www.google.com/url?sa=t&rct=j&q=&esrc=s&source=web&cd=2&cad=rja&uact=8&ved=2ahUKEwjZqPS76IDnAhWkx4UKHUj4BkYQFjABegQIBxAC&url=https%3A%2F%2Fwww.droit-afrique.com%2Fuploads%2FTogo-Loi-2017-07-transactions-electroniques.pdf&usg=AOvVaw25wC1rCyXoNbHAP6t5X639>

6- Name of law

LOI N° 2008-005 PORTANT LOI-CADRE SUR L'ENVIRONNEMENT

6- URL link

https://www.google.com/url?sa=t&rct=j&q=&esrc=s&source=web&cd=3&cad=rja&uact=8&ved=2ahUKEwjPns6U6YDnAhWrz4UKHR7zAt4QFjACegQIAxAC&url=http%3A%2F%2Ffaolex.fao.org%2Fdocs%2Fpdf%2Ftog85010.pdf&usg=AOvVaw2roso76_COmKJcccrvO0Ns

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),
Electronic commerce,
Promotion of sustainable consumption,
Food distribution,
Water,
Pharmaceuticals,
Energy,
Public utilities,
Tourism,
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):

Respondent skipped this question

Q15

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

Respondent skipped this question

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Q16

Name of Ministry responsible for consumer protection:

Ministère du Commerce de l'Industrie du Développement du Secteur Privé et de la Promotion de la Consommation Locale

Q17

URL link of responsible Ministry for consumer protection:

[https://www.google.com/url?](https://www.google.com/url?sa=t&rct=j&q=&esrc=s&source=web&cd=4&cad=rja&uact=8&ved=2ahUKEwiUr5Ds64DnAhUMExoKHZCBDmEQFjADegQIAxAB&url=https%3A%2F%2Fcommerce.gouv.tg%2F&usg=AOvVaw3I_gO5YczUbgQm8Z5AiUc1)

[sa=t&rct=j&q=&esrc=s&source=web&cd=4&cad=rja&uact=8&ved=2ahUKEwiUr5Ds64DnAhUMExoKHZCBDmEQFjADegQIAxAB&url=https%3A%2F%2Fcommerce.gouv.tg%2F&usg=AOvVaw3I_gO5YczUbgQm8Z5AiUc1](https://www.google.com/url?sa=t&rct=j&q=&esrc=s&source=web&cd=4&cad=rja&uact=8&ved=2ahUKEwiUr5Ds64DnAhUMExoKHZCBDmEQFjADegQIAxAB&url=https%3A%2F%2Fcommerce.gouv.tg%2F&usg=AOvVaw3I_gO5YczUbgQm8Z5AiUc1)

Q18

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

1980

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Q19

Yes

Do you have a main consumer protection authority/agency?

Q20

Name of main consumer protection authority/agency:

Direction du Commerce Intérieur et de la Concurrence

Q21

URL of main consumer protection authority/agency:

<https://commerce.gouv.tg/taxonomy/term/82>

Q22

Year of creation:

1980

Q23

Annual budget: (in USD)

22000

Q24

Total number of staff:

52

Q25

Total number of staff directly affected to consumer protection:

52

Q26

Yes

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

Q27

If you do, please provide the following details:

Reference of the law/decree

Loi 99-011 28/12/1999. Portant organisation de la concurrence au Togo

URL to law/decree

<https://www.google.com/url?sa=t&rct=j&q=&esrc=s&source=web&cd=1&cad=rja&uact=8&ved=2ahUKEwjY0YPDIsmAhXb6OAKHdteBH8QFjAAegQIAhAB&url=https%3A%2F%2Fjo.gouv.tg%2Fnode%2F11298&usg=AOvVaw2YL9tcj5LbXA-aQaOuKiMx>

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)
- ,
- Voluntary codes for businesses,
- Restrictive business practices(competition/antitrust),
- Electronic commerce,
- Financial services,
- Promotion of sustainable consumption,
- Food distribution,
- Water,
- Pharmaceuticals,
- Energy,
- Public utilities,
- Tourism,
- 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:

Respondent skipped this question

Q30

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

Respondent skipped this question

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),
- Electronic commerce,
- Financial services,
- Promotion of sustainable consumption,
- Food distribution,
- Water,
- Pharmaceuticals,
- Energy,
- Public utilities,
- Tourism,
- 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:

Respondent skipped this question

Q33

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

Respondent skipped this question

Q34

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

20

Q35

Yes

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

Q36

Respondent skipped this question

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

Q37

Respondent skipped this question

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

Q38

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

- amende pécuniaire
 - peine d'emprisonnement
 - remboursement
 - réparation et/ou indenminisation
 - saisie et/ou confiscation
 - obligation de diffuser des contres publicités
 - radiation de l'opérateur des registres du commerce
-
-

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Q39

Yes

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

Q40

Yes

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

Q41

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

Reference of the law/decreree	LOI N°40-484 du 1er Juillet 1901 relative au contrat d'association
URL to law/decreree	https://www.google.com/url?sa=t&rct=j&q=&esrc=s&source=web&cd=4&cad=rja&uact=8&ved=2ahUKEwiNnILhm8fnAhXzBGMBHVmbDr8QFjADegQIARAB&url=https%3A%2F%2Ftogo.eregulations.org%2Fmedia%2Floi_1901.pdf&usg=AOvVaw0gHk0rk5ykUIaXlwtUM88n

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	LCT
1- Website	lctogo2013@gmail.com
2- Name	ATC
2- Website	atctogo@yahoo.fr
3- Name	ANCE
3- Website	info@ancetogo.org

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Q45

Can consumers obtain redress through judicial channels?

