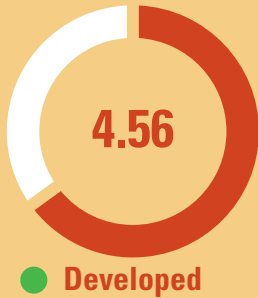




ARAB BUSINESS LEGISLATIVE FRAMEWORKS



CONSUMER PROTECTION

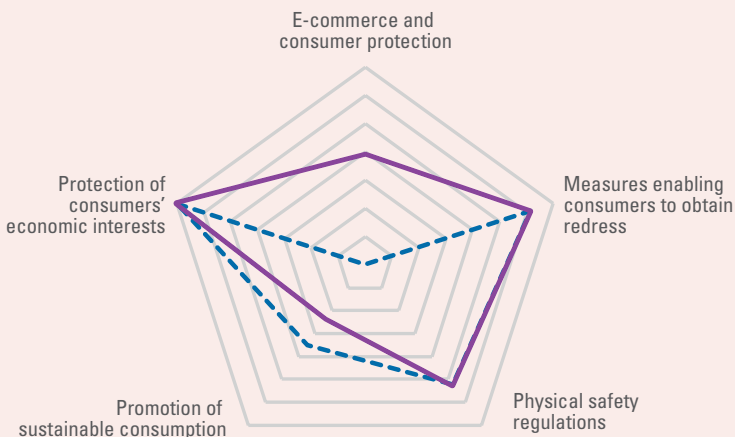


● Very weak ● Weak ● Basic ● Moderate ● Developed ● Strong ● Very strong

COMPONENTS	2020	2023
E-commerce and consumer protection	—	● 3.89
Measures enabling consumers to obtain redress	● 6.13	● 6.13 ▶
Physical safety regulations	● 5.25	● 5.25 ▶
Promotion of sustainable consumption	● 3.50	● 2.33 ▼
Protection of consumers' economic interests	● 7.00	● 7.00 ▶

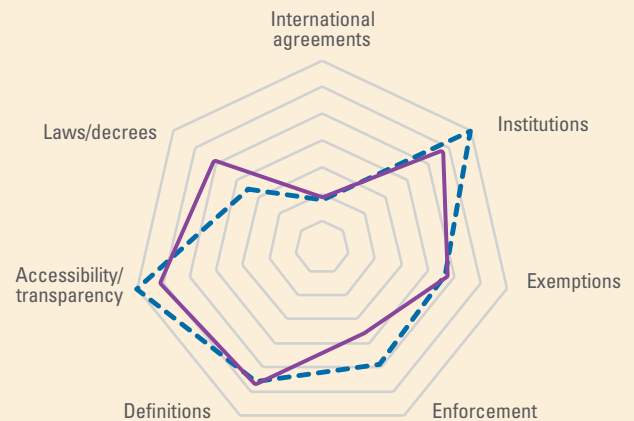
COMPONENTS

■ 2020 ■ 2023



ELEMENTS

■ 2020 ■ 2023



Algeria adopted, in 2009, its Consumer Protection [Law No. 03/09](#). That law made clear emphasis on food conditions in the market, stipulated guarantees for consumer rights and adopted sanctions for deterrence.



Physical safety regulations

Article 4 of the law emphasizes the duty to respect food hygiene criteria. Article 6 also stresses the duty of providers/suppliers to ensure hygiene conditions in places where food is stored and/or presented. Article 9 aims to ensure consumer safety committing suppliers to product safety.

Article 24 establishes a national consumer protection council with the aim of proposing opinions and measures to upgrade or enforce consumer protection policies. The law does not refer to any exemptions and considers any clause in contracts that may harm and/or infringe the rights of consumers null and void.



Protection of consumers' economic interests

According to articles 17 and 18 of the law, suppliers/providers must inform and provide consumers with all relevant information (prices, data, ingredients, etc.) and instructions regarding a product. Articles 19 and 20 stipulate that provided services should not hinder the material or immaterial interests of the consumers.

As for article 29, it allows administrative officers to monitor the market, and in case of infringements, to report them to the competent court (judges can request expertise

for further investigation). Chapter 2 (articles 68 to 85) lists specific and categorized sanctions for different infringements that may occur.

Article 53 allows the competent officers to take any precautionary measures, such as refusing the entry of goods to the country and/or retracting goods and products from the market. Also, chapter 4 of title 3 of the law mentions a special procedure for taking samples to determine whether products are fraudulent or not.



Measures enabling consumers to obtain redress

Pursuant to articles 13 to 16, suppliers must guarantee the service after selling it for a warranty period. In case the purchased product is defective, suppliers must guarantee, within the warranty period, the substitution, refund or reparation of the product. It is worth noting that there is no exemption regarding the right of consumers to obtain redress.

Also, pursuant to articles 21 to 24 consumer protection organizations are allowed to be established and have several prerogatives, among others, to defend and preserve the interests of consumers as well as propose policies to develop consumer protection practices, etc.



Promotion of sustainable consumption

Algeria adopted a strategy called “The Algerian Sustainable Consumption and Production National Action Plan (SCP-NAP)” for the period 2016–2030. The plan aims to further

enable Algeria to achieve the Sustainable Development Goals (SDGs), and more specifically Goal 12 on sustainable consumption and production.¹



E-commerce and consumer protection

Algeria adopted in 2018 Law No. 18-05 that covers e-commerce which aims to ensure compliance with the rules of competition between operators. The provisions of the law cover several key elements in e-transactions, including institution of the Universal Electronic

Communication Service, prohibition of some e-commerce transactions (gambling, alcoholic beverages and tobacco, pharmaceutical products, etc.), the duty to have electronic offer and contract, and obligations/duties of both suppliers and consumers, etc.

RECOMMENDATIONS

- To establish coordination mechanisms between the national consumer protection authority and other administrative authorities such as the competition, public health, customs, trade, and environmental authorities.
- To expand the mandate of the national consumer protection authority, especially in monitoring markets and conducting studies about them, and in the process of imposing sanctions.
- To develop more policies and legal provisions that tackle sustainable consumption, including consumer activities, duties on manufacturers, and a specific sanction regime.
- To further develop e-commerce practices and the protection of consumers in the digital market through a separate chapter in the law.
- To strengthen coordination and the establishment of agreements with regional and global consumer protection authorities to deter cross-border unfair practices that may be harmful to consumers.

¹ [Sustainable Consumption and Production National Action Plan in Algeria.](#)

