

**Kingdom of Cambodia  
Nation Religion King**

**Ministry of Commerce  
No. 255 P.N.BL.PRK**



**Prakas  
on**

**the Organization and Functioning of Subordinate Offices of the Departments and Branches of  
the Consumer Protection, Competition and Fraud Repression Directorate-General**

**Minister of Commerce**

- Having seen the Constitution of the Kingdom of Cambodia,
- Having seen Royal Decree No. NS/RKT/0918/925 dated 06 September 2018 on the Appointment of the Royal Government of the Kingdom of Cambodia,
- Having seen Royal Decree No. NS/RKT/0320/421 dated 30 March 2020 on the Appointment and Reshuffle of the Composition of the Royal Government of the Kingdom of Cambodia,
- Having seen Royal Kram No. NS/RKM/0618/012 dated 28 June 2018 promulgating the Law on the Organization and Functioning of the Council of Ministers,
- Having seen Royal Kram No. NS/RKM/0196/16 dated 24 January 1996 promulgating the Law on Establishment of the Ministry of Commerce,
- Having seen Sub-Decree No. 114 ANKR.BK dated 7 September 2015 on the Determination of the Organizational Structure and Positions in the Organizational Structure of Ministries, National and Sub-National Institutions,
- Having seen Sub-Decree No. 38 ANKR.BK dated 16 March 2020 on the Organization and Functioning of the Ministry of Commerce,
- Having seen Sub-Decree No. 160 ANKR.BK dated 29 July 2016 on the Organization and Functioning of the Committee on Monitoring Cambodian Halal Products,
- Referring to Letter 2900 MS.NK dated 27 August 2020 of the Ministry of Civil Service, and
- Rereferring to the necessity of the Ministry of Commerce,

**Hereby Decide  
Chapter 1  
General Provisions**

**Article 1-**

This Prakas aims to determine the organization and functioning of the offices under the departments and branches of the Consumer Protection, Competition and Fraud Repression Directorate-General of the Ministry of Commerce to increase the work efficiency of the Consumer Protection, Competition and Fraud Repression Directorate-General.

**Article 2-**

This Prakas has the following objectives:

- Establish offices under the departments and branches of the Consumer Protection, Competition and Fraud Repression Directorate-General, and
- Determine the division of roles and duties of the subordinate offices of the departments and branches of the Consumer Protection, Competition and Fraud Repression Directorate-General to guarantee effectiveness and productivity of work.

**Article 3-**

This Prakas applies to all offices under the departments and branches of the Consumer Protection, Competition and Fraud Repression Directorate-General.

**Chapter 2**

## **Offices Under the Departments and Branches of the Consumer Protection, Competition and Fraud Repression Directorate-General**

### **Article 4-**

The Consumer Protection, Competition and Fraud Repression Directorate-General consists of 6 (six) Departments and 25 (twenty-five) Branches of Consumer Protection, Competition and Fraud Repression as follows:

1. Department of General Affairs and Public Relations
2. Department of Technical Affairs
3. Department of Consumer Protection
4. Laboratory Department
5. Department of Competition Affairs
6. Department of Halal Affairs, and
  - the Consumer Protection, Competition and Fraud Repression Branches.

### **Part 1**

#### **Department of General Affairs and Public Relations**

### **Article 5-**

The Department of General Affairs and Public Relations consists of the following 5 (five) subordinate offices:

- Office of Administration
- Personnel and Training Office
- Office of Accounting and Finance
- Office of Legal Affairs and General Policy, and
- Public Relations Office

The organizational structure of the Office of General Affairs and Public Relations is an appendix to this Prakas.

### **Article 6-**

The Office of Administration has the following duties:

- Manage incoming and outgoing letters
- Establish a system for managing, maintaining and circulating administrative documents and other related documents, as well as providing documents as required by the leadership of the Directorate-General
- Coordinate meetings, training courses and workshops
- Prepare and manage mission letters of officials in the Directorate-General
- Prepare action plan and annual budget plan of the department
- Manage and organize the administrative work, staff and facilities in the department, and
- Perform other duties assigned by the department leaders.

### **Article 7-**

The Office of Personnel and Training has the following duties:

- Maintain the file of civil servants in the Directorate-General
- Prepare documents for career management of civil servants, including appointments, permanent employment, transfers, promotion of step, promotion of grade, compliment, medal award, disciplinary action, placement outside the original body, leave without pay, removal from the body, retirement and loss of professional fitness
- Plan and coordinate training programs for officers in the Directorate-General
- Review and manage attendance list of officers in the Directorate-General, and
- Perform other duties assigned by the department leaders.

### **Article 8-**

The Office of Accounting and Finance has the following duties:

- Manage and operate the Directorate-General's financial and accounting system

- Manage domestic and international mission expenses
- Prepare action plan and annual budget plan of the Directorate-General
- Manage and organize materials in the department and the Directorate-General
- Perform other duties assigned by the department leaders.

**Article 9-**

The Office of Legal Affairs and General Policy has the following duties:

- Review and comment on the draft laws and regulations relating to consumer protection, competition and the works related to product quality and safety
- Coordinate legal affairs with ministries, institutions, regulators and competent courts
- Coordinate in receiving complaints from concerned individuals, ministries, and competent institutions for any complaint under the competence of the Directorate-General
- Facilitate the submission of complaints to the related departments for review and resolution, and
- Perform other duties assigned by the department leaders.

**Article 10-**

The Public Relations Office has the following duties:

- Summarize the report, compile and maintain data on the work activities of the Directorate-General
- Prepare and build a monthly, quarterly, semi-annual, third quarter, and annual activity report of the department
- Produce newsletter of the Directorate-General
- Facilitate hospitality work
- Act as a focal point and provide information with related institutions
- Communicate with the media
- Manage the website and social media network of the Directorate-General, and
- Perform other duties assigned by the department leaders.
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**Part 2**  
**Technical Affairs Department**

**Article 11-**

The Technical Affairs Department consists of 5 (five) subordinate offices as follows:

- Food Product Technical Office
- Non-Food Product Technical Office
- Office of Biotechnology Products
- Office of Response to the Implementation of Food Product Safety Rules and Codex, and
- Product Safety Information Communication Office

The structure of the Technical Affairs Department is an appendix to this Prakas.

**Article 12-**

The Food Product Technical Office has the following duties:

- Engage in preparing national policies on the quality and safety of food products
- Study, comment and manage technical aspects related to the quality and safety of food products
- Participate and comment in the process of drafting technical regulations related to the quality and safety of food products
- Participate in the programming control over the quality and safety of food product nationwide
- Communicate and collaborate with national standard institutions, regulatory institutions and related occupations
- Research and compile risk profile relating to food chemistry and microbiology

- Research on food additive, direct contact with food and cleaning products that may affect the health of consumers
- Research and compile data relating to chemicals spread in food products
- Research and compile information relevant to nutritional situation in Cambodia
- Make advance declaration of products that affect consumer health and safety, and
- Perform other duties assigned by the department leaders.

**Article 13-**

The Non-Food Product Technical Office has the following duties:

- Prepare national policies concerning the quality and safety of non-food products
- Study and comment on technical aspects related to the quality and safety of food products
- Participate and comment in the process of drafting technical regulations related to the quality and safety of non-food products
- Participate in the programming control over the non-food products countrywide
- Research and compile risk information for risk assessment of non-food products
- Communicate and collaborate with national standard institutions, regulatory institutions and related occupations
- Define non-food product control methods
- Provide technical comment on the quality and safety survey of non-food products
- Research related health effects of chemicals in non-food products that are governed by the technical regulations, and
- Perform other duties assigned by the department leaders.

**Article 14-**

The Biotechnology Product Office has the following duties:

- Research and compile technical documents and regulations related to biotechnology products
- Research and compile risk information for risk assessment of biotechnology products
- Study, advise and manage the technical aspects on the quality and safety of biotechnology products
- Gather technical comment on surveillance program for biotechnology products
- Communicate with national and international institutions involved in biotechnology products, and
- Perform other duties assigned by the department leaders.

**Article 15-**

The Office of Response to the Implementation of Food Product Safety Rules and Codex has the following duties:

- Obtain and provide information concerning the implementation of food safety in the international trade sector
- Collect information relevant to the building of Codex standard in the national and international frameworks
- Study and research on food safety rules that are beneficial to Cambodia's exports
- Provide comments to the Secretariat of the National Codex Committee of the impact on Cambodia's economic aspects and consumer health in the process of developing a Codex standard
- Disseminate information on the implementation of food safety measures in the country
- Provide secretarial and administrative assistance to the Secretariat of the National Codex Committee
- Collect, manage and maintain scientific and technical standard documents and technical regulations, and
- Perform other duties assigned by the department leaders.

**Article 16-**

The Product Safety Information Communication Office has the following duties:

- Act as the national focal point of the information transmission system about the safety of food products for the ASEAN region and other regions as required
- Act as the national focal point of the information transmission system about unsafe consumption products (other than food) for the ASEAN region and other regions as required
- Collect information on product risk for dissemination
- Facilitate the planning of departmental activities
- Prepare and build a monthly, quarterly, semi-annual, third quarter, and annual activity report of the department
- Prepare action plan and annual budget plan of the department
- Manage and organize the administrative work, staff and facilities in the department, and
- Perform other duties assigned by the department leaders.

### **Part 3**

#### **Consumer Protection Department**

#### **Article 17-**

The Consumer Protection Department consists of the following 5 (five) subordinate offices:

- 1- Office of Investigation
- 2- Office of Advertising Management and Fraud Repression
- 3- Office of Outreach and Consumer Awareness
- 4- Consumer Complaint Office
- 5- Office of Consumer Affairs Cooperation

#### **Article 18-**

The Office of Investigation has the following duties:

- Prepare forms and procedures of investigation and inspect products and services
- Lead and coordinate the operation team to investigate and inspect products and services with technical specifications and requirements
- Monitor, assess, and evaluate the inspection and investigation within the jurisdiction of the Directorate-General
- Prepare forms and relevant documents to defend the conclusions of the investigation, if there are complaints or objections from individual violators to the competent court
- Prepare a request to take temporary action against the supply, distribution or circulation in the market of any products, goods or services that have been found to be non-compliant
- Provide opinions on the implementation of inspection forms and procedures related to consumer protection in the municipal and provincial branches, and
- Perform other duties assigned by the department leaders.

#### **Article 19-**

The Office of Advertising Management and Fraud Repression has the following duties:

- Develop consumer protection policy plans related to products, goods and services, including labeling, advertising and other fraud repression
- Develop plans and procedures for monitoring advertising and information standards for consumers
- Monitor and evaluate the compliance of all forms of advertising for all types of products, goods and services, including electronic advertising
- to inspect and assess compliance of all forms of advertisements for all types of goods and services including advertisements through electronic commerce
- Take action against all forms of advertising and offenses relating to the standard information on all kinds of products, goods and services that are misrepresenting, misleading, fraudulent or cause consumer confusion, and

- Perform other duties assigned by the department leaders.

**Article 20-**

The Office of Outreach and Consumer Awareness has the following duties:

- Develop programs, guidelines, educational content, and advertising spots to raise awareness to consumers
- Implement outreach programs to raise consumer awareness amongst stakeholders at target areas or events as required
- Study, research and update consumer awareness index to respond effectively to law enforcement and other related tasks
- Promote, create and support the movement for the promotion of consumer rights
- Receive and maintain the consumer association's registration documents and permits
- Prepare and build a monthly, quarterly, semi-annual, third quarter, and annual activity report of the department
- Prepare action plan and annual budget plan of the department
- Manage and organize the administrative work, staff and facilities in the department, and
- Perform other duties assigned by the department leaders.

**Article 21-**

The Consumer Complaint Office has the following duties:

- Study, develop and prepare regulations related to the procedure for receiving complaints
- Establish mechanisms that provide convenience to the public to file a complaint
- Receive complaints from relevant individuals, consumers, consumer associations, relevant regulators and organizations related to consumer protection
- Submit a complaint to the Office of Investigation if necessary to investigate
- Examine and resolve complaints from individuals involved in the framework of consumer protection
- Take action according to the necessary procedures to implement the resolution of complaints from relevant individuals
- Disseminate information about the resolution of the complaint and other information to the public as necessary, and
- Perform other duties assigned by the department leaders.

**Article 22-**

The Office of Consumer Affairs Cooperation has the following duties:

- Communicate and coordinate with national and international institutions, including the development partners to accept and implement assistance programs and other activities to ensure efficiency in the framework of the consumer protection
- Collaborate with sectoral consumer associations and stakeholders
- Facilitate and collaborate in the organization of meetings, training, seminars and programs at national, regional and international levels relating to consumer protection
- Monitor and update the implementation of the consumer protection laws in ASEAN and other countries for inputs and comments contributed to the effective implementation of this law in Cambodia
- Act as the focal point with the ASEAN Committee on Consumer Protection, consumer protection institutions of other countries and other development partners, and
- Perform other duties assigned by the department leaders.

## **Chapter 4**

### **Laboratory Department**

**Article 23-**

The Laboratory Department consists of the following 6 (six) subordinate offices:

- 1- Laboratory Quality Assurance Management Office

- 2- Food Microbiology Analysis Office
- 3- Office of Physical Analysis, Ingredients and Nutrition
- 4- Office of Food Additive Chemical Analysis
- 5- Office of Analysis of Chemical Substances and Chemical Residues in Food, and
- 6- Office of Analysis of Petroleum and Consumer Products

The structure of the Laboratory Department is an appendix to this Prakas.

**Article 24-**

The Laboratory Quality Assurance Management Office has the following duties:

- Organize and ensure the implementation of the laboratory quality management system
- Develop procedures for sampling and methods for product analysis
- Receive, manage and distribute samples for testing on specific subjects
- Prepare a file system for managing material, equipment and chemical reactor properly
- Prepare and implement training programs for laboratory officials as required
- Develop a strategic plan for the development of laboratory testing capabilities in accordance with the actual situation and requirements
- Develop procedures and implement internal audit programs on laboratory processes and prepare reports on internal audit results and recommendations for further implementation
- Manage technical documentation and analysis of laboratory data
- Prepare and build a monthly, quarterly, semi-annual, third quarter, and annual activity report of the department
- Prepare action plan and annual budget plan of the department
- Manage and organize the administrative work, staff and facilities in the department, and
- Perform other duties assigned by the department leaders.

**Article 25-**

The Food Microbiology Analysis Office has the following duties:

- Ensure sufficient analysis methods as needed and all analyzes are performed correctly according to valid analysis methods
- Analyze microbiological characteristics in food, interpret results and issue analysis certificate
- Manage analytical data properly
- Establish test capacity building programs by participating in laboratory analysis programs organized by nationally or internationally recognized entities
- Maintain, handle and manage analytical samples correctly according to technical conditions
- Use, maintain, check the accuracy of the analytical equipment and manage the chemical reactor, laboratory equipment and facilities in accordance with the technical conditions, and
- Perform other duties assigned by the department leaders.

**Article 26-**

The Office of Physical Analysis, Composition and Nutrition has the following duties:

- Ensure sufficient analysis methods as needed and all analyzes are performed correctly according to valid analysis methods
- Analyze food characteristics, physical properties, ingredients and nutrition
- Analyze the classification of cereal products
- Analyze and verify the information on the product label
- Interpret results and issue analysis certificate
- Manage analytical data properly
- Establish test capacity building programs by participating in laboratory analysis programs organized by nationally or internationally recognized entities

- Maintain, handle and manage analytical samples correctly according to technical conditions
- Use, maintain, check the accuracy of the analytical equipment and manage the chemical reactor, laboratory equipment and facilities in accordance with the technical conditions, and
- Perform other duties assigned by the department leaders.

**Article 27-**

The Office of Food Addictive Analysis has the following duties:

- Ensure sufficient analysis methods as needed and all analyzes are performed correctly according to valid analysis methods
- Analyze chemical additives such as food preservatives, sweeteners, antioxidants, color enhancers, flavors, odors...
- Analysis of additives intended to simulate food products
- Interpret results and issue analysis certificate
- Manage analytical data properly
- Establish test capacity building programs by participating in laboratory analysis programs organized by nationally or internationally recognized entities
- Maintain, handle and manage analytical samples correctly according to technical conditions
- Use, maintain, check the accuracy of the analytical equipment and manage the chemical reactor, laboratory equipment and facilities in accordance with the technical conditions, and
- Perform other duties assigned by the department leaders.

**Article 28-**

The Office of Analysis of Chemical Substances and Chemical Residues in Food has the following duties:

- Ensure sufficient analysis methods as needed and all analyzes are performed correctly according to valid analysis methods
- Analyze transfer chemicals, such as heavy metals, mycotoxin, and contaminants through processing in food production
- Analyze chemical wastes in food, such as pesticide residues and veterinary residues
- Interpret results and issue analysis certificate
- Manage analytical data properly
- Establish test capacity building programs by participating in laboratory analysis programs organized by nationally or internationally recognized entities
- Maintain, handle and manage analytical samples correctly according to technical conditions
- Use, maintain, check the accuracy of the analytical equipment and manage the chemical reactor, laboratory equipment and facilities in accordance with the technical conditions, and
- Perform other duties assigned by the department leaders.

**Article 29-**

The Office of Analysis of Petroleum and Consumer Product has the following duties:

- Ensure sufficient analysis methods as needed and all analyzes are performed correctly according to valid analysis methods
- Analyze the characteristics of Petroleum and engine oil quality
- Analyze the quality and safety characteristics of consumer products such as asbestos in construction materials, heavy metals in toys, etc.
- Interpret results and issue analysis certificate
- Manage analytical data properly
- Establish test capacity building programs by participating in laboratory analysis programs organized by nationally or internationally recognized entities

- Maintain, handle and manage analytical samples correctly according to technical conditions
- Use, maintain, check the accuracy of the analytical equipment and manage the chemical reactor, laboratory equipment and facilities in accordance with the technical conditions, and
- Perform other duties assigned by the department leaders.

## **Chapter 5**

### **Department of Competition Affairs**

#### **Article 30-**

The Department of Competition Affairs consists of the following 5 (five) subordinate offices:

- 1- Office of Planning and Information Technology
- 2- Complaints Office
- 3- Office of Investigation
- 4- Office of Business Merger
- 5- Office of International Relations

The structure of the Department of Competition Affairs is an appendix to this Prakas.

#### **Article 31-**

The Office of Planning and Information Technology has the following duties:

- Research, prepare and develop policies and strategic plans to promote competition
- Study, develop and prepare the necessary relevant regulations within the framework of competition
- Develop programs to promote the support and compliance of the Law on Competition in all areas
- Compile and update data on business transactions
- Prepare to comment on technical matters related to the competition
- Research, compile documents, guidelines and key contents for staff capacity building programs and public awareness
- Update the website, maintain information, evidence and data storage materials
- Prepare and build a monthly, quarterly, semi-annual, third quarter, and annual activity report of the department
- Prepare action plan and annual budget plan of the department
- Manage and organize the administrative work, staff and facilities in the department, and
- Perform other duties assigned by the department leaders.

#### **Article 32-**

The Complaints Office has the following duties:

- Study, develop and prepare regulations related to the procedure for receiving complaints
- Receive and review complaints from individuals, ministries or relevant authorities
- Prepare a procedure to file a complaint for further investigation
- Provide information about violations of the law or other information to the public
- Establish mechanisms that provide convenience to the public to file a complaint, and
- Perform other duties assigned by the department leaders.

#### **Article 33-**

The Office of Investigation has the following duties:

- Study, develop and prepare regulations related to inspection and investigation procedures
- Investigate any actions or agreements that prevent, restrict, or distort competition in the market, and propose legal action against those activities or agreements.

- Prepare proposals to take temporary action to ban activities or agreements that prevent, restrict, or distort competition in the market
- Draft conclusions from the results of the investigation, attaching the necessary evidence with the request for fines and other penalties on individuals who violate the law for further proceedings
- Prepare the content to defend the conclusion of its investigation, if there is a complaint or objection from a person who violates the law to the competent court
- Review, evaluate, build relevant documents and advise on the principle of favoring fines for individuals who come out to confess and provide information about individuals who have participated in or supported the illegal horizontal agreement, and
- Perform other duties assigned by the department leaders.

**Article 34-**

The Office of Business Merger has the following duties:

- Study, develop and prepare regulations related to business merger procedures
- Observe, research and collect relevant data to analyze and evaluate the impact of competition in the market
- Supervise the merger of businesses that have the power to prevent, restrict, or distort competition in the market
- Monitor and study the market share of the individuals who applied for the merger
- Analyze the business merger proposal from the proposed individual on the impact that may have the object or effect to prevent, restrict, or distort the competition in the market and draw conclusions on that analysis, and
- Perform other duties assigned by the department leaders.

**Article 35-**

The Office of International Relations has the following duties:

- Act as the focal point with the committees or competition institutions of the ASEAN member countries and with various development partners
- Communicate with other ministries and institutions related to competition in national, regional and international frameworks
- Provide feedback on work related to both domestic and international competition
- Prepare proposals for the implementation and coordination of cooperation within the national, regional and international frameworks in receiving and implementing projects and assistance programs related to competition
- Provide feedback in organizing trade agreements or agreements relating to the competition in order to ensure the country's obligations in national, regional and international frameworks
- Monitor and update the competition law enforcement process in ASEAN member countries and other countries for input and feedback to contribute to the effective implementation of law in Cambodia, and
- Perform other duties assigned by the department leaders.

**Part 6**

**Department of Halal Affairs**

**Article 36-**

The Department of Halal Affairs consists of the following 5 (five) subordinate offices:

- 1- Information and Communication Office
- 2- Office of Education and Knowledge Promotion
- 3- Office of Registration and Certification
- 4- Office of Investigation of Halal Food Products and Services
- 5- Office of Investigation of Halal Non-Food Products and Services

The structure of the Department of Halal Affairs is an appendix to this Prakas.

**Article 37-**

The Office of Information and Communication has the following duties:

- Act as the focal point with national and international institutions and communities and mobilize technical assistance from development partners to ensure efficiency in the framework of the Halal affairs
- Coordinate with national and international institutions and communities and development partners to accept and implement assistance in Halal affairs
- To be an information and consulting center related to Halal affairs to the public and investors
- Coordinate the Secretariat for the Cambodian Halal Product Inspection Committee
- Prepare and build a monthly, quarterly, semi-annual, third quarter, and annual reports on the progress of the Secretariat for the Cambodian Halal Product Inspection Committee
- Receive complaints from relevant persons and competent institutions on Halal affairs
- Submit the complaint to the specialized office to continue the investigation procedure, and
- Perform other duties assigned by the department leaders.

**Article 38-**

The Office of Education and Knowledge Promotion has the following duties:

- Coordinate the organization of meetings, seminars, conferences, trainings, trade fairs and programs related to Cambodian Halal products and services at the national and international levels
- Prepare and develop programs, guidelines, and educational content to raise awareness about Halal affairs
- Implement outreach programs to raise awareness among stakeholders about Halal affairs at target areas or events as required
- Promote the movement to support and raise awareness on the use of Cambodian Halal signs or logos to stakeholders
- Prepare and build a monthly, quarterly, semi-annual, third quarter, and annual activity report of the department
- Prepare action plan and annual budget plan of the department
- Manage and organize the administrative work, staff and facilities in the department, and
- Perform other duties assigned by the department leaders.

**Article 39-**

The Office of Registration and Certification has the following duties:

- Act as the point of contact to receive and coordinate the application for registration and certification of Cambodian Halal products
- Prepare forms and procedures for registration and certification of products, goods and services using the Cambodian Halal signs or logos
- Coordinate the inspection and evaluation of the compliance of products, goods and services to meet the requirements of Cambodian Halal products
- Invite stakeholders to inspect and evaluate the compliance of Cambodian Halal products and services
- Perform registration and certification work for applicants
- Review the validity and compliance of the use of the Cambodian Halal Product Certificate to implement procedural measures
- Manage and maintain files related to the registration and certification of Cambodian Halal products, and
- Perform other duties assigned by the department leaders.

**Article 40-**

The Office of Investigation of Halal Food Products and Services has the following duties:

- Develop forms, procedures and guidelines for the inspection and research of Halal food products and services using the Cambodian Halal signs and logos for compliance
- Supervise the inspection, observation, research and collection of evidence related to the violation of technical requirements, the use of Halal signs and logos on Halal food products and services to implement procedural measures
- Prepare relevant forms and documents to defend the conclusion of the investigation of the technical non-compliance with Halal signs and logos if there is a complaint or objection
- Prepare a request to take temporary action against the supply, distribution or circulation in the market of any products, goods or services that have been found to be non-compliant, and
- Perform other duties assigned by the department leaders.

**Article 41-**

The Office of Investigation of Halal Non-Food Products and Services has the following duties:

- Develop forms, procedures and guidelines for the inspection and research of Halal non-food products and services using the Cambodian Halal signs and logos for compliance
- Supervise the inspection, observation, research and collection of evidence related to the violation of technical requirements, the use of Halal signs and logos on Halal non-food products and services to implement procedural measures
- Prepare relevant forms and documents to defend the conclusion of the investigation of the technical non-compliance with Halal signs and logos if there is a complaint or objection
- Prepare a request to take temporary action against the supply, distribution or circulation in the market of any products, goods or services that have been found to be non-compliant, and
- Perform other duties assigned by the department leaders.

Each office subordinated to a department and a branch of the Consumer Protection, Competition and Fraud Repression of the Ministry of Commerce is led by 1 (one) chief and accompanied by assistant deputy chiefs in accordance with the regulations in force.

## **Chapter 7**

### **About Consumer Protection, Competition and Fraud Repression Branches**

**Article 42-**

The Consumer Protection, Competition and Fraud Repression Branches are under the direct control and leadership of the General Director of the Consumer Protection, Competition and Fraud Repression Directorate-General with the following duties:

- Check the quality, safety, compliance and suppression of fraud on products, goods and services within the framework of direct responsibility and cooperation with relevant institutions
- Receive and handle complaints from related individuals, consumers, consumer associations, relevant regulators and other organizations within the framework of responsibility of the Consumer Protection, Competition and Fraud Repression Directorate-General
- Implement transitional penalties for offenses related to the law or regulations in force, as well as continue the procedure to send the case to the competent court in case the violator refuses to pay the transitional fine
- Represent the Consumer Protection, Competition and Fraud Repression Directorate-General in court proceedings for offences requiring the implementation of court procedures

- Implement outreach programs to provide educational information and raise awareness to consumers and stakeholders
- Obtain, receive and maintain food and non-food product samples for laboratory analysis
- Manage and operate mini laboratories
- Prepare action plan and annual budget plan of the municipal and provincial branches
- Manage and organize administrative work, staff and materials in the municipal and provincial branches, and
- Perform other duties assigned by the Director General.

**Article 43-**

There are 25 (twenty-five) Consumer Protection, Competition and Fraud Repression Branches follows:

- Consumer Protection, Competition and Fraud Repression Branch in Phnom Penh
- Consumer Protection, Competition and Fraud Repression Branch in Kampong Speu Province
- Consumer Protection, Competition and Fraud Repression Branch in Koh Kong Province
- Consumer Protection, Competition and Fraud Repression Branch in Preah Sihanouk Province
- Consumer Protection, Competition and Fraud Repression Branch in Kampot Province
- Consumer Protection, Competition and Fraud Repression Branch in Kep Province
- Consumer Protection, Competition and Fraud Repression Branch in Takeo Province
- Consumer Protection, Competition and Fraud Repression Branch in Kandal Province
- Consumer Protection, Competition and Fraud Repression Branch in Prey Veng Province
- Consumer Protection, Competition and Fraud Repression Branch in Svay Rieng Province
- Consumer Protection, Competition and Fraud Repression Branch in Kampong Cham Province
- Consumer Protection, Competition and Fraud Repression Branch in Tbong Khmom Province
- Consumer Protection, Competition and Fraud Repression Branch in Kratie Province
- Consumer Protection, Competition and Fraud Repression Branch in Monduliri Province
- Consumer Protection, Competition and Fraud Repression Branch in Rattanakiri Province
- Consumer Protection, Competition and Fraud Repression Branch in Stung Treng Province
- Consumer Protection, Competition and Fraud Repression Branch in Preah Vihear Province
- Consumer Protection, Competition and Fraud Repression Branch in Oddar Meanchey Province
- Consumer Protection, Competition and Fraud Repression Branch in Banteay Meanchey Province
- Consumer Protection, Competition and Fraud Repression Branch in Siem Reap Province
- Consumer Protection, Competition and Fraud Repression Branch in Kampong Thom Province
- Consumer Protection, Competition and Fraud Repression Branch in Kampong Chhnang Province
- Consumer Protection, Competition and Fraud Repression Branch in Pursat Province

- Consumer Protection, Competition and Fraud Repression Branch in Battambang Province, and
- Consumer Protection, Competition and Fraud Repression Branch in Pailin Province.

The Consumer Protection, Competition and Fraud Repression Branch is led by 1 (one) Manager with the rank of a Deputy Director of the Department and accompanied by Assistant Deputy Managers with the rank of Chief of Central Office and the number is in accordance with Sub-Decree No. 114 ANKR.BK dated 7 September 2015 on the Management Structure and Positions in the Organizational Structure of Ministries, National and Sub-National Institutions appointed by Prakas of the Minister of Commerce.

**Article 44-**

The Consumer Protection, Competition and Fraud Repression Branch consists of the following 5 (five) subordinate offices:

- 1- Office of Administration and Accounting
- 2- Food Product Inspection Office
- 3- Office of Petroleum Inspection, Services and Consumer Products
- 4- Office of Complaint and Dissemination
- 5- Mini Laboratory Office

The organizational structure of the Consumer Protection, Competition and Fraud Repression Branch is an appendix to this Prakas.

**Article 45-**

The Office of Administration and Accounting has the following duties:

- Prepare, manage and process financial accounting work in the branch
- Manage immovable property, movable property and inventory documents of the branch
- Collect revenue from the fee of the laboratory analysis and other revenue from transactional fines
- Summarize the monthly, quarterly, semi-annual, third quarter, and annual activity report of the branch
- Compile and maintain data result of the branch
- Prepare action plan and annual budget plan of the branch
- Prepare and manage the file of branch civil servants
- Liaise with relevant institutions to ensure the operation of the branch, and
- Perform other duties assigned by the branch manager.

**Article 46-**

The Food Product Inspection Office has the following duties:

- Control food products during market circulation, transportation, storage location and other events, including all kinds of exhibitions
- Research and implement surveillance programs for non-compliant food products
- Track the recall of non-compliant food products
- Co-inspect food export and import at the request of the General Department of Customs and Excise of Cambodia
- Implement transitional penalties for offenses related to the law or regulations in force, as well as continue the procedure to send the case to the competent court in case the violator refuses to pay the transitional fine
- Represent the Directorate-General in court proceedings for offences requiring the implementation of court procedures, and
- Perform other duties assigned by the branch manager.

**Article 47-**

The Office of Petroleum Inspection, Non-Food Products and Services has the following duties:

- Cooperate in surveying, researching and inspecting the quality, quantity and price of petroleum at depots and distribution locations

- Cooperate in surveying, researching and inspecting the quality, safety, characteristics and types of non-food products on the market, transportation, storage location and other events, including all kinds of exhibitions
- Cooperate in surveying, researching and inspecting the quality, safety, quantity and characteristics of services that are provided to consumers
- If necessary, take samples of petroleum or non-food products and send them to a mini laboratory or laboratory at the General Department for verification
- Educate and take administrative or legal action against owners of stations, depots and distribution locations, distributors of non-food products and service providers in case of violation
- Implement transitional penalties for offenses related to the law or regulations in force, as well as continue the procedure to send the case to the competent court in case the violator refuses to pay the transitional fine
- Represent the Directorate-General in court proceedings for offences requiring the implementation of court procedures
- Research and implement surveillance programs for non-compliant non-food products,
- Track the recall of non-compliant non-food products, and
- Perform other duties assigned by the branch manager.

**Article 48-**

The Office of Complaints and Dissemination has the following duties:

- Receive and examine complaints from concerned individuals, ministries, and competent institutions for any complaint under the competence of the Directorate-General
- Investigate, research and gather evidence to identify the offenses and find solutions to those complaints, and if there is no agreement on the proposed solution or no solution can be found, officers in charge of the complaints shall continue the next procedure
- Disseminate information about the resolution of the complaint and other information to the public as necessary
- Disseminate to the public the laws, sub-decrees, Prakas, notifications and other relevant regulations
- Implement outreach programs to raise awareness among stakeholders on consumer protection, competition and fraud repression, and
- Perform other duties assigned by the branch manager.

**Article 49-**

The Mini Laboratory Office has the following duties:

- Take and receive samples for analysis in a small laboratory or send it to the laboratory of the Directorate-General if necessary
- Maintain, prepare and manage samples according to technical conditions
- Analyze microbiology, physics, chemistry of food products
- Analyze physics and chemistry of non-food products
- Analyze petroleum to determine its characteristics and quality
- Issue analysis certificates and manage analysis data
- Maintain and inspect laboratory equipment and facilities in accordance with the technical conditions, and
- Perform other duties assigned by the branch manager.

### **Chapter 3 Final Provisions**

**Article 50-**

This Prakas shall supersede the following Prakas:

- Prakas No. 228 MOC/SM2008 dated 01 September 2008 on the Organization and Functioning of the Dispute Resolution and General Policy Department
- Prakas No. 227 MOC/SM2008 dated 01 September 2008 on the Organization and Functioning of the Technical and Public Relations Department
- Prakas No. 229 MOC/SM2008 dated 01 September 2008 on the Organization and Functioning of the Consumer Protection and Fraud Repression Department
- Prakas No. 230 MOC/SM2008 dated 01 September 2008 on the Organization and Functioning of the Laboratory Department
- Prakas No. 232 PN.BL.PRK dated 14 July 2016 on the Organization and Functioning of the Department of Competition Affairs
- Prakas No. 233 PN.BL.PRK dated 14 July 2016 on the Organization and Functioning of the Municipal and Provincial CAMCONTROL Branches and other provisions that are contrary to this Prakas shall be abrogated.

**Article 51-**

Chief of the Cabinet, every Director General of the Directorates-General, Inspector General of the General Inspectorates, every director, every manager of branches and heads of all relevant units shall be responsible for the implementation of this Prakas in accordance with their respective duties from the date of signature.

Friday the 10<sup>th</sup> day of the waxing moon of the 10<sup>th</sup> month, in the year of the Rat, To Sak, B.C. 2564

Phnom Penh, 28 August 2020

**Minister of Commerce**

*Seal and Signature*

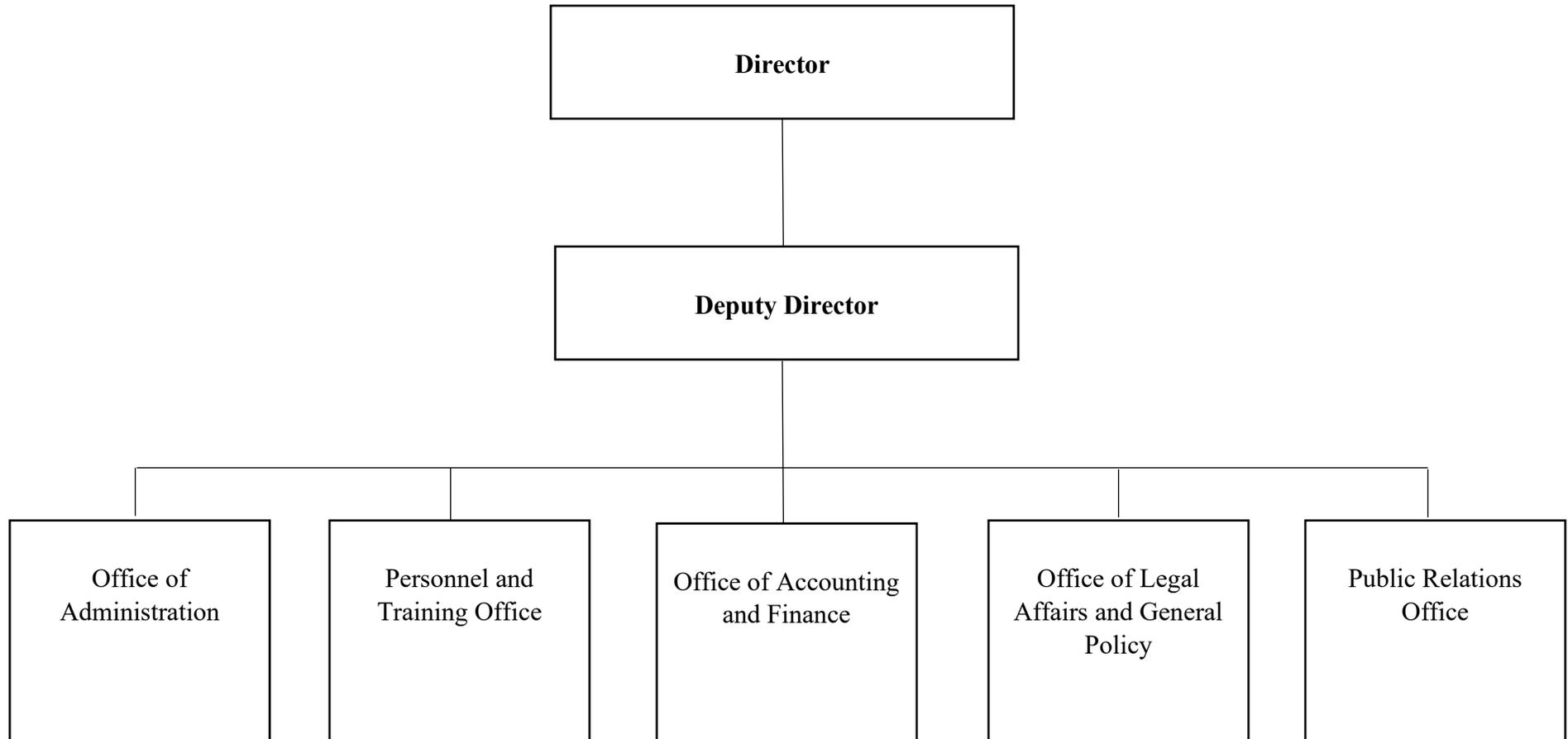
**Pan Sorasak**

**Recipients:**

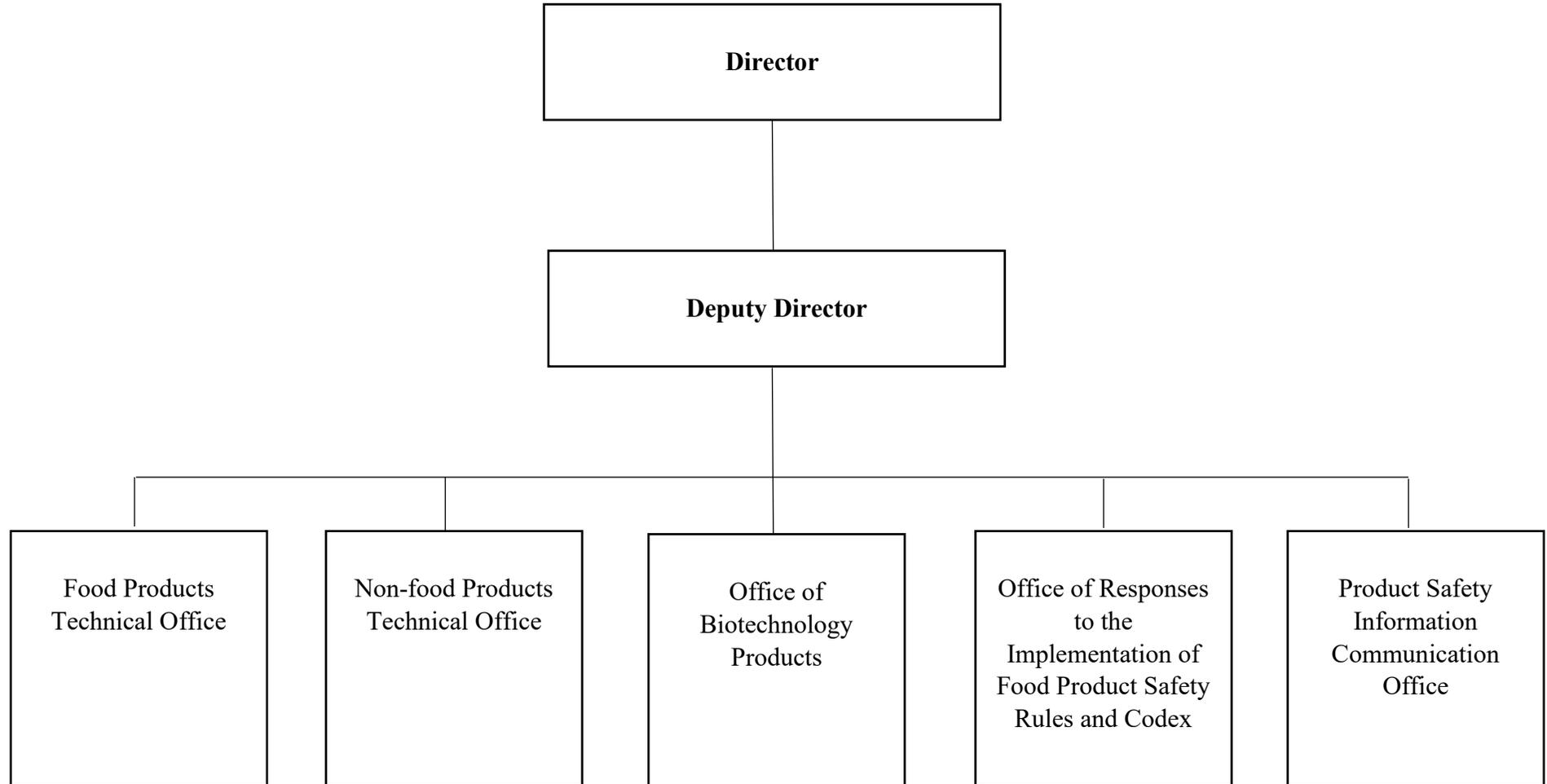
- Council of Ministers
- Ministry of Economy and Finance
- Ministry of Civil Services
- Cabinet of Samdech Techo Prime Minister
- Cabinet of Samdech, His Excellency and Her Excellency Deputy Prime Ministers
- Municipal and Provincial Administrations
- As stated in Article 51
- Royal Gazette
- Documentation and archive

Appendix of the Prakas No. 255 P.N.BL.PRK dated 28 August 2020

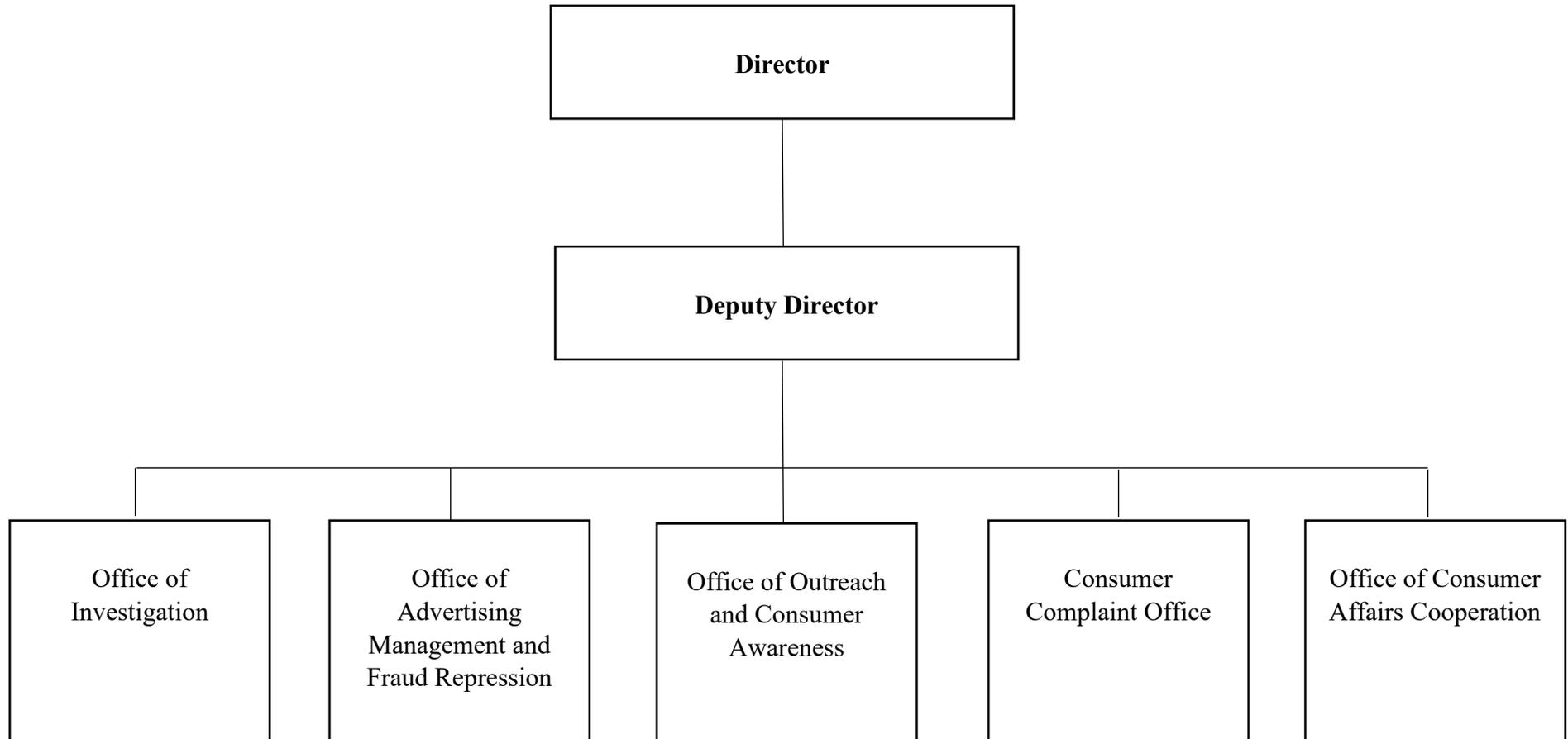
**Structure of the General Affairs and Public Relations Department**



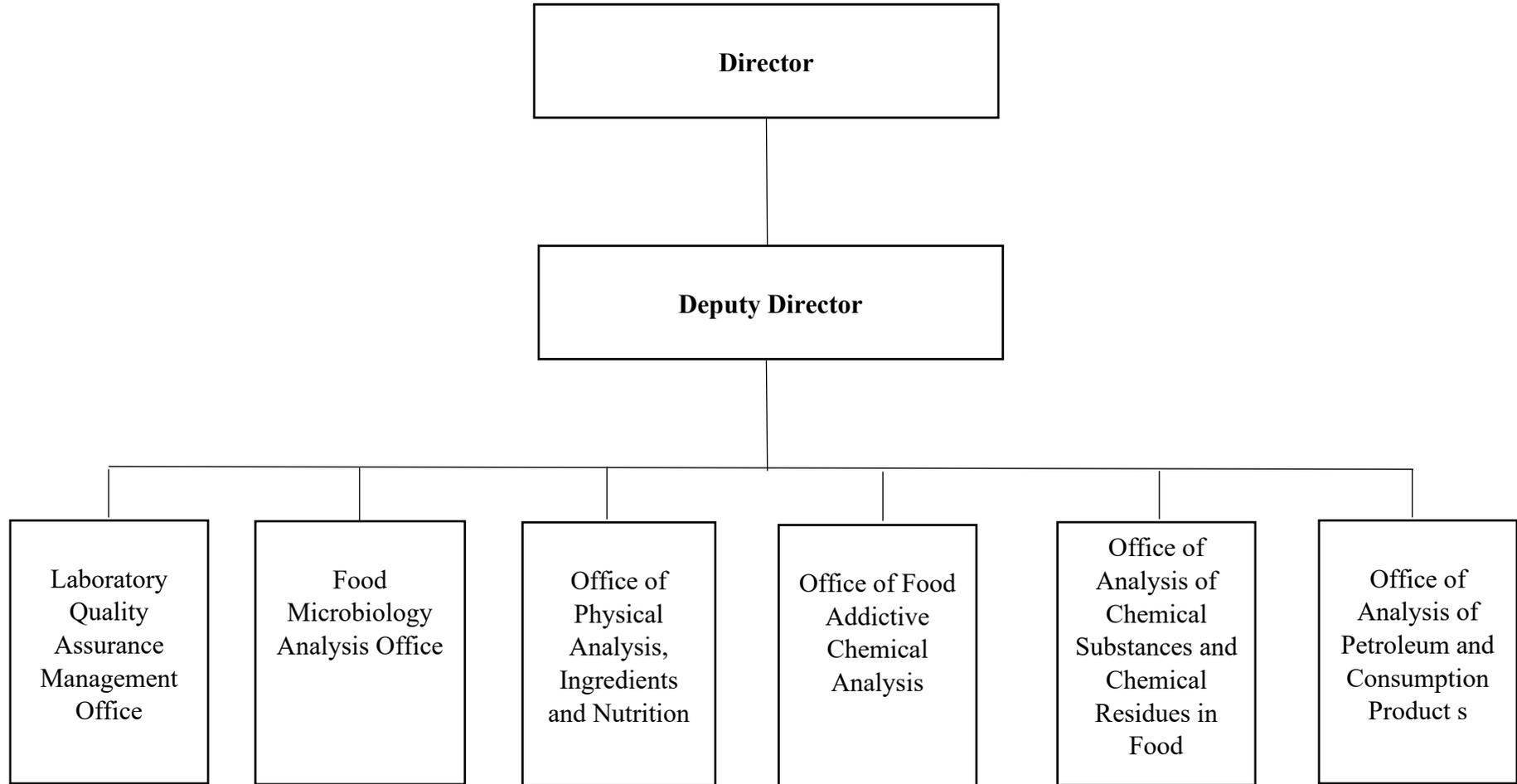
**Structure of the Technical Affairs Department**



