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**Lao People's Democratic Republic  
Peace Independence Democracy Unity Prosperity**

National Assembly

No. 02/NA  
Vientiane Capital, Dated 30 June 2010

## **Law on Consumer Protection**

### **Part I General Provisions**

#### **Article 1. Objectives**

The Law on Consumer Protection defines the principles, regulations and measures to organize, administrate and inspect and monitor the activities of consumer protection in order to strengthen these activities ensuring the legitimate interests, [and] the safety of the consumers from the negative impacts as result of consumptions of goods and services; to promote the domestic production, import [and] distribution of goods and services to produce quality goods and services, to meet the standards, [and] to conduct properly in accordance with regulations and laws; aiming at maintaining of the justice, peace and public orders of society to improve the standard of living of the people, contributing to the national socio-economic development.

#### **Article 2. Consumer Protection**

The consumer protection means the application of the measures to protect the health, assets, legitimate rights and ethic interests of consumer as result from the impacts of consumptions of goods and services such as foods, medicines, cosmetics, heath treatments, including the settlement of disputes occurred between the consumers and supplier as provide for in regulations and laws.

#### **Article 3. Definitions**

The terms used in this law have the meanings as described below:

1. **Consumer** means an individual, legal entity or organization who buys or uses goods and service properly without profit-making purpose;
2. **Supplier** means an individual, legal entity or organization, which produces, sells, distributes, buys for re-selling, and renders service, imports for selling and transferring.
3. **Label** means a picture, design, paper or any mark showing the statement describing of goods to appear on the goods, container, package of goods, or inserted in or put together with the goods including a document or user's manual on the goods;
4. **Service** means the act of being served, permission of right to use or conferring benefit in any property for monetary consideration or other forms of interests.

5. **Contract** means the agreement between the consumers and suppliers to purchase or sell the goods or use of services;
6. **Billboard Advertising** means the different types of billboard advertising in public areas and the advertising of new product and service.

#### **Article 4. State's Policy on Consumer Protection**

The State encourages the consumer protection by defining the regulations and laws, providing educations, recruiting the personnel, allocating the budget, providing the materials to an organization which is responsible for carrying out the consumer protection activities in order to create the conditions supporting the organization to perform its activities effectively, ensuring the safety of the life, health, property, legal rights and benefits of the consumers.

The State encourages all sectors in society, individuals, legal entities, and domestic and foreign organizations to contribute to the consumer protection activities.

#### **Article 5. Basic Principles of Consumer Protection**

The consumer protection shall be conducted based on the following principles:

1. The consumer protection [shall be] conducted in parallel with the promotion of the domestic production; ensured the quality, and the standards of the production, import, distribution of goods and services as regulated by the relevant organizations;
2. Ensuring of the safety of life, health, property, [protection of] legitimate rights and interests of the consumer, maintaining of the environment and promotion of the sustainable consumption;
3. Ensuring of the equality, transparency, fairness between the consumers and suppliers in performance of the contracts;
4. Ensuring of the people and society's participation in administration, monitoring, inspection of the prices, label and billboard advertising of goods and services;
5. Respect and implement the agreements, international conventions that the Lao PDR is a party to.

#### **Article 6. Obligations regarding the Consumer Protection**

Lao citizens, aliens, foreigners. apatrids residing in the Lao PDR have obligation to respect, comply this law and other relevant laws, including the facilitation, providing information and cooperation with the consumer protection officers while they are performing their functions and duties.

#### **Article 7. Scope of Application of Law**

This law applies to individuals, legal entities including the domestic and foreign organization that produce, import, sell, and distribute the goods and services which are licensed and registered their business entities; and the consumers in Lao PDR territories.

For those suppliers that not registered their business entities are applied by other law.

## **Article 8. International Cooperation**

The State promotes the international relation and cooperation in relation to the protection of rights and benefits of consumer by exchanging lessons, information, sciences, technology and trainings, upgrading the technical capacity in order to perform those activities effectively and comply with the international agreements and conventions which the Lao PDR is the party to.

