## Constanza Protection

<table>
<thead>
<tr>
<th>COMPONENTS</th>
<th>2020</th>
<th>2023</th>
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</thead>
<tbody>
<tr>
<td>E-commerce and consumer protection</td>
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<tr>
<td>Measures enabling consumers to obtain redress</td>
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<td>Physical safety regulations</td>
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<tr>
<td>Promotion of sustainable consumption</td>
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<tr>
<td>Protection of consumers' economic interests</td>
<td>1.17</td>
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### Elements

- **Laws/decrees**
- **Definitions**
- **Enforcement**
- **Exemptions**
- **Institutions**
- **Accessibility/transparency**
- **International agreements**
The Comoros has not, to date, adopted a separate consumer protection law. However, Law No. 95-013/A/F (code of public health and social action for the well-being of the population) includes some provisions targeting the protection of consumers.

### Physical safety regulations

Articles 1 and 2 of the law state that its objective is to account for rights and duties relating to health protection so as to lead a socially acceptable and economically productive life. Chapter 3 of the law requires that hygiene measures be taken in restaurants and manufacturing and storage facilities.

### Protection of consumers’ economic interests

In addition to article 2 of the law, which emphasizes the protection of the health and safety of citizens, this protection is further guaranteed through control and inspections (taking samples to a laboratory for analysis).

### Measures enabling consumers to obtain redress

Several articles of the law impose sanctions (fines and/or imprisonment) on infringements regarding the safety and well-being of the population.

### Promotion of sustainable consumption

To date, the Comoros did not adopt any laws or policies that promote sustainable consumption.

### E-commerce and consumer protection

To date, the Comoros did not adopt any laws or policies that tackle e-commerce.
RECOMMENDATIONS

- To adopt a separate law for consumer protection that covers the different aspects of this field.
- To establish an independent consumer protection authority and empower it to investigate, conduct market studies and impose 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 establish coordination and conclude agreements with regional and global consumer protection authorities to deter cross-border unfair practices that may be harmful to consumers.