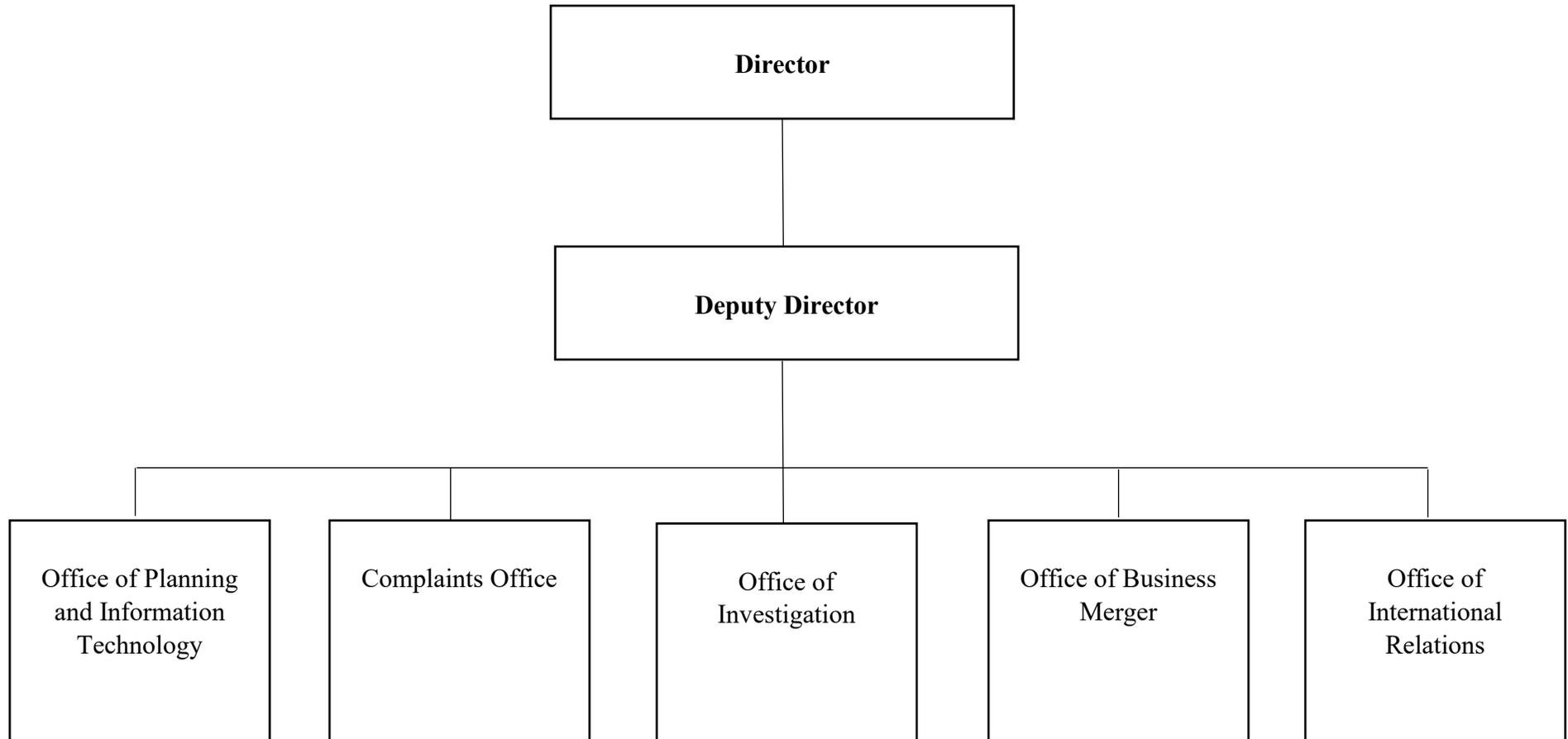
**Structure of the Consumer Protection Department**



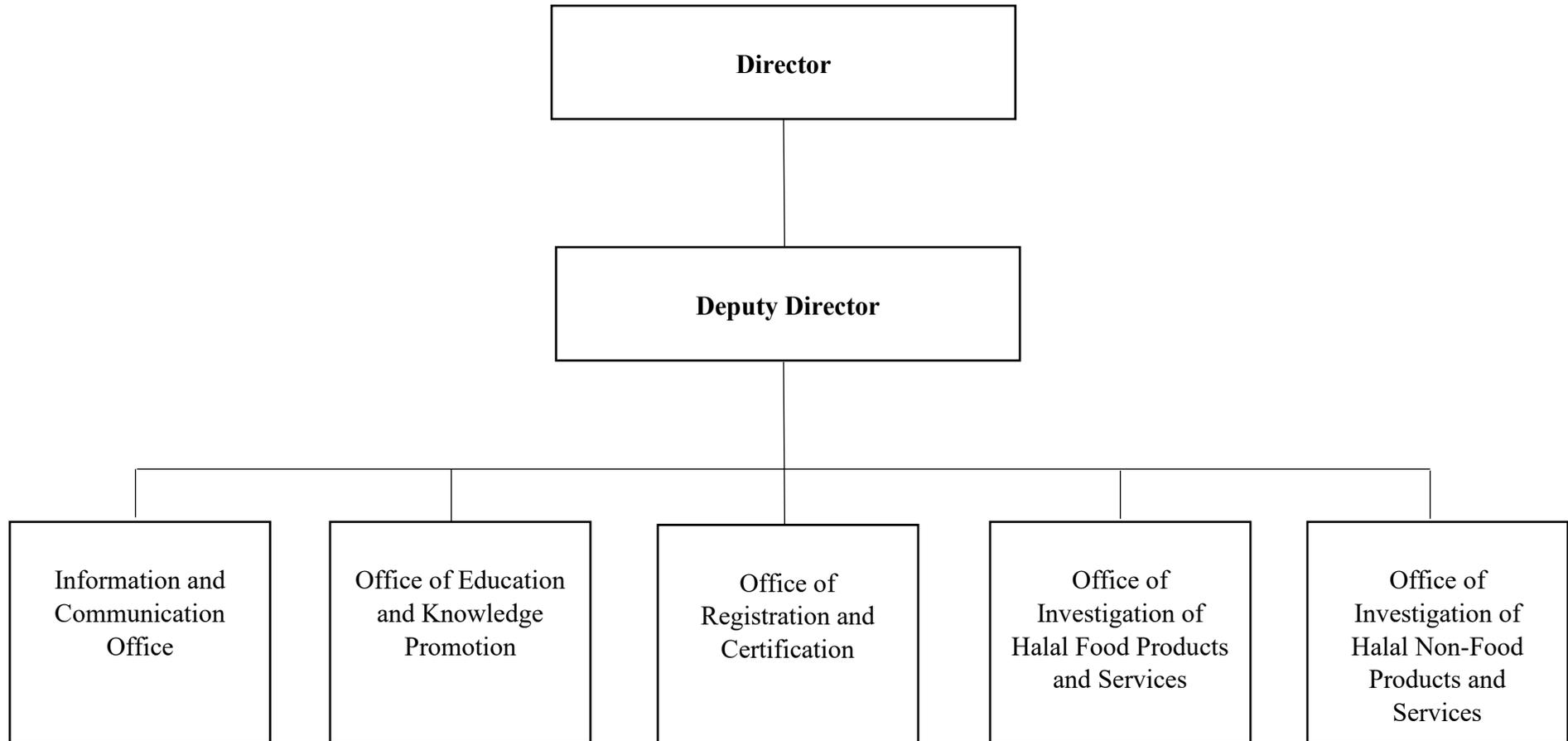
**Structure of the Laboratory Department**



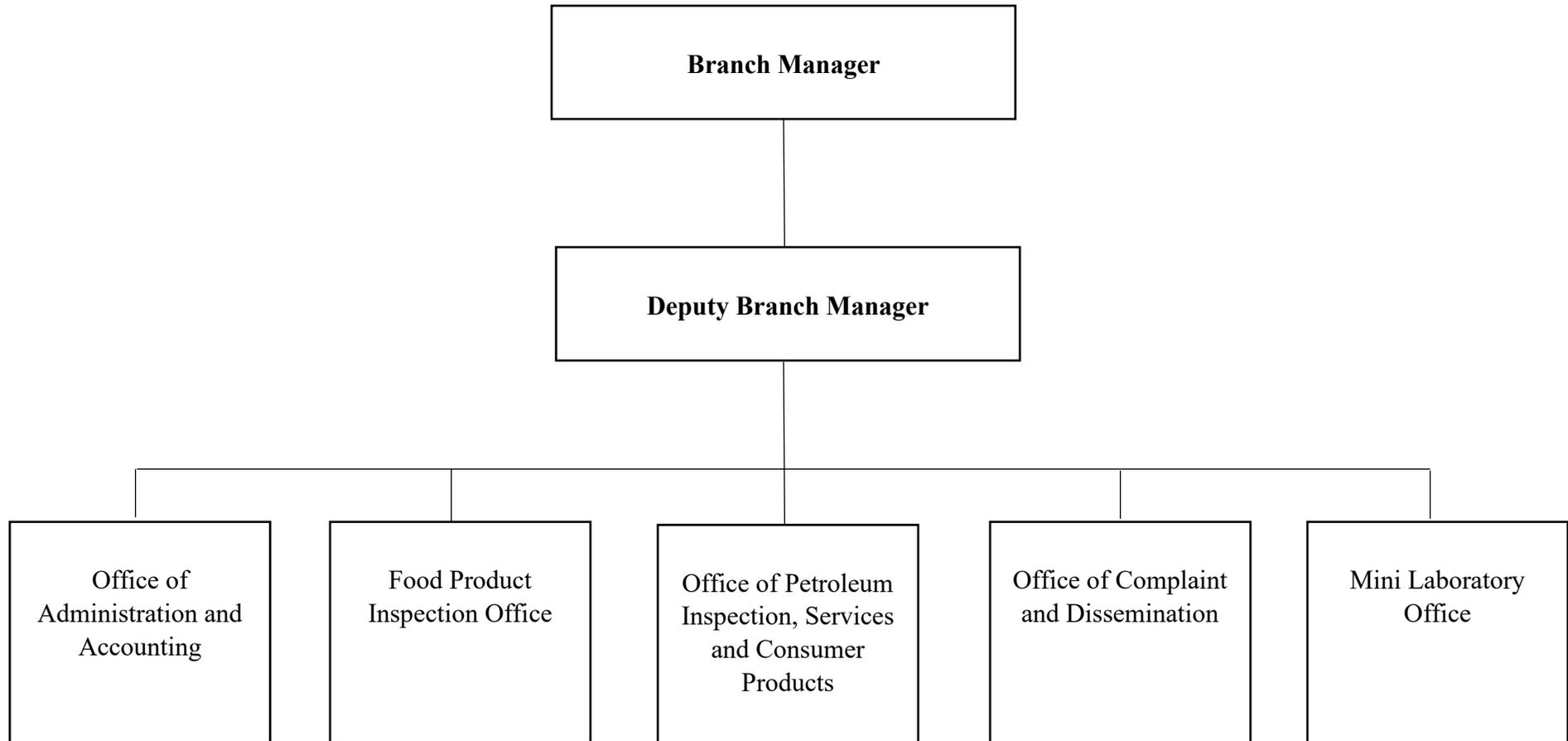
**Structure of the Department of Competition Affairs**



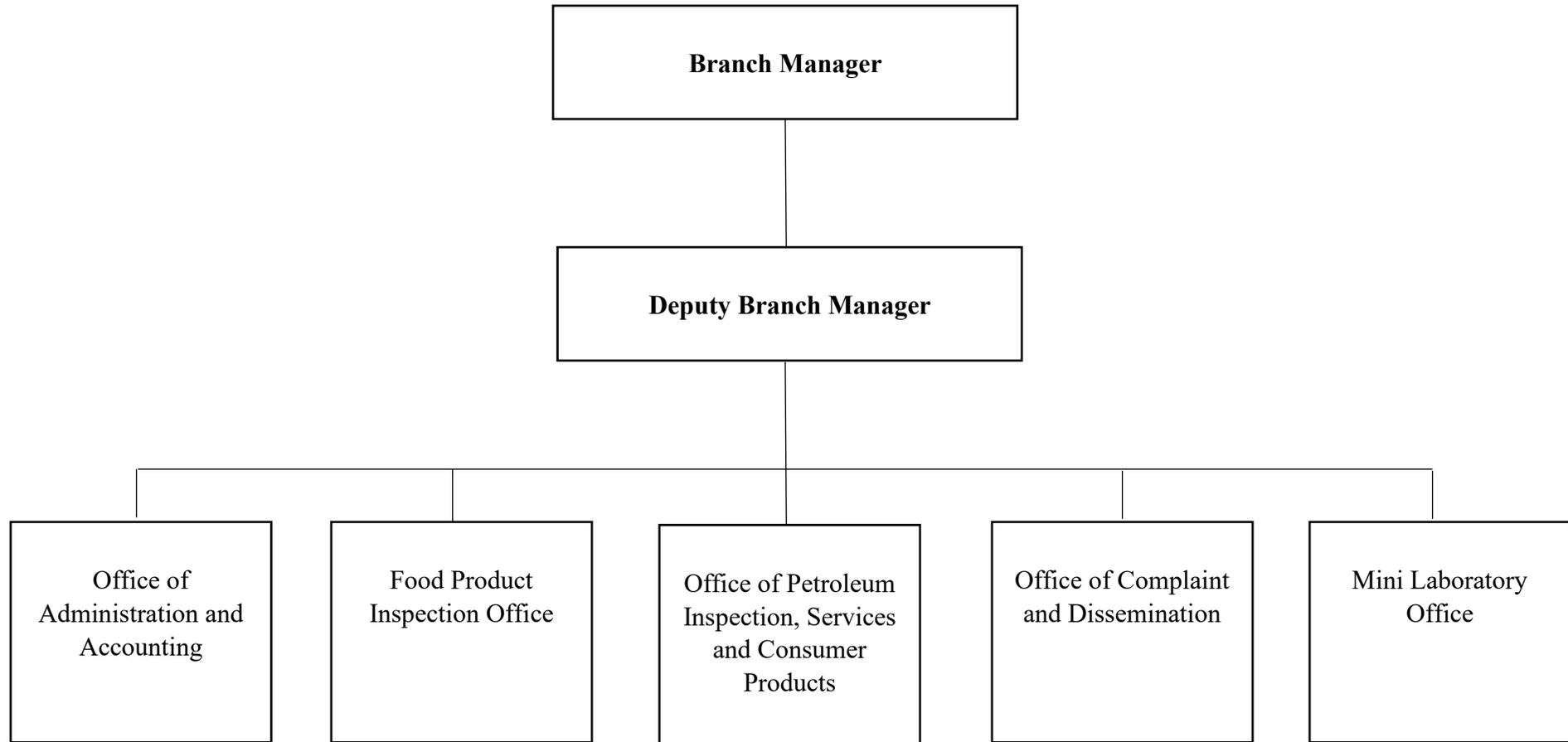
**Structure of the Department of Halal Affairs**



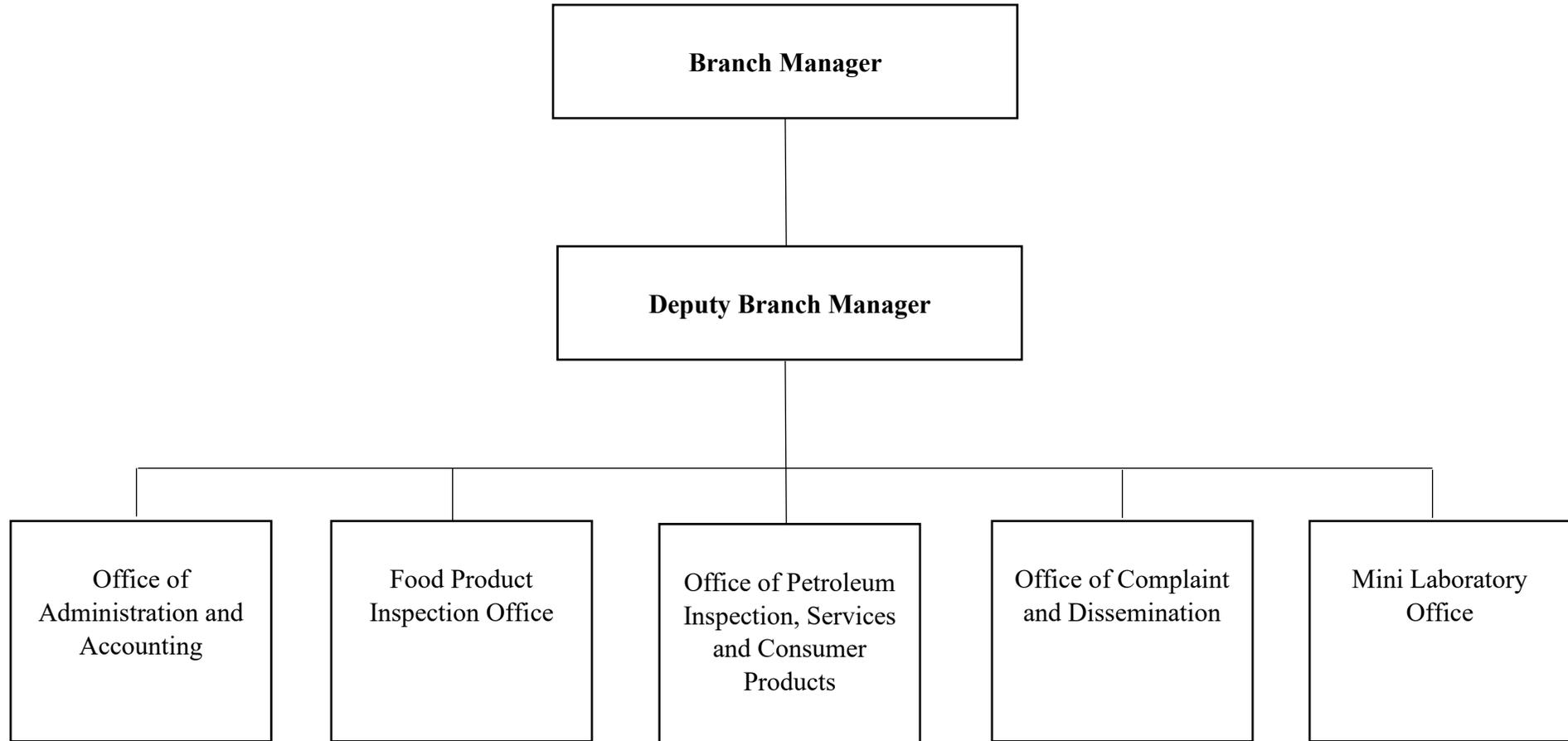
**1- Structure of the Consumer Protection, Competition and Fraud Repression Branch in Phnom Penh**



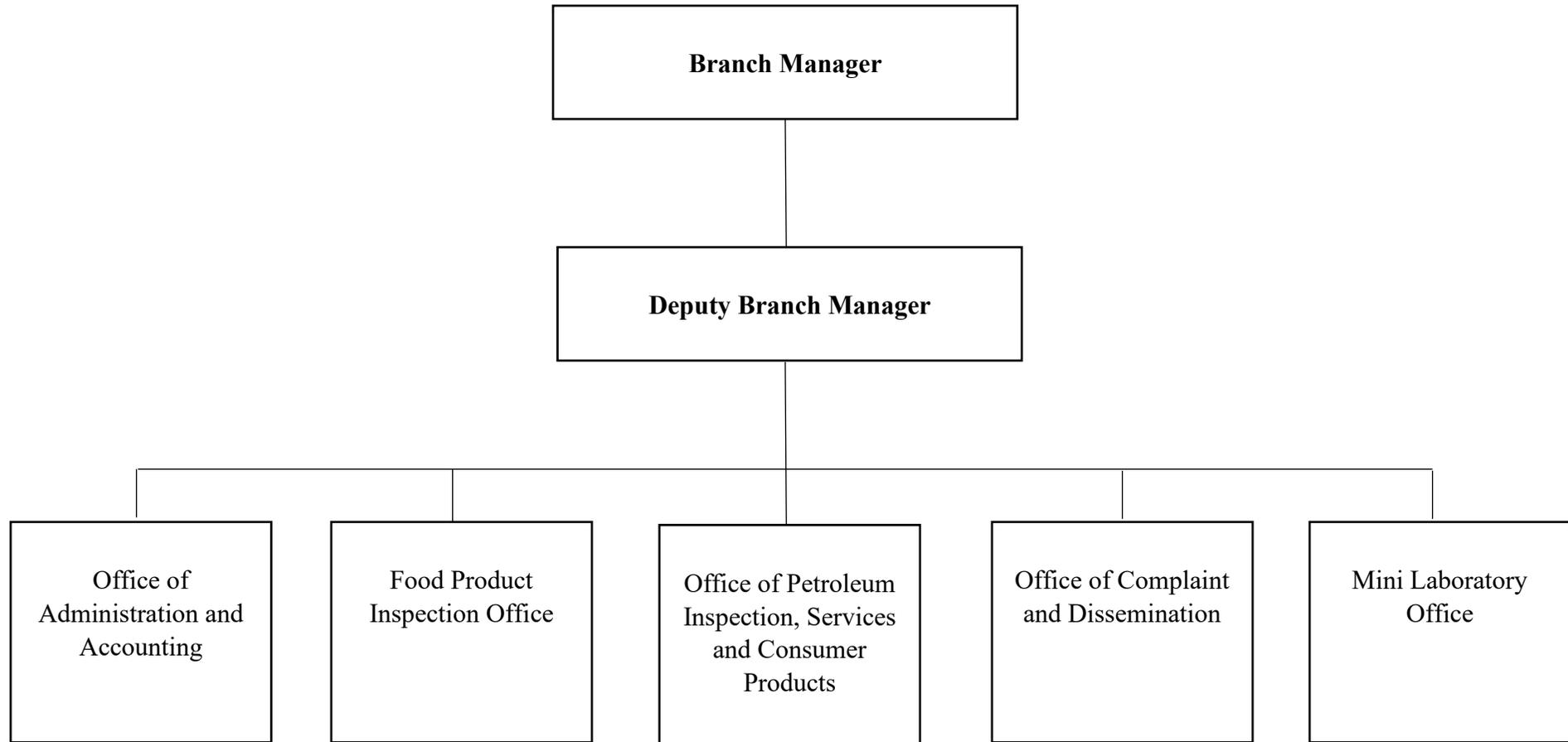
**2- Structure of the Consumer Protection, Competition and Fraud Repression Branch in Kampong Speu Province**



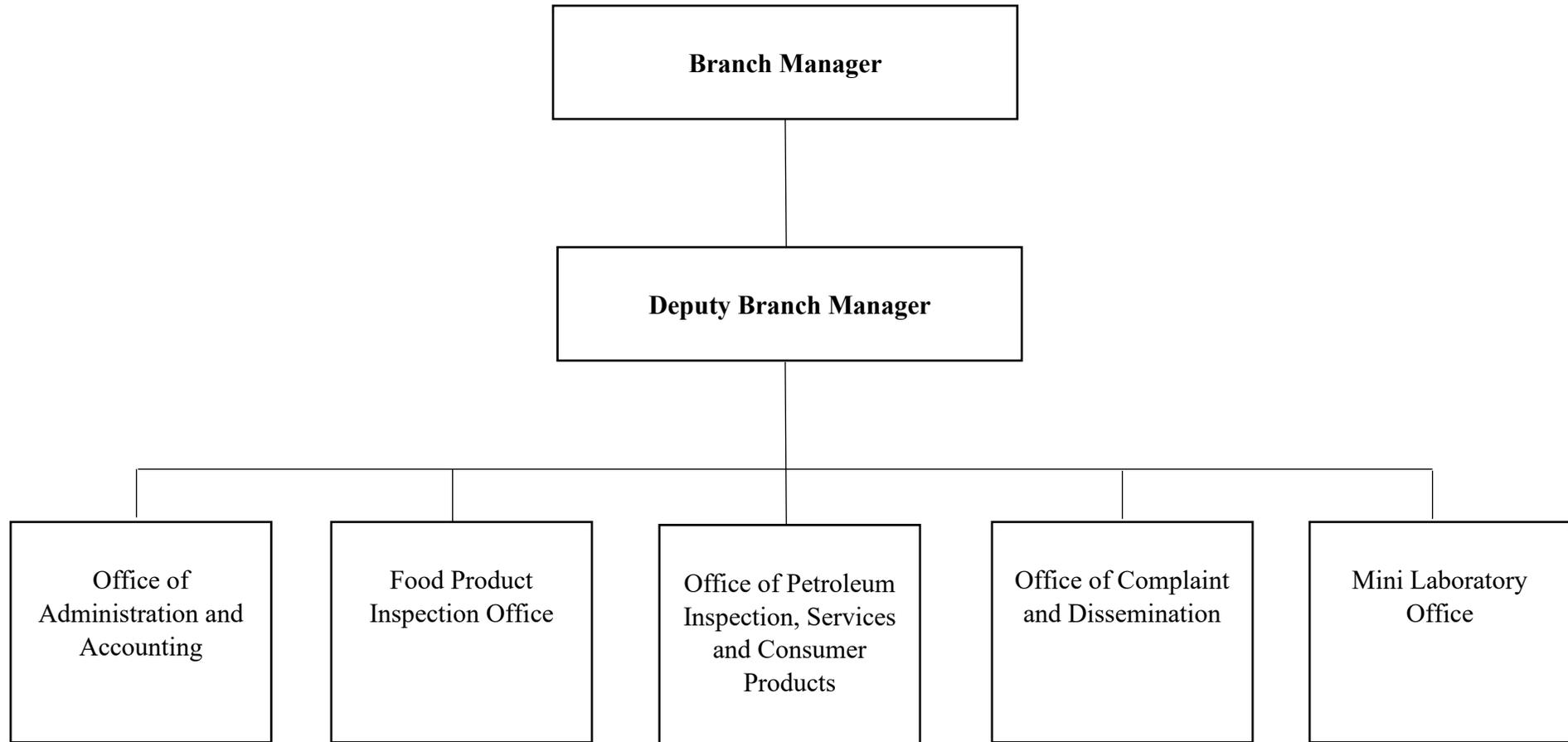
**3- Structure of the Consumer Protection, Competition and Fraud Repression Branch in Koh Kong Province**



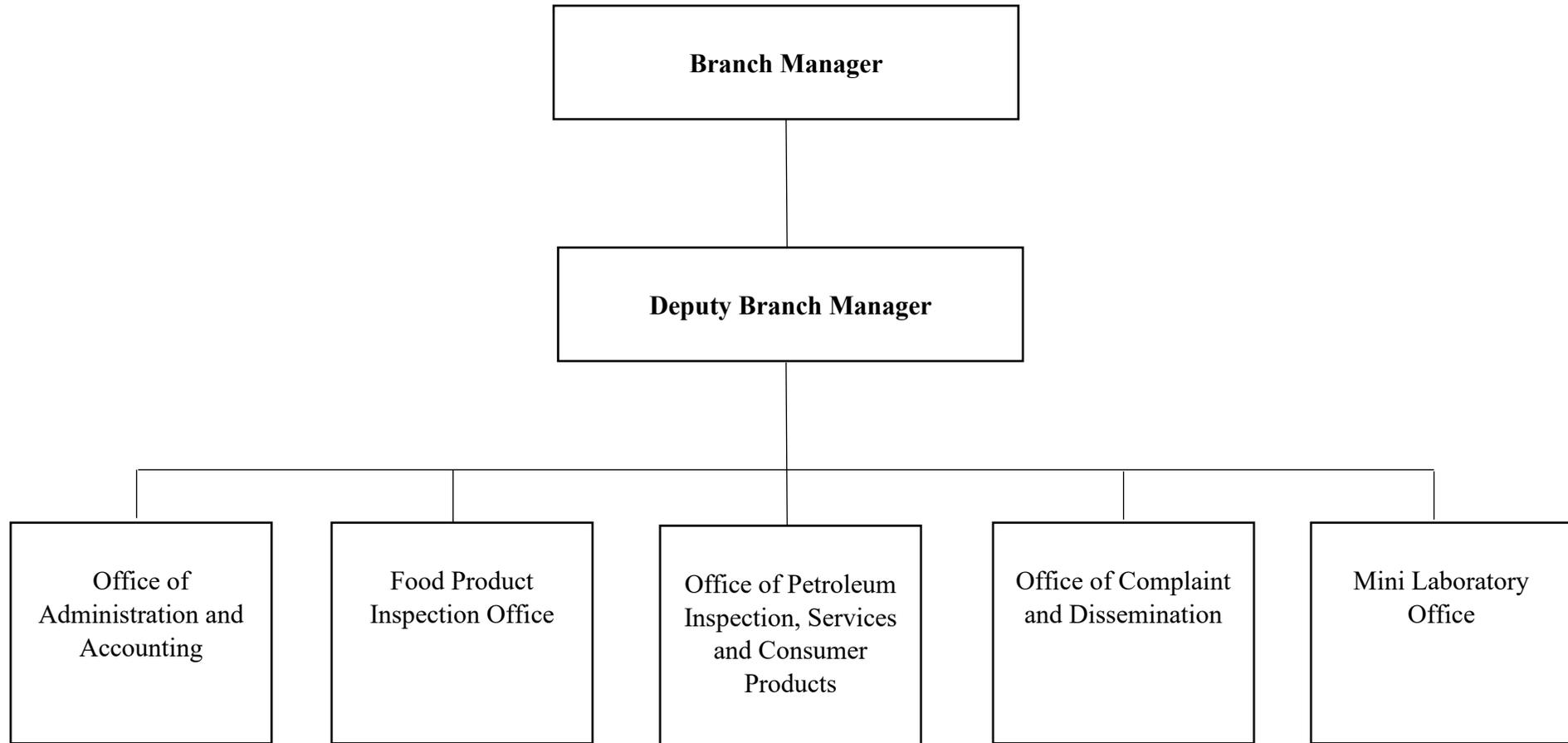
**4- Structure of the Consumer Protection, Competition and Fraud Repression Branch in Preah Sihanouk Province**



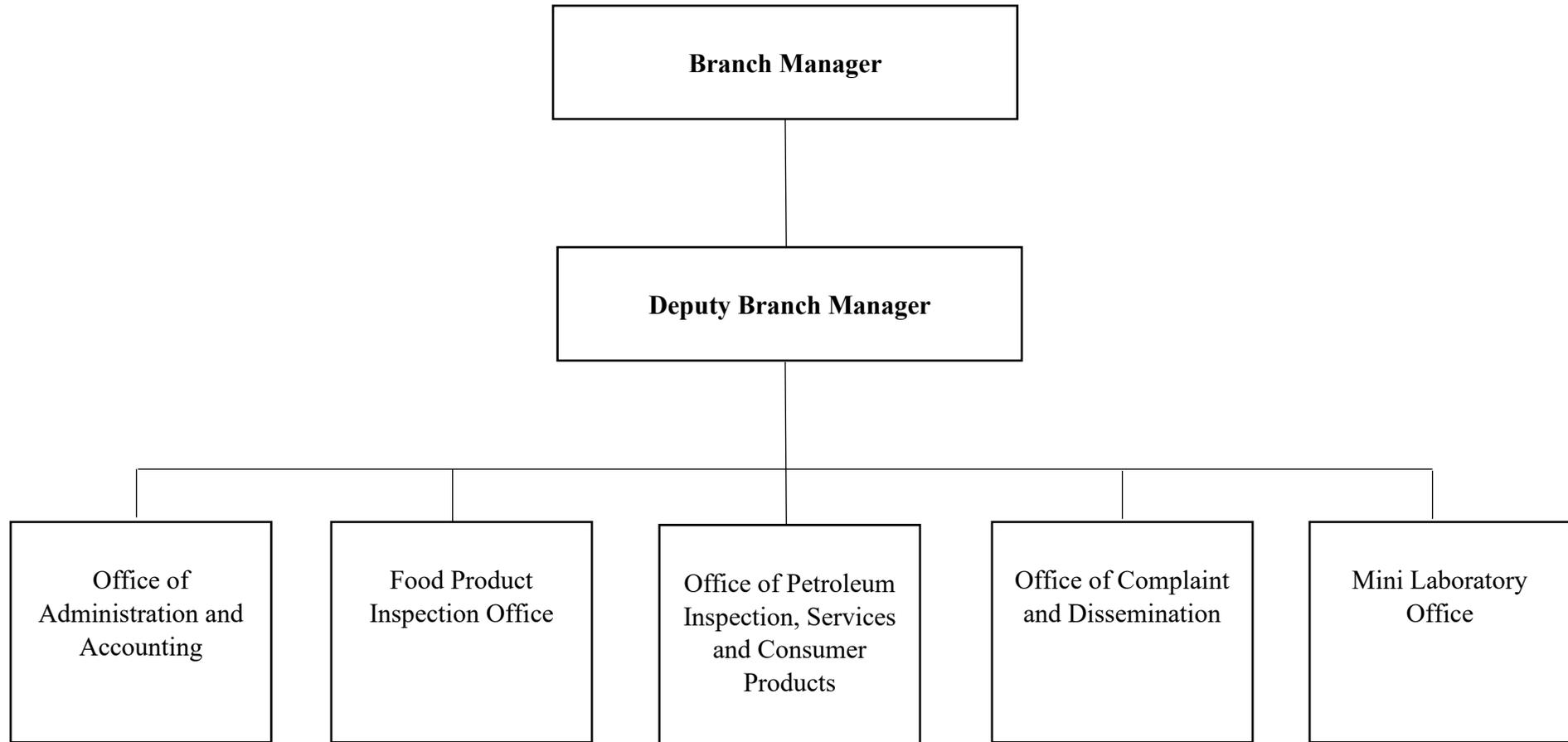
**5- Structure of the Consumer Protection, Competition and Fraud Repression Branch in Kampot Province**



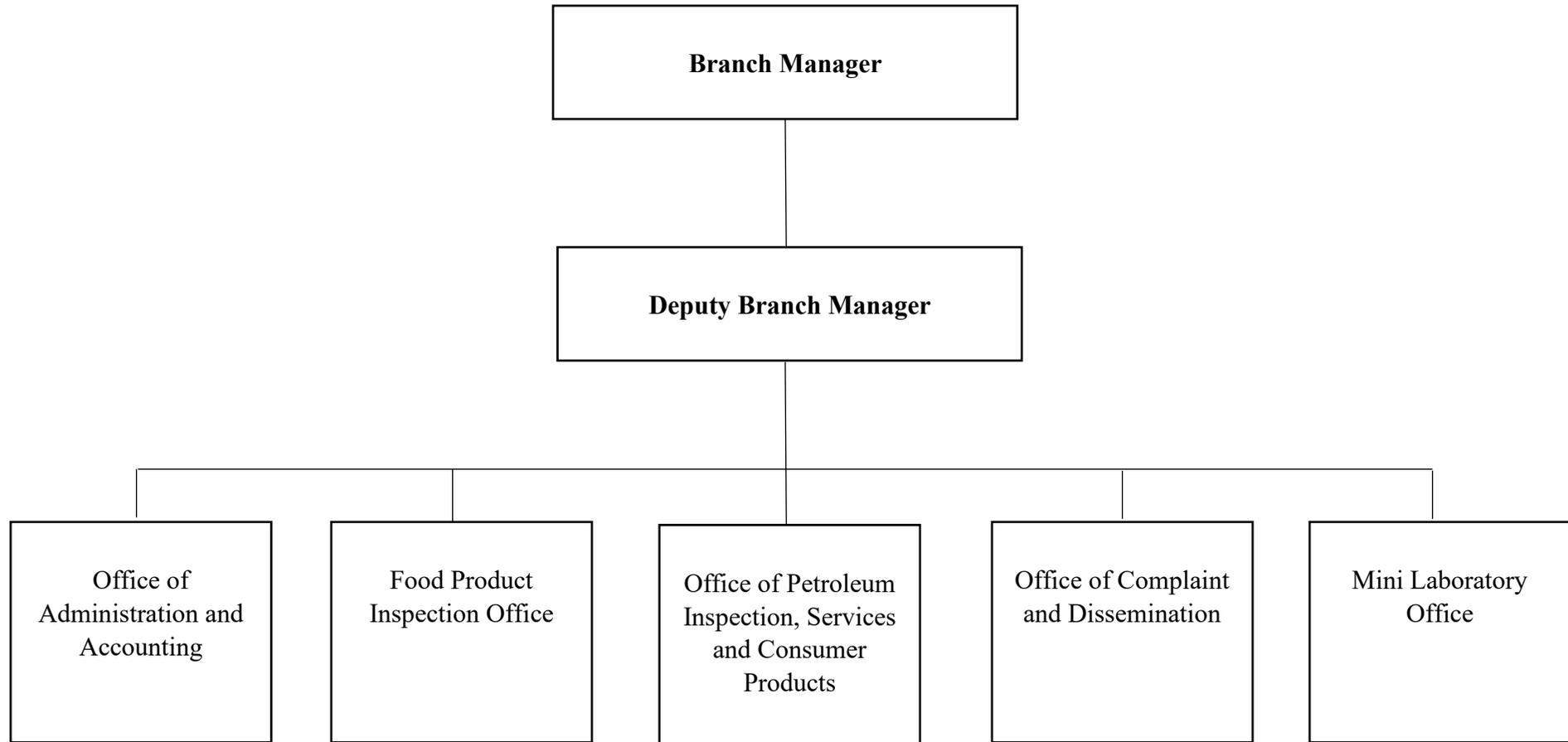
**6- Structure of the Consumer Protection, Competition and Fraud Repression Branch in Kep Province**



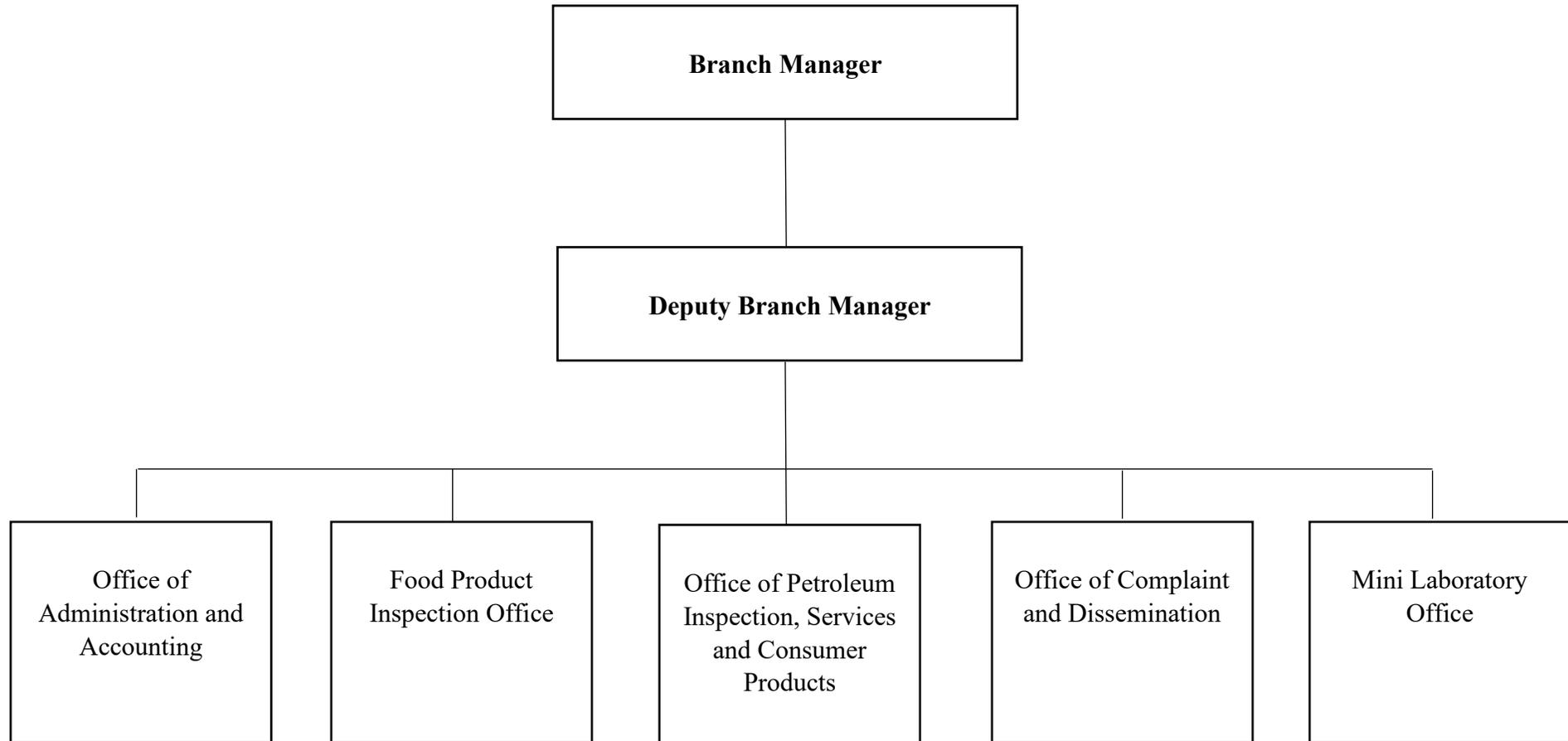
**7- Structure of the Consumer Protection, Competition and Fraud Repression Branch in Takeo Province**



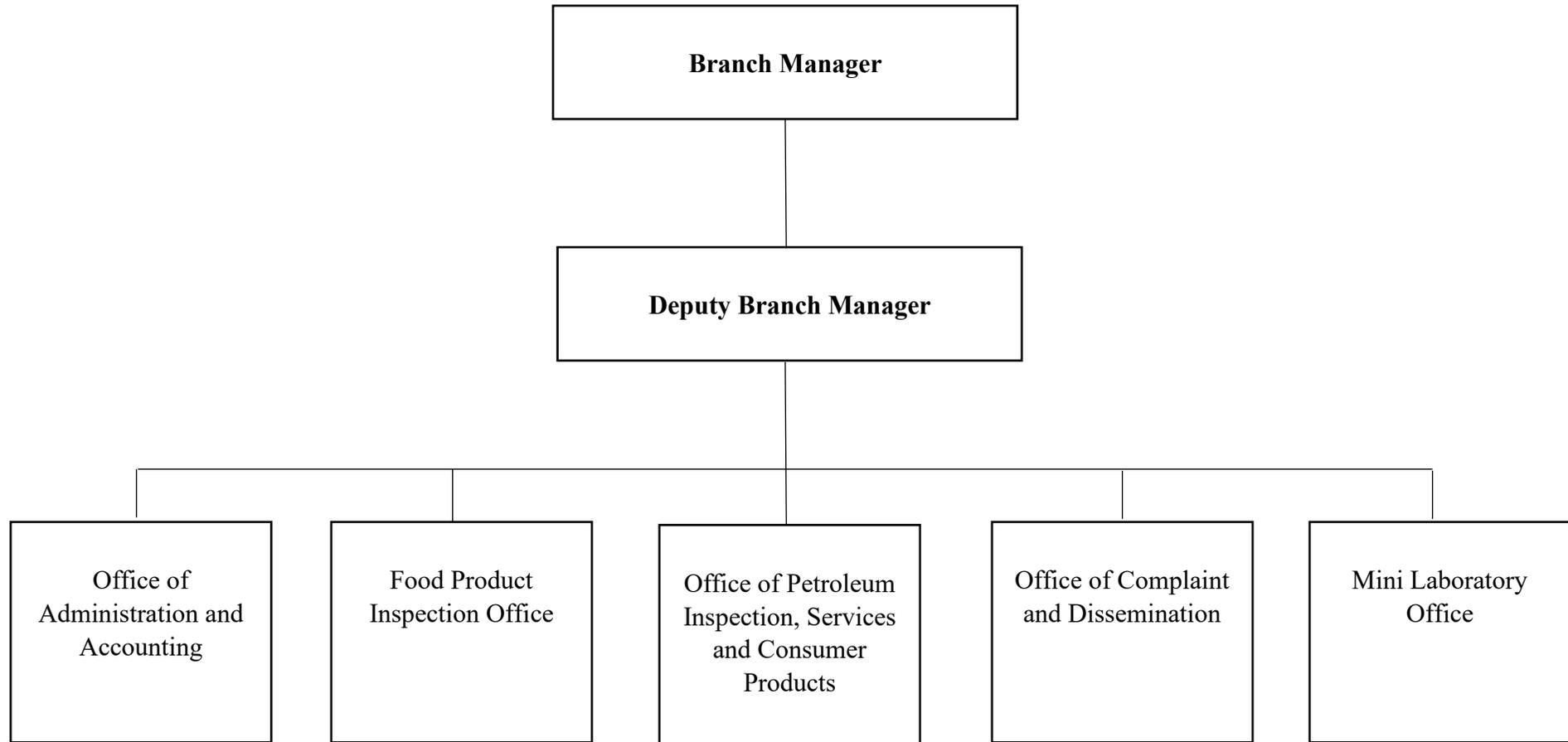
**8- Structure of the Consumer Protection, Competition and Fraud Repression Branch in Kandal Province**