## **Part II Consumer Protection**

### **Chapter 1 Types of Consumer Protection**

#### **Article 9. Types of Consumer Protection**

Consumer Protection is categorized into two types as follows:

- The protection of consumption of goods;
- The protection of consumption of services.

#### **Article 10. The Protection of Consumption of Goods**

The protection of consumption of goods means use of the measures to enable the consumers to utilize the quality and standard goods as defined by the relevant organizations, without negative impacts on life, health, property, legitimate rights and interests of the consumers and environment.

#### **Article 11. The Protection of Consumption of Services**

The protection of consumption of goods means use of the measures to enable the consumers to be rendered the quality and standard services as defined by the relevant organizations and sound fair.

### **Chapter 2 Production, Import, Selling of Goods and Services**

#### **Article 12. Production of Goods**

Production of goods must conduct in accordance with the criteria, standards and principles strictly as define by the relevant sectors in order to avoid the contamination, danger of the improperly production of goods, aims at ensuring of safety of the life, health, property, rights, benefits of the consumers and environment.

### **Article 13. Import, Selling, Distribution of Goods and Services**

Import, selling, and distribution of goods and rendering of services must comply with the requirements, standards and approval by the relevant sectors in accordance with the laws strictly in order to ensure the quality, safety, quickness, reasonable price and without unfair treatment to consumers.

## **Chapter 3 Advertising**

### **Article 14. Principle and forms of advertising**

The advertising must be conducted in the following principles:

- ensuring that the context of advertisement is precisely, presenting the true on the category, type, characteristics, quality of the goods, trademarks and services;
- ensuring the providing of sufficient information about the goods and services;
- ensuring that the advertisement shall not satirize, look down the goods and services of others.

The advertisement can be conducted in all forms such as billboard advertising, through the media.

### **Article 15. Permission for Advertisement**

An individual, legal entity and organization intending to advertise the goods and service must seek the approval from the Information and Culture Sector in accordance with the laws.

The contents of the advertisement on goods and service shall be conducted in accordance with the regulations identified by the relevant sectors.

### **Article 16. Modification of Advertising**

Where it deems that any advertising is untrue bringing impact on the benefits of the consumers the relevant officers for consumer protection must notify the supplier who is conducting that advertisement to stop the advertising and modify the statement of advertising to be accurate prior continuation of such advertisement.

### **Article 17. Access to Information**

In order to facilitate the consumers to access to information, acknowledge, and understand about the goods and services that are dangerous, the consumer protection organization or suppliers must inform such information in various forms through the media, billboard advertising as follows:

1. Inform about the risks that are harmful to life and health in consumption of the goods and services;
2. Inform the types of goods and services which are under testing or re-testing to certify the quality, standard of the goods and services, after

receiving the results of the testing and examination, the consumers must be informed about that results.

3. After the distributions of the goods, if the suppliers have information about the danger of the goods, the suppliers must inform promptly the relevant consumer protection organizations and consumers and also propose the appropriate measures to be taken.

Expenses for the examination, re-testing of the goods and services, the notification about the danger of the goods and services through media and billboard advertising are under responsibilities of the suppliers.

## **Chapter 4**

### **Labelling and Contracts**

#### **Article 18. Labeling**

The goods which are manufactured, imported and distributed must be labelled in Lao language particularly the goods that have risks to life, health and safety of the consumers.

#### **Article 19. Descriptions of Label**

The label of goods must contain of the following descriptions:

1. the type or category of goods;
2. the trademark of the manufacturer registered or of the importer for sale;
3. the place of manufacturing or place of importer for sale , the name of the manufacturer country.
4. the price, number of items, quantity, quality, volume, components, instructions for use, warning, date of manufacturing and expiration

#### **Article 20. Modification of Label description**

If it is deemed that any goods is not labelled or the label descriptions is incorrect and insufficient as its benefits and characteristic of that good, the concerned officials for consumer protection must inform the supplier to suspend temporary its import, distribution in order to modify the label description correctly and accordingly prior continuation of import and distribution.

#### **Article 21. Contract**

In the course of the business activities on any type of goods and services, the suppliers and consumers must conclude the contracts in accordance with the law on the contractual and non-contractual commitment and must perform accurately, fully and timely the contract.

**Part III**  
**Implementation of consumer protection activities**

**Chapter 1**  
**Governmental implementer organization for Consumer Protection**

**Article 22. Implementer organizations for Consumer Protection**

The governmental implementer organizations for consumer protection from the central to the local levels comprise of the key sectors as follows:

1. The Ministry of Industry and Commerce;
2. The Ministry of Public Health;
3. The Ministry of Forestry and Agriculture;
4. The Science and Technology Administration.

The organization structures and the personnel of the organization for consumer protection are regulated in the special regulation separately.

**Article 23. Industry and Commerce Sector**

In the course of implementing the consumer protection activities, the industry and commerce sector has the central leading role to coordinate with the relevant sectors and has responsibility focusing on the industrial and commercial fields related to the manufacturing, marketing, price and services including but not limited to other fields that are under responsibilities of other sectors.

**Article 24. Public Health Sector**

In the course of implementing the consumer protection activities, the public health sector has responsibility focusing on the public health related to the foods and medicines, medical equipment and services in health treatment.

**Article 25. Forestry and Agriculture Sector**

In the course of implementing the consumer protection activities, the forestry and agriculture sector has responsibility to focus on the forestry and agriculture fields related to the production process, fertilizers, chemical substances used in the agriculture, pesticide, animal medicines, foods for animal, agricultural products, seeds, animal species, agricultural equipment and machinery.

**Article 26. Science and Technology Sector**

In the course of implementing the consumer protection activities, the science and technology sector has responsibility to focus on the sciences, technology, quality, standards, measures, weight, and intellectual property activities.

## **Article 27. Rights and Duties of the Implementer Organizations for Consumer Protection**

The implementer organizations for consumer protection have the following principal rights and duties:

1. To implement the policies and regulations on the consumer protection accordingly and strictly;
2. To settle the disputes between the consumers and suppliers, provide the counselling on the legal matters related to the consumer protection;
3. To examine the contents and forms of the advertising, labelling, packaging, measures and prices on goods that manufacture, import, and distribute principally in the markets;
4. To examine the certificates on the quality, standards of goods and services, enterprise registrations, and other relevant documents on the goods and services;
5. To collect the samples of the products or goods or objects imported for manufacturing, trading, and services and other objects for examinations;
6. To seize or freeze goods, vessels or packages of goods, label or other incorrect documents, and make the records as evidence for further legal proceeding;
7. To inspect the place, premises, buildings that are involved in production process, manufacturing or improvement of products and goods, sell places, shops, stores and services places;
8. To interview individuals, representatives, legal entities or organizations on quality, standards of goods and services, and environment;
9. To propose to withdraw or withdraw the certificates, enterprise registration or any relevant documents related to the goods and services if it is deems that there is violation of laws as under the organization's responsibility;
10. To cooperate and coordinate with each other, with relevant organisations, local administrations at all levels in implementing of the consumer protection activities;
11. To cooperation, coordinate with foreign countries on the consumer protection activities as assigned by the their supreme bodies;
12. To summarize, evaluate and report the implementation of consumer protection to their supreme bodies regularly.

## **Article 28. Other Sectors**

In the implementing the consumer protection activities, the other sectors have their responsibilities to implement the law in accordance with their functions, rights and duties.

## **Article 29. Consumer Protection Officials**

Consumer protection officials are the governmental personnel which are appointed by the ministers of relevant organizations for consumer protection.

The standard , rights and duties of the consumer protection officials are defined in special regulation separately.

## **Chapter 2**

### **Consumer Protection Association**

#### **Article 30. Position Roles and duties of Consumer Protection Association**

The consumer protection association is the civil and non-profitable organization created according to the law, has the duties and roles to assist, provide the advices, and instructions and protect the legitimate rights and ethic interests of the consumers.

