World Consumer Protection Map

Contribution by

Cabo Verde

Page 2: Contact of respondent

Q1

Name of responding member State

Cabo Verde

Q2

Name of responding authority/agency:

Competition Authority

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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

The Constitution provides for consumer rights in its article 81, determining that consumers have the right to the quality of goods and services consumed, to adequate information, to the protection of health, safety and their economic interests, as well as to compensation for damages suffered due to the violation of such rights.

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?

Respondent skipped this question

Q11

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

Date **31/12/1998**

Q12

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

1- Name of law	**Lei nº 88/V/98**

Q13

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

Physical safety,

Product quality,

Financial services,

Dispute resolution,

Redress

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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):

Electronic commerce	**Law Nº. 42_X_2024 of August 12, which approves the legal regime for digital services and electronic commerce.**

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:

Respondent skipped this question

Q17

URL link of responsible Ministry for consumer protection:

Respondent skipped this question

Q18

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

Respondent skipped this question

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Q19

Do you have a main consumer protection authority/agency?

No

Q20

Name of main consumer protection authority/agency:

Respondent skipped this question

Q21

URL of main consumer protection authority/agency:

Respondent skipped this question

Q22

Year of creation:

Respondent skipped this question

Q23

Annual budget: (in USD)

Respondent skipped this question

Q24

Total number of staff:

Respondent skipped this question

Q25

Total number of staff directly affected to consumer protection:

Respondent skipped this question

Q26

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

Respondent skipped this question

Q27

If you do, please provide the following details:

Respondent skipped this question

Q28

Respondent skipped this question

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

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Q29

Respondent skipped this question

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:

Q30

Respondent skipped this question

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

Q31

Respondent skipped this question

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

Respondent skipped this question

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

Q35

Respondent skipped this question

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

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

Respondent skipped this question

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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?

Respondent skipped this question

Q41

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

Respondent skipped this question

Q42

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

Consumer education

Q43

Do consumer groups/associations receive public funding?

Respondent skipped this question

Q44

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

1- Name	**ADECO**
1- Website	**https://adeco.cv/**

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Q45

Can consumers obtain redress through judicial channels?

Yes

Q46

Is there a specialized judicial mechanism for consumer complaints?

Respondent skipped this question

Q47

If there is, please provide the following details

Respondent skipped this question

Q48

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

Respondent skipped this question

Q49

Who can represent consumer interests in court?

Respondent skipped this question

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,

Comments:

The Consumer Protection Act provides in its article 7, paragraph h) that the consumer has the right to judicial resolution of disputes to which he is a party, through the most famous procedure provided for in the General Law, including precautionary measures. In addition to judicial resolution, there are also alternative means of dispute resolution, namely arbitration, mediation and conciliation.

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?

Respondent skipped this question

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?

Respondent skipped this question

Q56

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

Respondent skipped this question

Q57

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

Respondent skipped this question

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)

Respondent skipped this question

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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:

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?

Respondent skipped this question

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?

Respondent skipped this question

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

Respondent skipped this question

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Q71

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

Respondent skipped this question

Q72

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

Respondent skipped this question

Q73

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

Respondent skipped this question

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?

Respondent skipped this question

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?

Respondent skipped this question

Q78

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

Respondent skipped this question

Q79

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

Respondent skipped this question

Q80

Respondent skipped this question

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