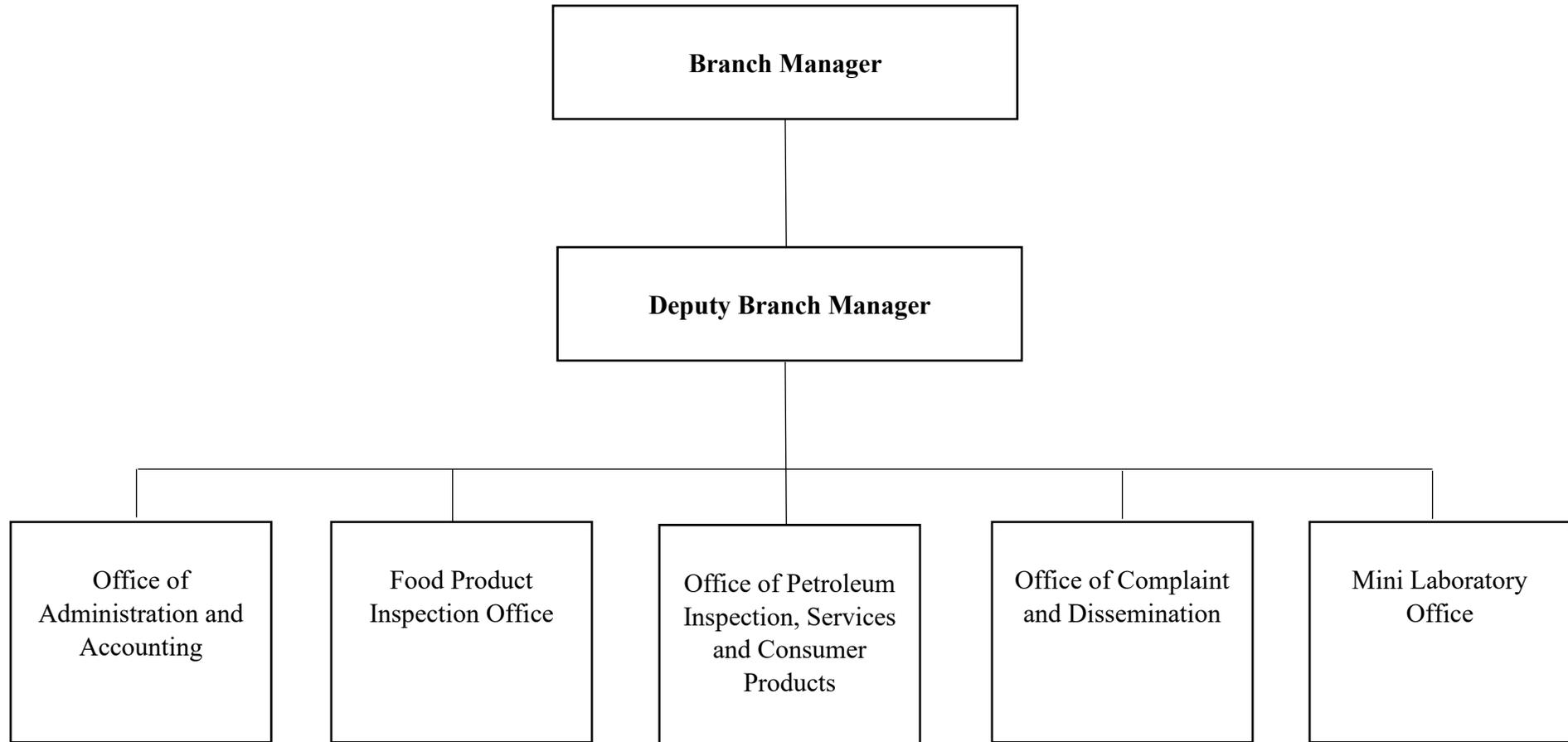
**9- Structure of the Consumer Protection, Competition and Fraud Repression Branch in Prey Veng Province**



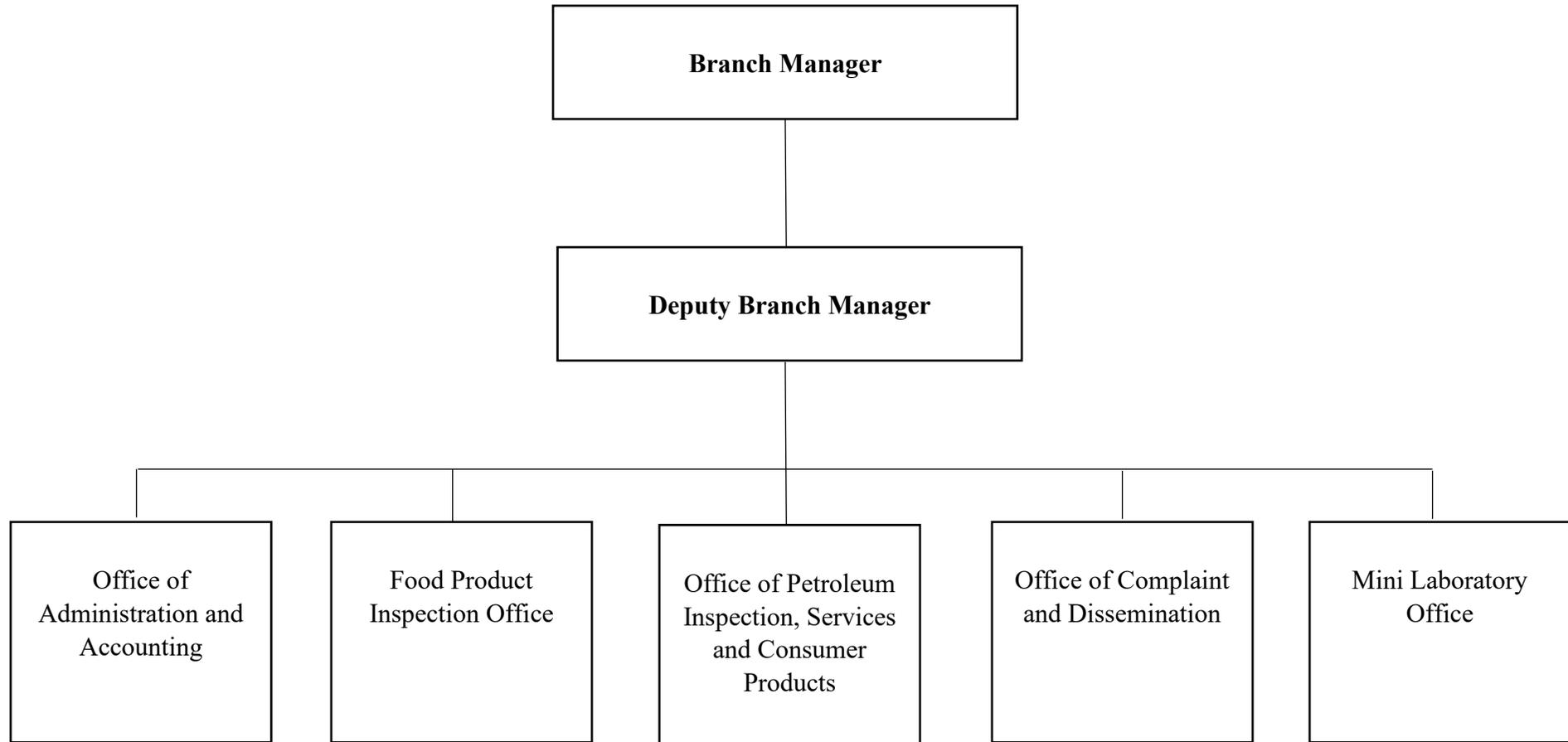
**10- Structure of the Consumer Protection, Competition and Fraud Repression Branch in Svay Rieng Province**



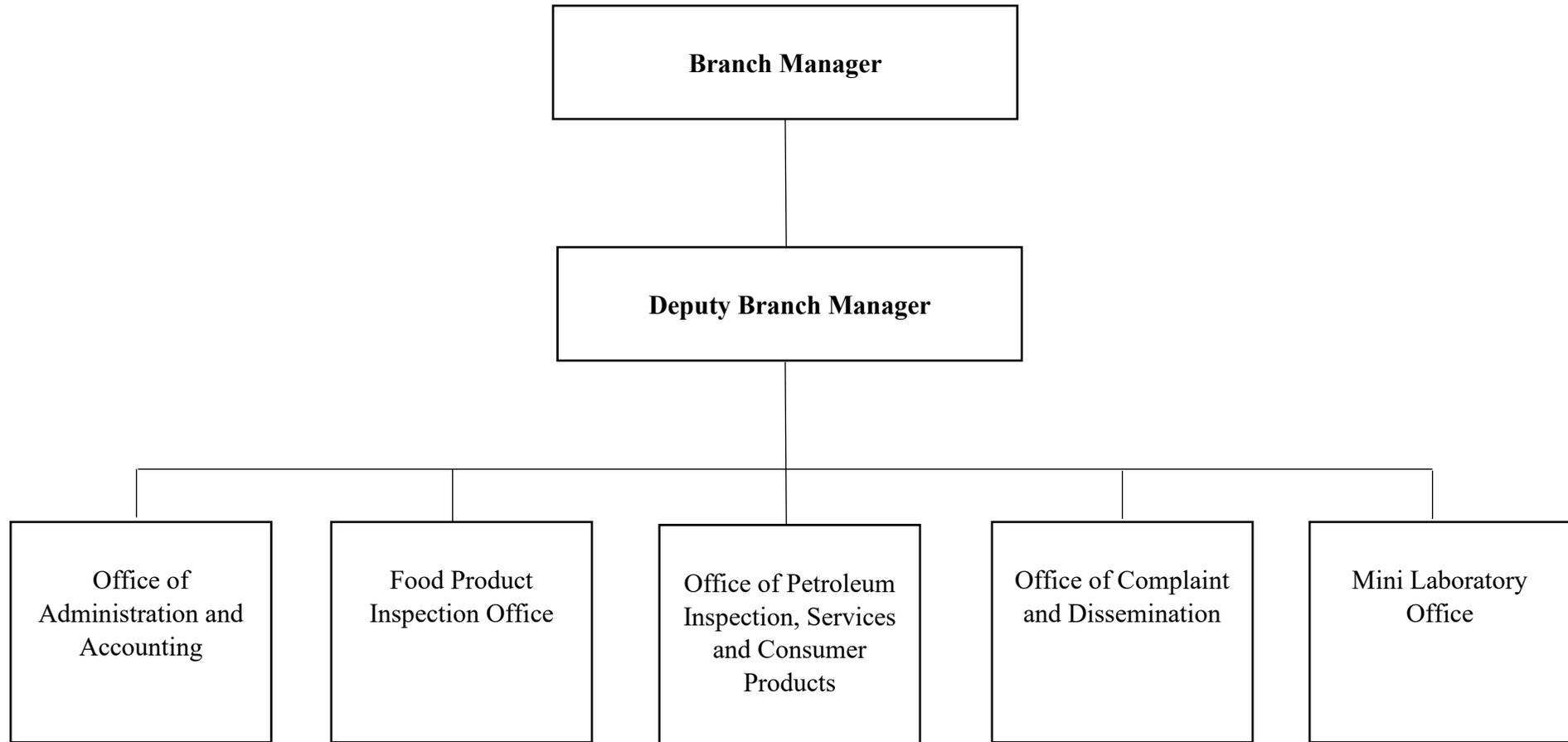
**11- Structure of the Consumer Protection, Competition and Fraud Repression Branch in Kampong Cham Province**



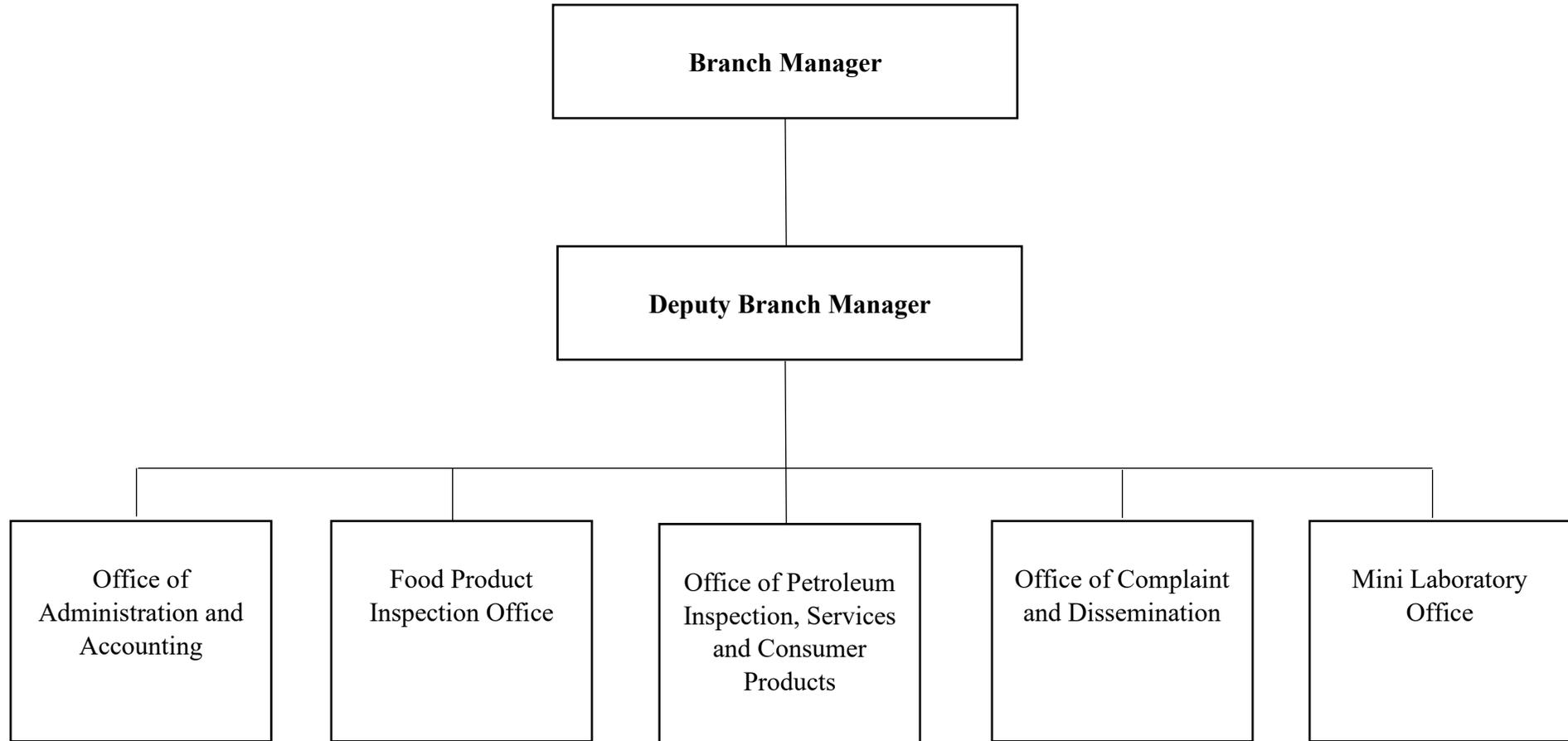
**12- Structure of the Consumer Protection, Competition and Fraud Repression Branch in Tbong Khmom Province**



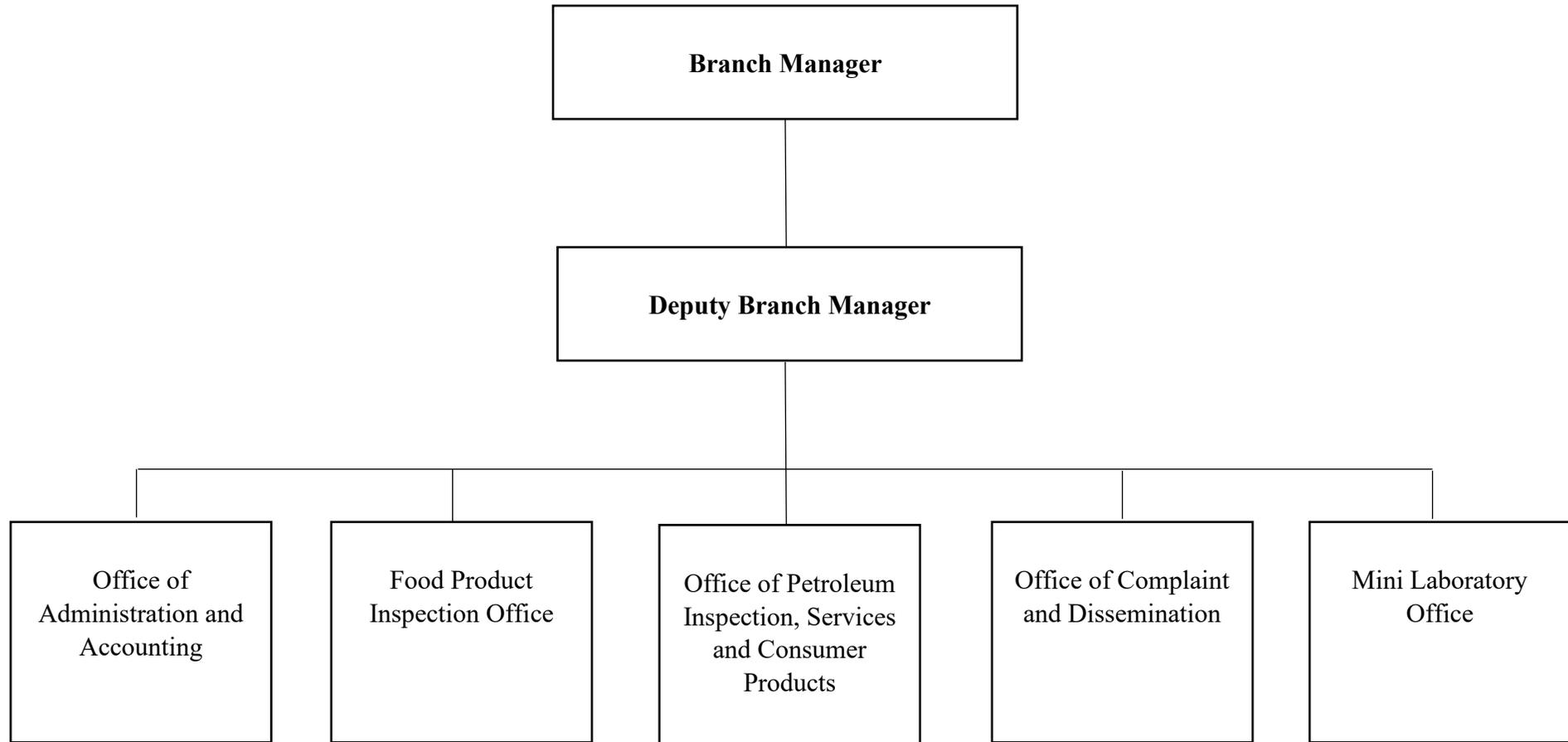
**13- Structure of the Consumer Protection, Competition and Fraud Repression Branch in Kratie Province**