The organization and activities of the consumer protection association are defined separately in specific regulation.

#### **Article 31. Rights and Obligations of Consumer Protection Association**

The consumer protection association has the following rights and obligations:

1. To receive, study, consider the requests by the consumers and organize the arbitration of disputes between the consumers and suppliers;
2. To be the representatives of the consumers in the solution of disputes and file claims against the suppliers;
3. To request to the implementer organizations for consumer protection about the violations of laws by the suppliers;
4. To report about the inaccurately acts of the consumer protection officials to the governmental implementer organizations for consumer protection;
5. To express the views to the implementer organizations for consumer protection about the measures and the creation of the laws and regulations on the consumer protection;
6. To advice, assist the consumers where they have the issues on consumption of goods and services and ensure the transparency and fairness when it represents as representatives of consumer in the course of settlement of disputes;
7. To perform other rights and obligations in accordance with the laws and regulations and as assigned by the relevant governmental organizations.

## **Part IV**

### **Rights and Obligations of Consumers and Suppliers**

#### **Chapter 1**

#### **Rights and Obligations of Consumers**

#### **Article 32. Rights of Consumers**

The consumer shall have the following rights:

1. To choose and make decision to by goods and services at its own will.
2. To receive clear information and directions about the quality, price, location of manufacture, name of producer, mod of usage and manual, special feature, content, manufactured and expired dates, certificate of products, post sale service and other necessary information ;

3. To benefit of life, health and assets safety in consumption the goods and services;
4. To claim or complain compensation for damage cost due to consumption of under quality and under standard of goods and service that affect to their life, health and properties
5. To report to the implementer organizations of consumer protection the illegal process of production, of business and of services such as counterfeiting products, activities affecting beyond standard the environment.

**Article 33. Obligations of Consumers**

The consumer has the following obligations:

1. To pay in Lao currency (LAK) the cost of products and services;
2. To consume the goods and services in accordance with instructions or manuals properly;
3. To provide information on under quality and under standard of products and services to the relevant officials.

**Chapter 2**

**Rights and obligations of Suppliers**

**Article 34. Rights of Suppliers**

The suppliers have the following rights:

1. Conduct legally the business on production, trade, distribution and services ;
2. Determine, put the price of goods and services in Lao currency;
3. Promote precisely, accurately and concretely the quality of goods and services;
4. Submit a request, suggestion about the consumer protection activities and the violation of their intellectual property and services to the relevant implementer organizations for consumer protection.

**Article 35. Obligations of Suppliers**

The Suppliers have the following obligations:

1. Ensure the quality and standard goods and services in accordance with the regulations and laws;
2. Ensure that the manufacturing, import, distribution of goods and services will not affect beyond standard identified the environment;
3. Provide precise and accurate information on production, import, distribution and service to the consumers;
4. Be responsible of damages caused providing under quality and under standard of products, goods, and services.
5. Perform rigorously the contract with consumers and label goods accordingly to regulations ;

6. Provide cooperation and information about their goods and services to relevant officials.

## **Part V**

### **Solution of Disputes between consumer and supplier**

#### **Chapter 1**

#### **Solution of Disputes**

##### **Article 36. Principles of solution of disputes**

The solution of disputes must comply accordingly to the principles as follows:

- Correctness and coherence to the regulations and laws;
- Equality;
- Transparency and fairness;
- Quickness.

##### **Article 37. Process of solution of disputes**

The disputes regarding the protection of consumer can be solved through the following process:

1. Compromise
2. Mediation;
3. Administrative mean by the implementer organizations for consumer protection ;
4. Solution of disputes by the Organization of Economic Dispute Arbitration or People Courts.

To solve the dispute regarding the protection of consumer, the both disputants can choose any process for solution in order to meet the satisfactory of both parties

#### **Chapter 2**

#### **Solution of dispute by compromise**

##### **Article 38. Compromise**

In case of dispute between the consumers and suppliers, the disputant parties should endeavour to resolve that dispute through the consultations and compromise in accordance with the following steps:

1. If it is deemed that their rights and interests have been violated, damaged due to the consumption of goods and service, the consumers have rights claim against or request the compensations directly from the suppliers, individuals or legal entities which received the goods and services from the suppliers;
2. The suppliers shall respond the claims or requests by the consumers at least no later than three days after receiving such claims or requests;

3. The supplier shall solve the disputes in appropriate time but not later than seven days from the date of response ;
4. The consumers have rights to use other means of solution of disputes when the compromise is failed.

**Article 39. Note of compromise**

The consumers and suppliers must take note of compromise in writing, unless agreed otherwise.

Every parties have s obligations to comply with the note or agreements in the course of such compromise .

### **Chapter 3 Mediations**

**Article 40. Mediations**

When any dispute between the consumers and suppliers occur, the disputant parties have right to propose:

1. Choose an individual or juristic entity accepted by both parties to conduct the mediation;
2. Mediate in accordance with the regulations and laws.

**Article 41. Principles of Mediations**

The mediations must undertake in accordance with the following principles:

1. ensuring the equality, transparency, subjective, fairness without deception;
2. Do not disclose and ensure confidentiality of information of each party, unless agreed or the provisions of laws otherwise;
3. ensuring that no mediation on illegal matters.

**Article 42. Mediation Units**

The governmental implementer organizations for consumer protection shall establish the mediation units which comprise of one to three officers and have duties to mediate the disputes between the consumers and suppliers under their responsibilities.

The consumer protection association can also conduct the mediation if agreed by the consumers and suppliers.

**Article 43. Timelines of Mediations**

The mediation shall undertake the following timelines:

1. within seven days from the date of receiving the request for mediation, the mediation units must notify the parties to disputes to mediate;
2. duration of mediation is subject to agreement by the parties to disputes which must make such agreement within one month after receiving of the notice to mediation;

3. The disputant parties can withdraw from the mediation any time but must give the written notice to the mediation units.

**Article 44. The Contents of the Mediation Note**

The note of the mediations must have the following substantive contents:

1. Names and Surnames of the parties to disputes;
2. The problem to be mediated ;
3. Name of Surname (s) of the mediator (s) and participants;
4. Date, and place of mediations;
5. Outcomes of mediations;
6. Terms to implement the agreements;
7. Signatures and fingerprints of the parties to disputes;
8. Signature (s) of the mediator (s).

**Article 45. Implementation of Mediation Note**

The note of mediation must be implemented as follows:

1. The parties to dispute must voluntarily implement the note of mediation , unless in case that there is an appeal to cancel such note with sufficient grounds;
2. In case that a party to dispute does not implement voluntarily the note of mediation and without grounds, other party to dispute can have right to request to the implementer organizations for consumer protection for consideration.

**Article 46. Procedure to Implement the Note of Mediation**

The note of mediation must be conducted as follows:

1. The mediation units must send the note of mediation to the relevant implementer organizations for consumer protection within three official working days;
2. Within five official working days from receiving of the note of mediation , the implementer organization for consumer protection must give notice and warn the parties to dispute to implement such note of mediation;
3. In case of a party to dispute who has obligations under the agreement, had not performed such obligations, the implementer organization for consumer protection has right to request to the competent authority for any measure to be taken in accordance with the laws.

**Article 47. Cancellation of the Note of Mediation**

When it is deemed that the mediation is violated the principles as provided in Article 41 of this law and this makes a party to dispute lose its benefits, such party to dispute has right to request to cancel the note of mediation to relevant management organizations for consumer protection.

Within five days from the date receiving the request on cancellation of mediation note, the management organization for consumer protection must issue an agreement to cancel or to do not cancel the such note of mediation and inform its reasons to the parties to dispute.