Yes

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Q46

No

Is there a specialized judicial mechanism for consumer complaints?

Q47

Respondent skipped this question

If there is, please provide the following details

Q48

Yes

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

Q49

Who can represent consumer interests in court?

Consumers individually,
Lawyers,
Consumer protection enforcement authority/agency,
Consumer associations

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

Q52

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

1- Name

CATO

1- URL Link

<https://www.google.com/url?sa=t&rct=j&q=&esrc=s&source=web&cd=1&cad=rja&uact=8&ved=2ahUKEwiy3ZGMosfnAhXHDGMBHYpeB3kQFjAAegQIARAC&url=http%3A%2F%2Fwww.ccit.tg%2Fcontent%2Fcour-d%25E2%2580%2599arbitrage-du-togo-cato&usg=AOvVaw3-uQQ5rGa-vguf1uHyYNpr>

Q53

No

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

Q54

Respondent skipped this question

If there are, please provide the following details:

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Q55

Yes

Are there any self-regulation initiatives from businesses?

Q56

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

1- Name of initiative

foire et quinzaine commerciale de CTEF- TOGO

1- Scope of application

sensibilisation, démonstration, B to B

1- URL link

https://www.google.com/url?sa=t&rct=j&q=&esrc=s&source=web&cd=1&cad=rja&uact=8&ved=2ahUKEwiRw6HdpMfnAhUjxYUKHc9qCTkQFjAAegQIBxAC&url=https%3A%2F%2Fwww.cetef.tg%2F&usg=AOvVaw0obv9RcsBf_vv8nxDNgFv2

2- Name of initiative

semaine du secteur privé du ministere de commerce

2- Scope of application

conference, sensibilisation

2- URL link

<https://www.google.com/url?sa=t&rct=j&q=&esrc=s&source=web&cd=6&cad=rja&uact=8&ved=2ahUKEwiFnKnMpcfnAhWKohQKHeNGCDwQFjAFegQIARAB&url=https%3A%2F%2Fsemainesecteurpriv.e.tg%2F&usg=AOvVaw354FyQN3gEHeNZ9yZmQcR9>

3- Name of initiative

quinzaine et salon commerciale de la CCIT

3- Scope of application

Information, formation, sensibilisation, voyage d'échange d'expérimentaton

3- URL link

<https://www.google.com/url?sa=t&rct=j&q=&esrc=s&source=web&cd=1&cad=rja&uact=8&ved=2ahUKEwjJ8OT9psfnAhUJDmMBHeaTDL0QFjAAegQIARAC&url=http%3A%2F%2Fwww.ccit.tg%2F&usg=AOvVaw2vy-T1Eqf74nfU39-c-RPp>

Q57

Yes

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

Q58

Respondent skipped this question

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

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

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

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:

Q65

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

Judicial cooperation,
Policy making,
Enforcement,
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),
Electronic commerce,
Financial services,
Promotion of sustainable consumption,
Food distribution,
Water,
Pharmaceuticals,
Energy,
Public utilities,
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?

Investigate,
Pursue,
Obtain redress,
Share information and evidence

Q67

No

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

Yes

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 cooperating partner(s)

UEMOA, CNUCED

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Q71

Yes

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

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

**participation aux manifestations commerciales:foire;
journé porte ouverte**

1- Scope of initiative

Tout operateur régulièrement installé

1- Impact (short description)

**diminution des plaintes, prise de conscience des
acteurs du domaines**

Q75

Do consumer organizations/associations provide education and information initiatives?

Yes

Q76

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

1- Name of consumer organization/association	ATC,
1- URL link of initiative	https://www.google.com/url?sa=t&rct=j&q=&esrc=s&source=web&cd=1&cad=rja&uact=8&ved=2ahUKEwjb8uvzq8fnAhVRx4UKHSRMChkQFjAAegQIBRAB&url=http%3A%2F%2Fwww.palunion.com%2Fles-journalistes-apprenent-a.html&usg=AOvVaw34XpbEDmdZWIPX8xCBaiWn
2- Name of consumer organization/association	LCT,
2- URL link of initiative	https://www.google.com/url?sa=t&rct=j&q=&esrc=s&source=web&cd=9&cad=rja&uact=8&ved=2ahUKEwiM3qqKrMfnAhWq4lUKHafKCwMQFjAiegQICBAB&url=https%3A%2F%2Fmobile.icilome.com%2Fnews.asp%3Freg%3DTOGO%26id%3D11%26idnews%3D790904&usg=AOvVaw07uFyzexRUZ0gRI4qkjbgC
3- Name of consumer organization/association	ANCE
3- URL link of initiative	https://www.google.com/url?sa=t&rct=j&q=&esrc=s&source=web&cd=2&cad=rja&uact=8&ved=2ahUKEwi76_CqrMfnAhVkxYUKHfSJCAEQFjABegQIARAB&url=https%3A%2F%2Fwww.ancetogo.org%2Fen%2Fphoto-formation-des-volontaires%2F&usg=AOvVaw3uS7QIJqsxku60W5JFluRH

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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	Cadre juridique
2- Main area of work	Etude de marché
3- Main area of work	Comportement du consommateur
4- Main area of work	Enquete économique
5- Main area of work	la sécurité des consommateurs face aux denrées alimentaires

Q79

Yes

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:
