



## **World Consumer Protection Map**

Contribution by  
Vietnam

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Page 2: Contact of respondent

**Q1** Name of responding member State **Viet Nam**

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**Q2** Name of responding authority/agency:

Vietnam Competition and Consumer Authority

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Page 3: Consumer protection legislation

**Q7** Does your country's Constitution contain a provision on consumer protection? **No**

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**Q8** If you do, please provide de following details: **Respondent skipped this question**

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**Q9** Does your country have have specific law(s) on consumer protection ? **Yes**

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**Q10** If you do, when was the main specific law first enacted? Date **01/07/2011**

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

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

1- Name of law

**Law on protection of consumers' rights**

1- URL link

**<http://vcca.gov.vn/Docdetail.aspx?CatelD=232&ID=115>**

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## Consumer Protection Survey

**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 ,  
Product quality,  
Terms and conditions ,  
Promotional marketing and sales practices (including misleading advertisement) ,  
Restrictive business practices (competition/antitrust) ,  
Electronic commerce,  
Data protection and privacy ,  
Dispute resolution,  
Redress,  
Consumer education,  
Consumer information

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### Page 4: Consumer protection legislation

**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

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**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:

Ministry of Industry and Trade

**Q17** URL link of responsible Ministry for consumer protection:

<http://www.moit.gov.vn/>

## Consumer Protection Survey

**Q18** Year when consumer protection was assumed by the current responsible ministry:

2010

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

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**Q20** Name of main consumer protection authority/agency:

Vietnam Competition and Consumer Authority

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**Q21** URL of main consumer protection authority/agency:

<http://vcca.gov.vn/>

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**Q22** Year of creation:

2004

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**Q23** Annual budget: (in USD)

380000

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**Q24** Total number of staff:

51

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**Q25** Total number of staff directly affected to consumer protection:

15

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**Q26** Do you have a law/decreed that governs the main consumer protection authority/agency? **No**

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**Q27** If you do, please provide the following details: **Respondent skipped this question**

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## 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 ,  
Protection of vulnerable and disadvantaged consumers ,  
Product quality,  
Terms and conditions ,  
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

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

Respondent skipped this question

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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 ,  
Product quality,  
Terms and conditions ,  
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**

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**Q33** URL Link of the relevant authority/agency to each field: **Respondent skipped this question**

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

1500

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**Q35** Has your authority/agency imposed sanctions and/or other measures for breaches of consumer protection law(s)? **Yes**

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**Q36** Maximum amount for sanction/measure allowed by consumer protection law(s): (in USD)

4000

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

4000

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**Q38** Please detail if necessary, what kind of sanctions and/or other measures are available in your jurisdiction **Respondent skipped this question**

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

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

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**Q41** In case you have a law/decreed that governs consumer organizations, please provide the following details: **Respondent skipped this question**

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## Consumer Protection Survey

**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?

**Yes**

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

1- Name

**VINASTAS**

1- Website

**<http://vinastas.org/>**

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**Q45** Can consumers obtain redress through judicial channels?

**Yes**

**Q46** Is there a specialized judicial mechanism for consumer complaints?

**Yes**

**Q47** If there is, please provide the following details

Name

**Fast track court**

**Q48** Do you have collective redress/class actions for consumer complaints?

**Yes**

**Q49** Who can represent consumer interests in court?

**Consumers individually,**  
**Lawyers,**  
**Consumer associations**

Consumer Protection Survey

**Q50** What is the highest damages award following a collective redress/class action?

Respondent skipped this question

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

Respondent skipped this question

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**Q53** Are there any CROSS-BORDER out-of-court/alternative consumer dispute resolution initiatives?

**Yes**

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**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?

**Yes**

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

Respondent skipped this question

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**Q57** Are there any co-regulation initiatives between businesses and public entities?

**Yes**

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**Q58** Please provide (up to) 4 examples of the co-regulation initiatives between businesses and public entities:

Respondent skipped this question

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## Consumer Protection Survey

**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** ,

**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?

	Bilateral	Multilateral/Regional
Formal (treaties)		
Informal (memoranda of understanding)	1	

**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:

**Respondent skipped this question**

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

**Enforcement**

## Consumer Protection Survey

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

**Share information and evidence**

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

**Yes**

**Q68** If you do, please provide a short description

We received consumers' complaints via counterpart agencies then we communicated with related parties to solve the cases

**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

**Consulting for revitalizing Vietnamese Consumer Policy**

1- Name of cooperating partner(s)

**Korea Consumer Agency**

1- Starting date of programme/project

**November 2013**

1- Finish date of programme/project

**July 2015**

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

**Yes**

**Q72** Do information and education initiatives carried out by your authority/agency cover any of the following fields?

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

**Q73** Does your authority/agency provide specific education and information initiatives for vulnerable and disadvantaged consumers?

**Yes**

Consumer Protection Survey

**Q74** If your authority/agency does, please provide the following details:

1- Name of initiative

**Provide consultation for houseworkers**

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**Q75** Do consumer organizations/associations provide education and information initiatives?

**Yes**

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**Q76** If consumer organizations/associations do, please provide the following details:

**Respondent skipped this question**

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

**Yes**

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

**Respondent skipped this question**

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

**Yes**

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

**Respondent skipped this question**

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