## **Chapter 4**

### **Administrative solution by the implementer Organizations for Consumer Protection**

#### **Article 48. Administrative solution**

When there is a dispute between the consumers and suppliers, the disputant parties have right to request to the implementer organizations for consumer protection or relevant sectors to consider the solution of dispute through the administrative means in accordance with regulations.

#### **Article 49. The Procedure for the Submissions of Requests**

The submissions of the requests must be undertaken in the following procedure:

1. The consumers can submit their requests to the implementer organizations for consumer protection in their localities;
2. The consumers have duty to provide the documents, evidence as follows:
  - Evidence on the selling-buying with suppliers;
  - Evidence on act showing that suppliers have breached the contracts;

The damaged suppliers also have right to submit the requests.

#### **Article 50. Timelines to address the requests of Consumers**

The timelines to address the requests of consumers are as follows:

1. within ten official working days from the date of receiving the requests from the consumers, the implementer organization for consumer protection must invite the suppliers to respond the requests by consumers;
2. The suppliers must respond such requests not later than seven days from the date of receiving invitation from the implementer organization for consumer protection.
3. Within no later than thirty days from the date of response from the suppliers the implementer organization for consumer protection must issue an agreement to consider the such request;
4. In case if it deems necessary the implementer organization for consumer protection may invite the parties to disputes to provide further explanations or invite the relevant sectors or experts to participate in the solving of the dispute.

#### **Article 51. Scope of Authority to Solve the Requests**

The implementer organizations for consumer protection have the power to consider the following requests:

1. the implementer organization for consumer protection at district level has the power to consider the requests on the goods and services with total values below one hundred million LAK;

2. the organization for consumer protection at provincial level have the power to consider the requests on the goods and services with total values above one hundred million LAK.

#### **Article 52. The Decisions**

The decisions on the requests in the case that the suppliers breach the contracts can be rendered as follows:

1. To order the suppliers to perform their obligations in accordance with contracts;
2. To order the suppliers to compensate the damage cost to the consumers;
3. To order the suppliers to maintain the impacts on the consumers in case of violation;

For the decisions on the requests of the consumer in the case that the suppliers have not breached the contracts, the request of the consumer will be terminated with clarification of the reason

The decisions on solution of request by the suppliers shall be rendered in the same principles as mention above.

### **Chapter 5**

#### **Settlements of Disputes by the Organization of Economic Disputes Settlement or by the People's Courts**

#### **Article 53. Settlement of Disputes by the Organization of Economic Disputes Settlement**

When there is a dispute between the consumers and suppliers, the disputant parties have right to request to the organization of economic disputes settlement to resolve the dispute in accordance with the laws and mutual agreement by the parties to dispute.

#### **Article 54. Settlement of Disputes by the People's Courts**

When there is a dispute between the consumers and suppliers, the party to dispute has right to bring the legal action to the people's court for consideration and adjudication by laws.

#### **Article 55. Settlement of Disputes related to International Laws**

The disputes on the consumer protection that have the public international law's elements shall be settled in accordance with the laws of the Lao PDR or the agreements or the conventions which the Lao PDR is a Party to.

## **Part VI**

### **Prohibitions**

#### **Article 56. Prohibitions on Officials or Personnel**

The consumer protection officials or personnel are prohibited to act as follows:

1. To perform their duties for the consumers unfairly, bias, and illegally with consumer or supplier;
2. To abuse of their position, powers, and function for individual interests, take bribes related to the consumer protection activities;
3. To falsify or use falsified documents, disclose the confidential information, delay or destroy the documents related to the goods and services;
4. Any other prohibited act as define in the laws related to the consumer protections.

#### **Article 57. Prohibitions on Consumers**

The consumers are prohibited to act as follows:

1. To promote the unqualified and non-standardized goods or services;
2. To discredit the reputations of suppliers on the goods and services or omit any act causing the damage to the suppliers;
3. To perform the contracts improperly and not fully;
4. To ignore the violations of laws by the officials, personnel or suppliers;
5. To utilize the goods and services that are harmful to the environment; violate the laws and regulations; bring impact on the fine traditions and customs; that are harmful to the life, heath, and property of others and society;
6. To use the foreign currencies to pay for goods and services without permission;
7. Any other prohibited act as define in the laws regarding the consumer protection.

