



World Consumer Protection Map

Contribution by
Samoa

Page 2: Contact of respondent

Q1 Samoa

Name of responding member State

Q2

Name of responding authority/agency:

Ministry of Commerce, Industry and Labour

Page 3: Consumer protection legislation

Q7 No

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

Q8 Respondent skipped this question

If you do, please provide de following details:

Q9 Yes

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

Q10 Date 09/02/2016

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

Competition and Consumer Act 2016

1- URL link

<http://extwprlegs1.fao.org/docs/pdf/sam165341.pdf>

Q13

Please check all the fields that your consumer protections law(s) cover.

**Consumer rights/legitimate needs,
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):

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 Commerce, Industry and Labour

Q17

URL link of responsible Ministry for consumer protection:

<https://www.mcil.gov.ws/>

Q18

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

N/A

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Q19

Yes

Do you have a main consumer protection authority/agency?

Q20

Name of main consumer protection authority/agency:

Samoa Competition and Consumer Commission

Q21

URL of main consumer protection authority/agency:

<https://www.mcil.gov.ws/services/consumer-protection/competition-and-consumer-protection/>

Q22

Year of creation:

2016

Q23

Respondent skipped this question

Annual budget: (in USD)

Q24

Respondent skipped this question

Total number of staff:

Q25

Respondent skipped this question

Total number of staff directly affected to consumer protection:

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

Competition and Consumer Act 2016

URL to law/decree

<http://extwprlegs1.fao.org/docs/pdf/sam165341.pdf>

Q28

Does your main consumer protection authority/agency have POLICY MAKING powers over any of the following fields?

**Consumer rights/legitimate needs,
Dispute resolution,
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:

Water	Office of the Regulator
Energy	Office of the Regulator
Tourism	Samoa Tourism Authority

Q30

Respondent skipped this question

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

Q31

Consumer rights/legitimate needs

Does your main consumer protection authority/agency have ENFORCEMENT powers over any of the following fields?

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Q32

Respondent skipped this question

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:

Q33

Respondent skipped this question

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

Q34

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

Consumer Protection Survey

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

Respondent skipped this question

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

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Q39

No

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

Q40

No

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

Q41

Respondent skipped this question

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

Q42

Respondent skipped this question

Do consumer organizations/associations fulfil any of the following functions?

Q43

Respondent skipped this question

Do consumer groups/associations receive public funding?

Q44 Respondent skipped this question

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

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Q45 Yes

Can consumers obtain redress through judicial channels?

Q46 Respondent skipped this question

Is there a specialized judicial mechanism for consumer complaints?

Q47

If there is, please provide the following details

Name N/A

Q48 No

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

Q49 Lawyers

Who can represent consumer interests in court?

Q50

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

Name of case N/A

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Q51 Mediation/ Conciliation

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

Q52 Respondent skipped this question

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

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

No

Are there any self-regulation initiatives from businesses?

Q56

Respondent skipped this question

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

Q57

No

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

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?

Q61

Respondent skipped this question

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

Q62

Respondent skipped this question

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

Q63

Respondent skipped this question

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

Q64

Respondent skipped this question

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

Q65

Respondent skipped this question

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

Q66

Investigate,

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,

Other (please specify):

Sections 24 & 25 of the Competition and Consumer Act 2016

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

Respondent skipped this question

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

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?

Q72 Legislation, dispute resolution

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

Q73 Respondent skipped this question

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

Q74 Respondent skipped this question

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

Q75 No

Do consumer organizations/associations provide education and information initiatives?

Q76 Respondent skipped this question

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

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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

Promoting public private relationships

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:
