



## **World Consumer Protection Map**

Contribution by  
East Timor

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Page 2: Contact of respondent

**Q1**

**Timor-Leste**

Name of responding member State

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**Q2**

Name of responding authority/agency:

Ministry of Tourism, Commerce and Industry (National Directorate of Comercial Regulation and Consumer Protection)

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**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

**Article 53 of Timor-Leste CRDTL - 2002 - Consumers have the right to goods and services of good quality, to truthful information and protection of their health, safety and economic interests, and to reparation for damages. 2. Advertising shall be regulated by law, and all forms of concealed, indirect or misleading advertising are prohibited.**

URL link

**[http://timor-leste.gov.tl/wp-content/uploads/2010/03/Constituicao\\_RDTL\\_PT.pdf](http://timor-leste.gov.tl/wp-content/uploads/2010/03/Constituicao_RDTL_PT.pdf)**

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**Q9**

**Yes**

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

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**Q10**

Date

08/07/2016

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?

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**Q12**

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

1- Name of law

Law N.o 8/2016 of July 8 - Law of Consumer Protection

1- URL link

[http://www.mj.gov.tl/jornal/public/docs/2016/serie\\_1/SERIE\\_I\\_NO\\_26A.pdf](http://www.mj.gov.tl/jornal/public/docs/2016/serie_1/SERIE_I_NO_26A.pdf)  
[http://www.mj.gov.tl/jornal/public/docs/2016/serie\\_1/SERIE\\_I\\_NO\\_26A.pdf](http://www.mj.gov.tl/jornal/public/docs/2016/serie_1/SERIE_I_NO_26A.pdf)

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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,  
 Physical safety,  
 Product quality,  
 Terms and conditions,  
 Promotional marketing and sales practices (including misleading advertisement),  
 ,  
 Restrictive business practices (competition/antitrust),  
 Promotion of sustainable consumption,  
 Food distribution,  
 Water,  
 Pharmaceuticals,  
 Energy,  
 Public utilities,  
 Data protection and privacy,  
 Financial services,  
 Dispute resolution,  
 Redress,  
 Consumer education,  
 Consumer information

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**Q14**

Respondent skipped this question

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):

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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 Tourism, Commerce and Industry (National Directorate of Commercial Regulation and Consumer Protection)

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**Q17**

URL link of responsible Ministry for consumer protection:

The official website is under construction

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**Q18**

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

2016

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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:

National Directorate of Commercial Regulation and Consumer Protection - MTCI

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**Q21**

URL of main consumer protection authority/agency:

Under construction

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**Q22**

Year of creation:

2016

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**Q23**

Annual budget: (in USD)

60000

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**Q24**

Total number of staff:

36

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**Q25**

Total number of staff directly affected to consumer protection:

36

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**Q26**

Yes

Do you have a law/decreed 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/decreed

Decree Law N.o 66 /2020 of 22 of December - Organic Law of MTCI

URL to law/decreed

[http://www.mj.gov.tl/jornal/public/docs/2020/serie\\_1/SE\\_RIE\\_I\\_NO\\_51B.pdf](http://www.mj.gov.tl/jornal/public/docs/2020/serie_1/SE_RIE_I_NO_51B.pdf)

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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,  
Product quality,  
Terms and conditions,  
Food distribution,  
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>General Inspection of Labour</b>
Restrictive business practices(competition/antitrust)	<b>Authority for Inspection and Supervision of Economic, Sanitary and Food Activities</b>
Financial services	<b>Central Bank of Timor-Leste</b>
Water	<b>Authority for Water of Timor-Leste</b>
Pharmaceuticals	<b>National Directorate of Pharmaceuticals and Medicine</b>
Energy	<b>National Authority for Electricity</b>
Tourism	<b>General Directorate of Tourism</b>

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**Q30**

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

Physical safety	<b><a href="http://www.mj.gov.tl/jornal/?q=node/1206">http://www.mj.gov.tl/jornal/?q=node/1206</a></b>
Restrictive business practices(competition/antitrust)	<b><a href="https://www.aifaesaip.tl">https://www.aifaesaip.tl</a></b>
Financial services	<b><a href="https://www.bancocentral.tl/en">https://www.bancocentral.tl/en</a></b>

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**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)
- ,
- Restrictive business practices (competition/antitrust),
- Financial services,
- Promotion of sustainable consumption,
- Food distribution,
- Water,
- Pharmaceuticals,
- Energy,
- Public utilities,
- Tourism,
- 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?

**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)

30000

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**Q37**

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

3000

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**Q38**

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

1. Fine to the provider
  2. Seizure of products
  3. Product destruction
  4. Annulment of the product's registration
  5. Prohibition on Manufacturing
  6. Suspension of product/service supply
  7. Temporary activity suspension
  8. Revocation of usage permission or concession
  9. Full or partial interdiction of the facility or activity
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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/decreed 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>Article No. 30 - Law N.o 8/2016 of July 8 - Law of Consumer Protection</b>
URL to law/decreed	<b><a href="http://www.mj.gov.tl/jornal/public/docs/2020/serie_1/SE_RIE_I_NO_51B.pdf">http://www.mj.gov.tl/jornal/public/docs/2020/serie_1/SE_RIE_I_NO_51B.pdf</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,  
Enforcement powers**

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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>TANE Consumidor</b>
1- Website	<b><a href="https://tanekonsumidor.tl/?page_id=3829&amp;lang=tp">https://tanekonsumidor.tl/?page_id=3829&amp;lang=tp</a></b>

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**Q45**

Can consumers obtain redress through judicial channels?

**No**

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**Q46**

Is there a specialized judicial mechanism for consumer complaints?

**No**

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**Q47**

If there is, please provide the following details

**Respondent skipped this question**

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**Q48**

**Yes**

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**

**Mediation/ Conciliation,**

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

Comments:

This has been carried out by TANE Consumidor. It aims to solve consumers, without any intervention from the state.

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**Q52**

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

1- Name

**TANE Consumidor**

1- URL Link

**[https://tanekonsumidor.tl/?page\\_id=3829&lang=tp](https://tanekonsumidor.tl/?page_id=3829&lang=tp)**

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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**

**Electronic commerce**

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**

**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?

**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,**  
**Efficient use of materials, energy, water,**  
**Sustainable consumption**

**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:

1- Name of consumer organization/association

**TANE Consumidor**

1- URL link of initiative

**[https://tanekonsumidor.tl/?page\\_id=3829&lang=tp](https://tanekonsumidor.tl/?page_id=3829&lang=tp)**

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**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:

**Respondent skipped this question**

**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

**Basic Necessities**

2- Main area of work

**Price of Products**

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