#### **Article 58. Prohibitions on supplier**

The suppliers are prohibited to act as follows:

1. To manufacture, import, distribute the unqualified and non-standardized, counterfeit, copied goods and prohibited goods;
2. To render the unqualified and non-standardized goods and violate the laws and regulations and fine traditions;
3. To perform the contract with the consumers improperly and not full;
4. To supply the goods that increase the pollutions over the standard lines, cause the damage to the life, health, and property of the consumers;
5. To advertise or provide unreal or incorrect information on goods and services;
6. To falsify or use the falsified documents on the goods and services;
7. To invent falsehood, deceive, offer bribes due to illegal supplying of goods and services;
8. To place stickers, show the prices and receive the payments for goods and services in foreign currencies;

9. Any other prohibited act as define in the laws related to the consumer protections.

### **Article 59. Prohibitions on Individuals and other Organizations**

The individuals and other organizations are prohibited to act as follows:

1. To create the obstacles, intervene the consumer protection activities by the suppliers;
2. To propaganda the incorrect information about the quality, standard of the goods and services causing misunderstanding or discrediting the suppliers;
3. To assist, protect the suppliers who violate the laws and regulations;
4. To abuse, frighten, create the obstacles the performing of duties of the consumer protection officers;
5. To be the intermediaries for offering and receiving of bribes related to the consumer protections;
6. Any other prohibited act as define in the laws regarding the consumer protection.

## **Part VII**

### **Administration and Inspection on Consumer Protection Activities**

#### **Chapter 1**

#### **Administration of Consumer Protection Activities**

### **Article 60. Organizations for Administration of Consumer Protection Activities**

The Government uniformly administrates the consumer protection activities throughout the country and delegates the Ministry of Industry and Commerce to be the central authority to coordinate and cooperate with the Ministry of Public Health, the Ministry of Agriculture and Forestry, the National Science and Technology Administration, and other relevant sectors and the related local administrations.

The organizations for administration of consumer protection activities are the same organizations for consumer protection as provide for in Article 22 of this law.

### **Article 61. Rights and Duties of the Organizations for Administration of Consumer Protection Activities**

The organizations for administration of the consumer protection activities have the following rights and duties:

1. To study and formulate the policies, laws and regulations, the strategic plans and programmes on consumer protection and submit to the Government for consideration and approval;
2. To propaganda, disseminate the policies, laws and regulations, the strategic plans and programmes on consumer protection to the society under their responsibilities;
3. To issue the regulations, decisions, instructions, recommendations and notices related to consumer protection;

4. To coordinate with other relevant organizations and the local administrations in order to supervise and follow up the implementation of the consumer protections in accordance with their responsibilities;
5. To suspend, change, and cancel the agreement, orders, guidelines, notices that are in conflict with laws and regulations on consumer protections in accordance with their responsibilities and duties;
6. To propose to establish or dissolve and follow up and administrate the consumer protection association;
7. To create, provide the trainings, upgrade the knowledge and capacity of personnel; to appoint or dismiss the officers for consumer protection in their sectors;
8. To accept and consider the suggestions of population on performance of the consumer protection officials that violate the regulations and law. ;
9. To cooperate and collaborate with the foreign countries regarding the consumer protection in accordance with its rights and duties;
10. To summarize and report the result on the implementation of policies and laws on protection of consumer regularly to the Government.

## **Chapter 2**

### **Inspection on Consumer Protection**

#### **Article 62. Inspection Authority for Consumer Protection**

The inspection authorities for consumer protection consist of:

1. Internal inspection authorities are the same organizations for administration of consumer protections as provide for in Article 60 of this law.
2. External inspection authorities are the National Assembly and the State Supervision and Inspection Administration which have rights and duties to inspect the consumer protection activities within their roles, rights and responsibilities specified in the regulations and law.

