



## **World Consumer Protection Map**

Contribution by  
Mozambique

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Page 2: Contact of respondent

**Q1**

**Mozambique**

Name of responding member State

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**Q2**

Name of responding authority/agency:

ProConsumers - Associacao Para o Estudo e Defesa do Consumidor

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Page 3: Consumer protection legislation

**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

**Esta Plasmada na Constituicao da Republica de Mocambique de 2004 no seu artigo 92, temos a lei 22/2009 de defesa do consumidor e o seu regulamento**

URL link

**Mocambique**

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**Q9**

**Yes**

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

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**Q10**

Date

**28/09/2009**

If you do, when was the main specific law first enacted?

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**Q11**

Date

28/09/2009

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 | <b>Constituicao da Republica de Mocambique</b>   |
| 1- URL link    | <b>Aprovado a 16 de Novembro de 2004</b>   |
| 2- Name of law | <b>Lei de Defesa do Consumidor</b>   |
| 2- URL link    | <b>22/2009 de 28 de Setembro</b>   |
| 3- Name of law | <b>Codigo de Publicidade</b>   |
| 3- URL link    | <b>38/2016 de 31 de agosto</b>   |
| 4- Name of law | <b>Protecao de Dados no sector Financeiro</b>  |
| 4- URL link    | <b>lei 1/92 de 3 de Janeiro; Lei 15/99 de 1 de Novembro; lei 9/2004 de 21 de Julho; lei 6/2015 de 6 de outubro</b> |

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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)**  
 ,  
**Water,**  
**Pharmaceuticals,**  
**Energy,**  
**Data protection and privacy,**  
**Financial services**

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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):

|  |  |
|--|--|
| Voluntary codes for businesses                         | <b>Nao tem</b>                                       |
| Restrictive business practices (competition/antitrust) | <b>Nao tem</b>                                       |
| Electronic commerce                                    | <b>Nao tem</b>                                       |
| Promotion of sustainable consumption                   | <b>Nao tem</b>                                       |
| Food distribution                                      | <b>Tem leis de gestao de riscos e de calamidades</b> |
| Public utilities                                       | <b>Tem leis de utilidades publicas</b>               |
| Tourism  | <b>Tem leis de turismo</b>                           |
| Dispute resolution                                     | <b>So tem Laborais</b>                               |
| Redress  | <b>Nao Tem</b>                                       |
| Consumer education                                     | <b>Nao Tem</b>                                       |
| Consumer information                                   | <b>Lei de defesa do consumidor</b>                   |

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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:

Ministerio da Industria e Comercio

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**Q17**

**Respondent skipped this question**

URL link of responsible Ministry for consumer protection:

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**Q18**

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

2009

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## Consumer Protection Survey

**Q19**

**No**

Do you have a main consumer protection authority/agency?

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**Q20**

**Respondent skipped this question**

Name of main consumer protection authority/agency:

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**Q21**

**Respondent skipped this question**

URL of main consumer protection authority/agency:

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**Q22**

**Respondent skipped this question**

Year of creation:

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**Q23**

**Respondent skipped this question**

Annual budget: (in USD)

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**Q24**

**Respondent skipped this question**

Total number of staff:

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**Q25**

**Respondent skipped this question**

Total number of staff directly affected to consumer protection:

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**Q26**

**No**

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

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**Q27**

**Respondent skipped this question**

If you do, please provide the following details:

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**Q28**

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

- 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)
- ,
- Financial services,
- Water,
- Pharmaceuticals,
- Energy,
- Public utilities,
- Tourism,
- Data protection and privacy

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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

**Q30**

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

Respondent skipped this question

**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)  
,  
Financial services,  
Water,  
Pharmaceuticals,  
Energy

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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?

Respondent skipped this question

**Q35**

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

Yes

**Q36**

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

Respondent skipped this question

**Q37**

Respondent skipped this question

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

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**Q38**

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

Multa de 10% sobre o valor da venda; Apreensao do bem; inutilizacao do bem, Inutilizacao do fabrico do bem; Proibicao do Fabrico do Bem; Suspensao de fabrico de bem ou servico, Suspensao temporaria da actividade que originou o levantamento do auto; Revogacao de concessao ou permissao de alvara e interdicao, total ou parcial, de estabelecimento, de obra ou de actividade.

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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/decree that governs consumer organizations/associations?

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**Q41**

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

Reference of the law/decree

**Lei de defesa do consumidor e Regulamento da lei de defesa do consumidor**

URL to law/decree

**Lei 22/2009 28 de setembro**

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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,**

**Legal representation of consumers' individual interests before courts**

,

**Legal representation for consumer collective actions**

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Consumer Protection Survey

**Q43**

**No**

Do consumer groups/associations receive public funding?

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**Q44**

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

1- Name

**ProConsumers - Associacao de Estudos e defesa dos Consumidores**

1- Website

**www.portaldoconsumidor.or.mz**

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**Q45**

**Yes**

Can consumers obtain redress through judicial channels?

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**Q46**

**No**

Is there a specialized judicial mechanism for consumer complaints?

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**Q47**

**Respondent skipped this question**

If there is, please provide the following details

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**Q48**

**No**

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

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**Q49**

**Consumers individually,**

Who can represent consumer interests in court?

**Consumer protection enforcement authority/agency,**

**Consumer associations**

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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**

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

**Mediation/ Conciliation,**

Comments:

A proconsumers tem mediado junto dos fornecedores de bens e servicos conflitos entre os consumidores e fornecedores deocrentes de: ma qualidade de bens e de servicos, produtos deteriorados e fora do prazo, prazos de validade, produtos contrafeitos, publicidade enganosa e abusiva, troca e devolucoes, venda casada, precos abusivos, praticas comerciais desleais.

**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?

**No**

**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** **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?

|                                       | Bilateral | Multilateral/Regional |
|---------------------------------------|-----------|-----------------------|
| Formal (treaties)                     | <b>3</b>  |                       |
| Informal (memoranda of understanding) |           |                       |

**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** **Respondent skipped this question**

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?

**Q67** Respondent skipped this question

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** Health, nutrition, prevention of food-borne diseases and food adulteration  
,  
Product hazard,  
Product labelling,  
Environmental protection,  
Financial services,  
Efficient use of materials, energy, water,  
Sustainable consumption

**Q73** Respondent skipped this question

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

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**Q74** Respondent skipped this question

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

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**Q75** Yes

Do consumer organizations/associations provide education and information initiatives?

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

1- Name of consumer organization/association **ProConsumers Associacao de Estudo e Defesa do Consumidor**

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**Q77** Yes

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

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**Q78** Respondent skipped this question

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

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**Q79** Respondent skipped this question

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

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**Q80** Respondent skipped this question

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

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