#### **Article 63. The Substantive Inspection**

The substantive inspections on consumer protection are as follows:

1. Monitoring the implementation of policies and laws and regulations on the consumer protection;
2. Reviewing the structures and activities of the organizations for consumer protections;
3. Monitoring the activities, responsibilities, acts, and works of the officials s for consumer protections.

#### **Article 64. Forms of Inspection**

The inspection on consumer protection consists three forms as follows:

1. Regular inspection;
2. Inspection by advance notice;

3. Emergency inspection.

Regular inspection refers to an inspection performed regularly according to plans and at pre-determined times and shall take at least two times per an annual;

Inspection by advance notice refers to an inspection which is not included in the plan, which is performed when deemed necessary and for which advance notice is given at least twenty four hours.

Emergency inspection refers to a sudden inspection when deemed necessary without advance notice to the person to be inspected.

Inspection can be conducted to view and inspect the documents and performance and conduct in the field.

Inspection should comply rigorously with regulations and law

### **Part VIII**

## **Policies Forward Persons With Outstanding Achievement and Measures Against Violators**

### **Article 65. Policies Forward Persons with Outstanding Achievement**

Person, juristic person or organizations with outstanding achievement in implementing this law will be flattered or other benefit accordingly to the regulations and law.

### **Article 66. Measures Against Violators**

Person, juristic person or organizations violating this law or regulations on consumer protection shall be re-educated, disciplines, fined, civil or penal according to the nature of the violation.

### **Article 67. Re-education Measures**

Individual, juristic person or organizations intentionally violating this law or regulations on consumer protection particularly the minor prohibition provisions and at first will be subject to re-educated measure.

### **Article 68. Disciplines Measure**

The civil servants or the consumer protection officials, which have violated any of the provisions of the law and regulation on consumer protection and prohibitions [under this law] as minor offender, which is not the criminal offence; and cause the damage to consumer or supplier but had not sincerely reported, or attempted to escape of wrong doing; will be imposed any of following as determined on case by case basis:

1. Being warned about the violation in accordance with the regulations on civil servants and remark such offence in their biographic record;
2. Suspension of the promotion on position, salary grade, and praise;
3. Demotion or Reposition from current position to a position at lower level;
4. Dismissal from office without any incentive or benefit;

An individual who had been imposed the said disciplines must return any property that acquired offensively to the organization properly and completely.

#### **Article 69. Fines**

Individuals, juristic persons or organizations that are violated the law on consumer protection particularly violated non-criminal offence, and after had received warnings up to two times will be fined depending on natures of violation which are defined in separate regulation.

#### **Article 70. Civil Measures**

Individuals, juristic persons or organizations causing the damages to other people due to unqualified and understand of manufacturing, import, sale, distribution and service must pay the compensation for damages caused.

#### **Article 71. Penal Measures**

An individual who had forced, abused of power, position, duties, and rights; received or offered bribes, adjusted the weight scales or measures equipment, falsify the documents, used the falsified documents, disclosed the confidential information for the individual benefits, manufactured, sold and distributed the prohibited goods and services that create the pollutions harmful to the environment seriously, to lives, and health, and properties of people greatly, and other acts related to the consumer protection that are criminal offences shall be subject to punishments in accordance with the penal law.

#### **Article 72. Additional Punishment Measures**

In addition to the measures as provide for in Articles 71 of this law, the violator of law may be subject to additional measures including order to suspension or cease of license, enterprise registration, and other certificates, nationalization of property or the profits gaining from the offences.

### **Part IX Final Provisions**

#### **Article 75. Implementation**

The government of the Lao People's Democratic Republic is to implement this law.

#### **Article 76. Effectiveness**

This law shall become effective after ninety days from the date of the promulgating decree of the President of the Lao People's Democratic Republic.

Any terms, provisions or other juristic matters that contradict this law are repealed.

## **President of the National Assembly**