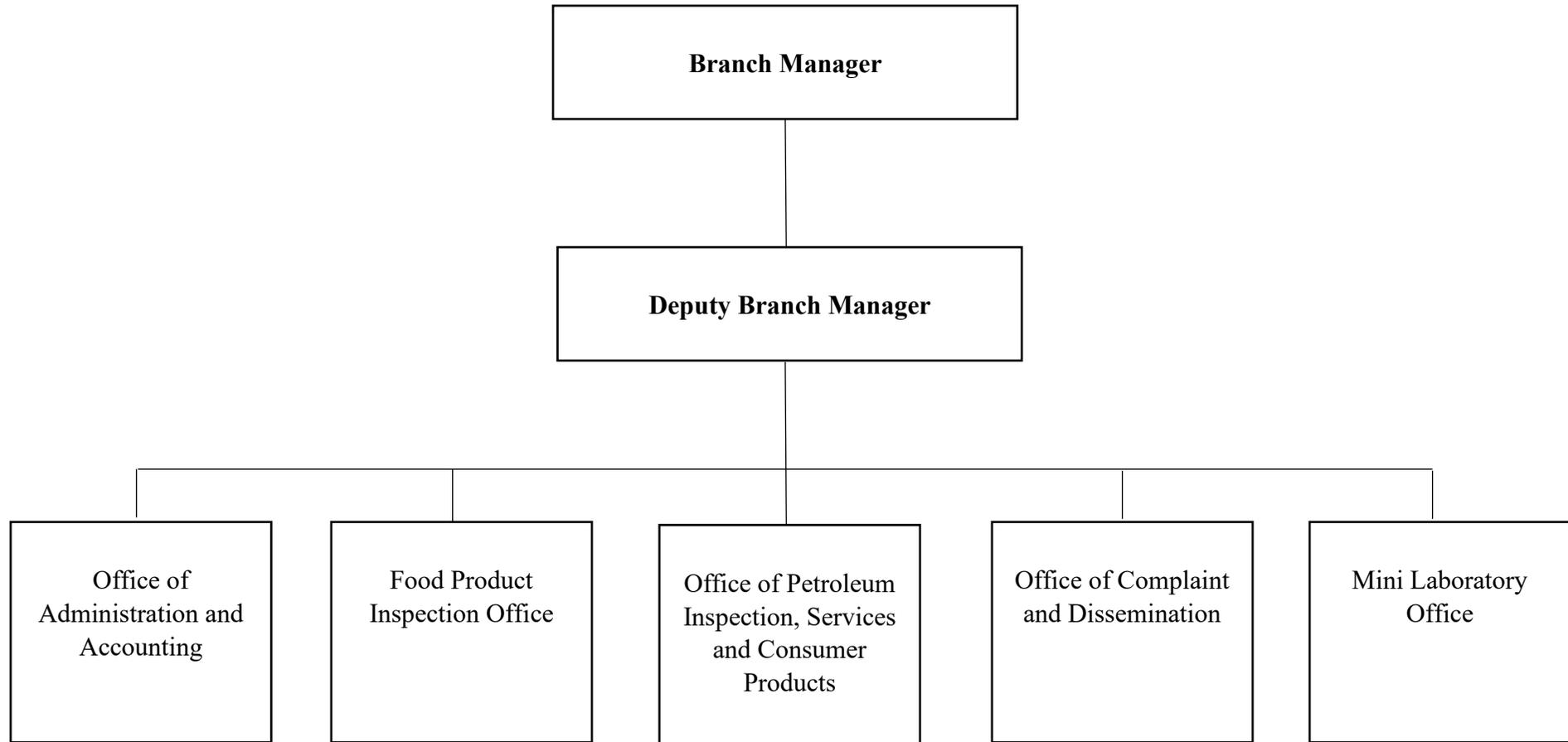
**14- Structure of the Consumer Protection, Competition and Fraud Repression Branch in Mondulkiri Province**



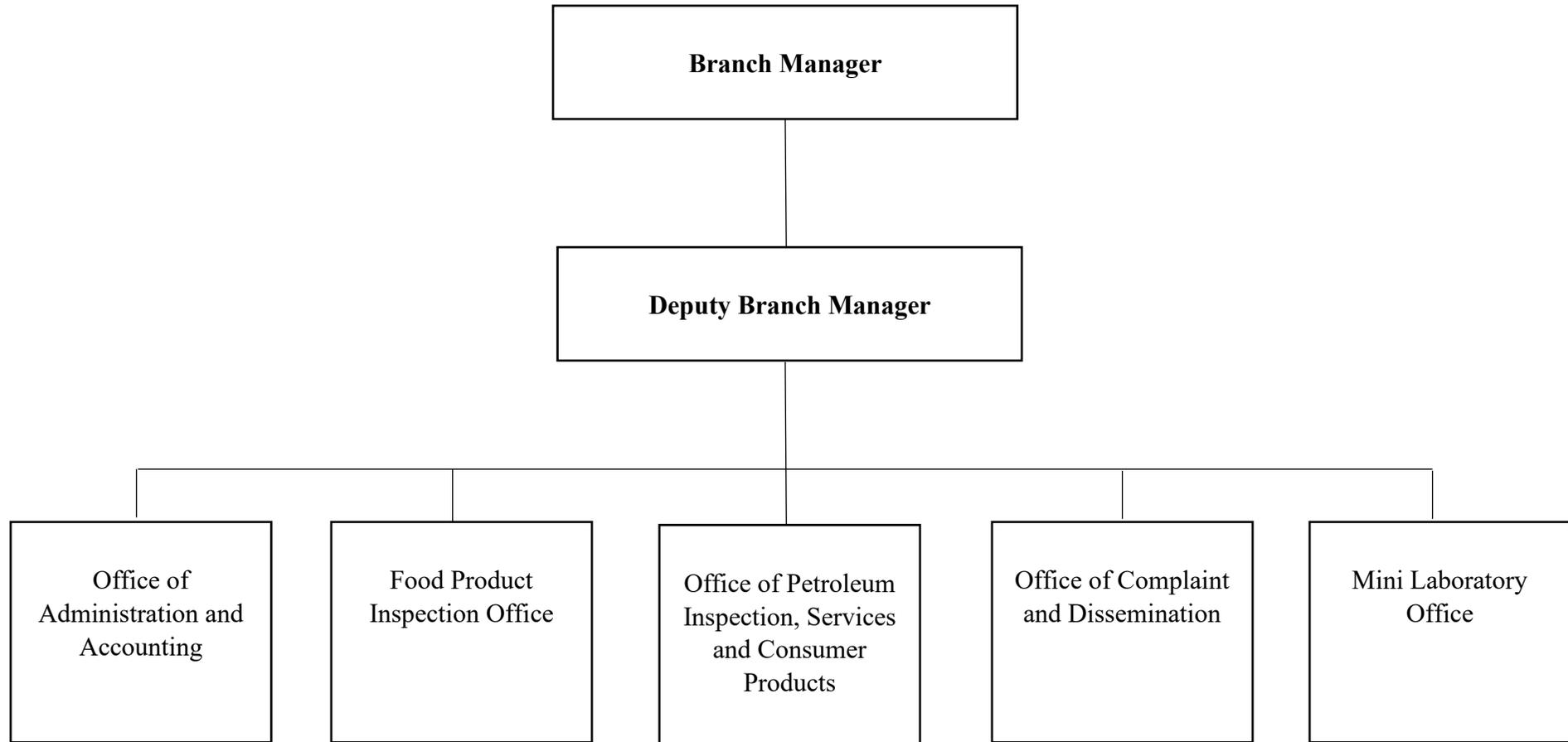
**15- Structure of the Consumer Protection, Competition and Fraud Repression Branch in Rattanakiri Province**



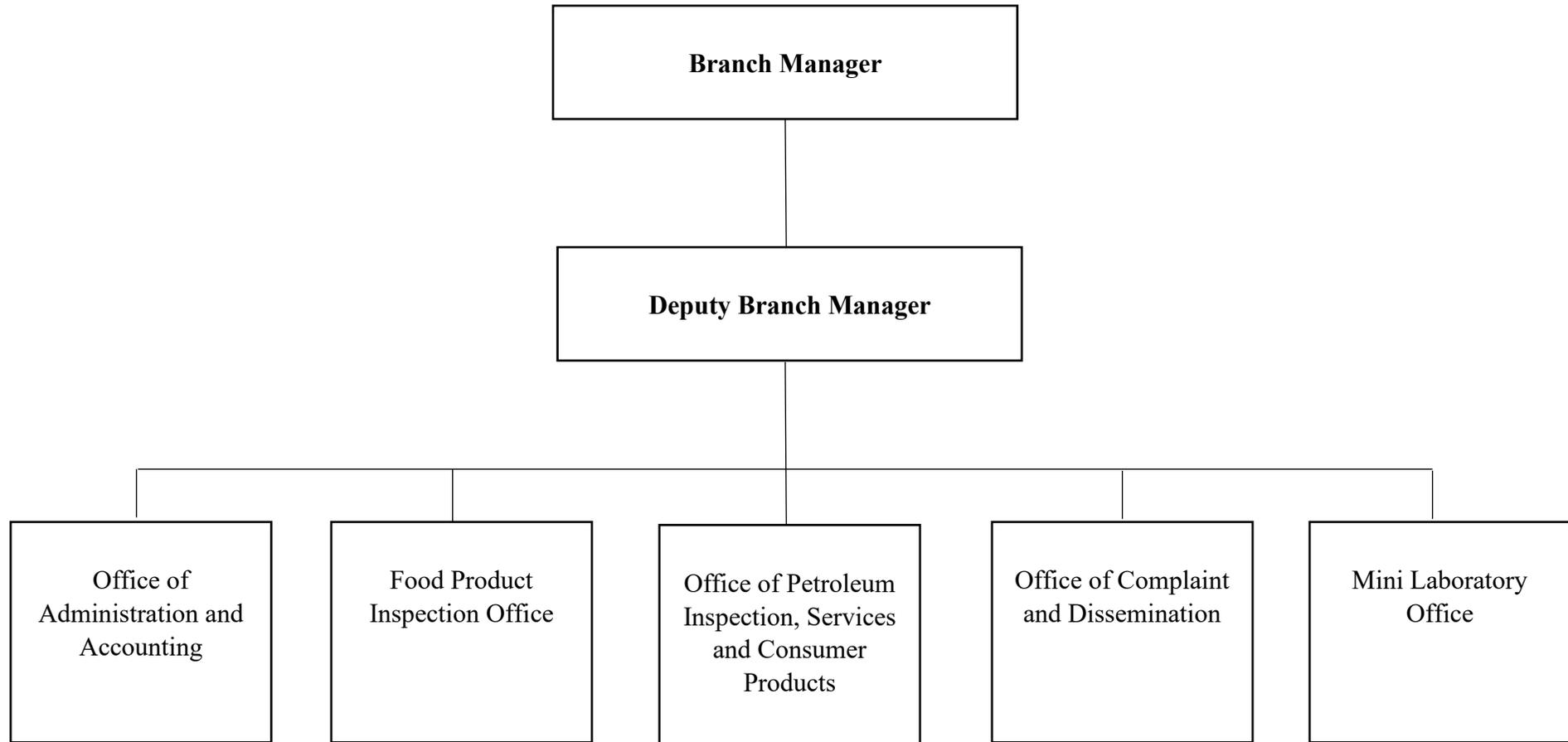
**16- Structure of the Consumer Protection, Competition and Fraud Repression Branch in Stung Treng Province**



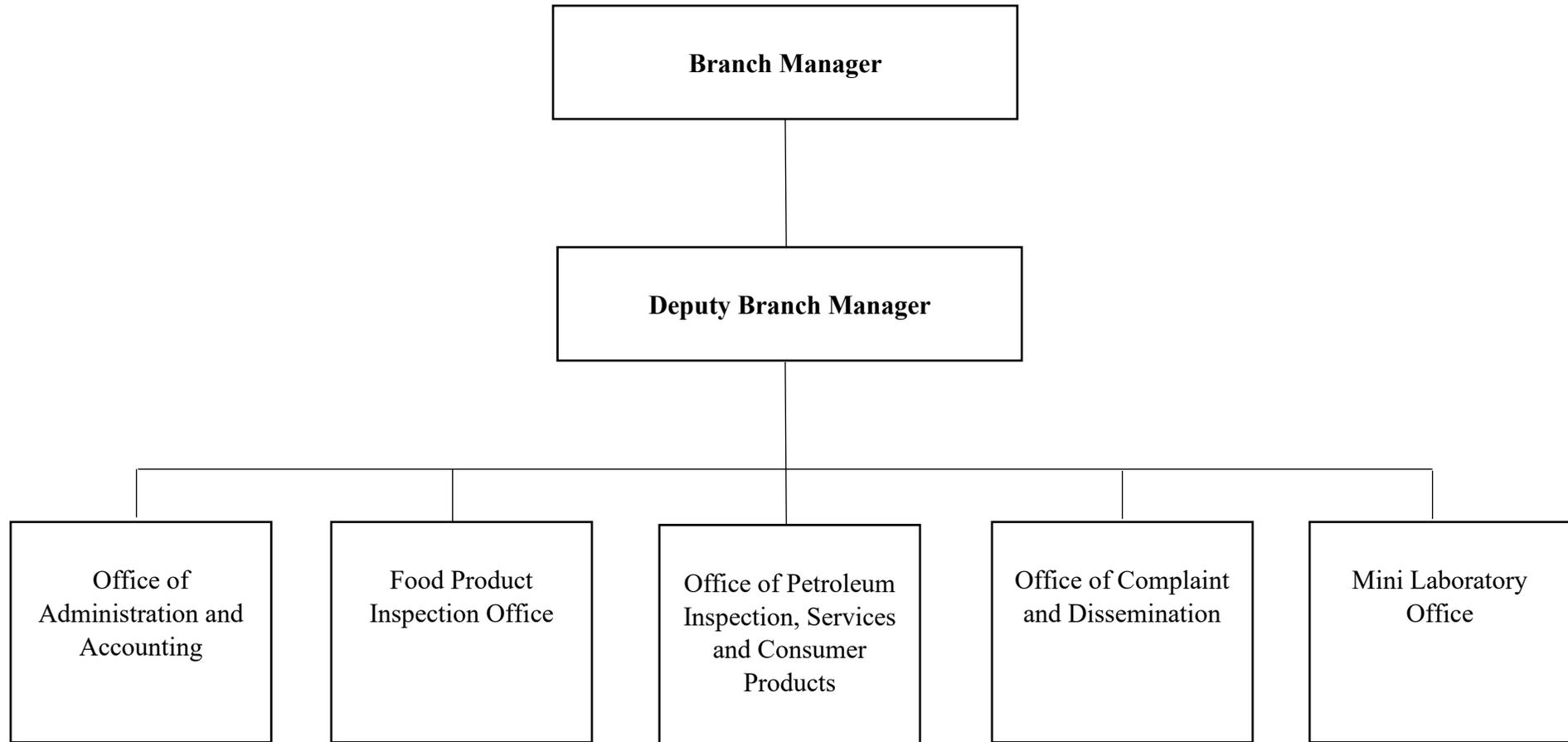
**17- Structure of the Consumer Protection, Competition and Fraud Repression Branch in Preah Vihear Province**



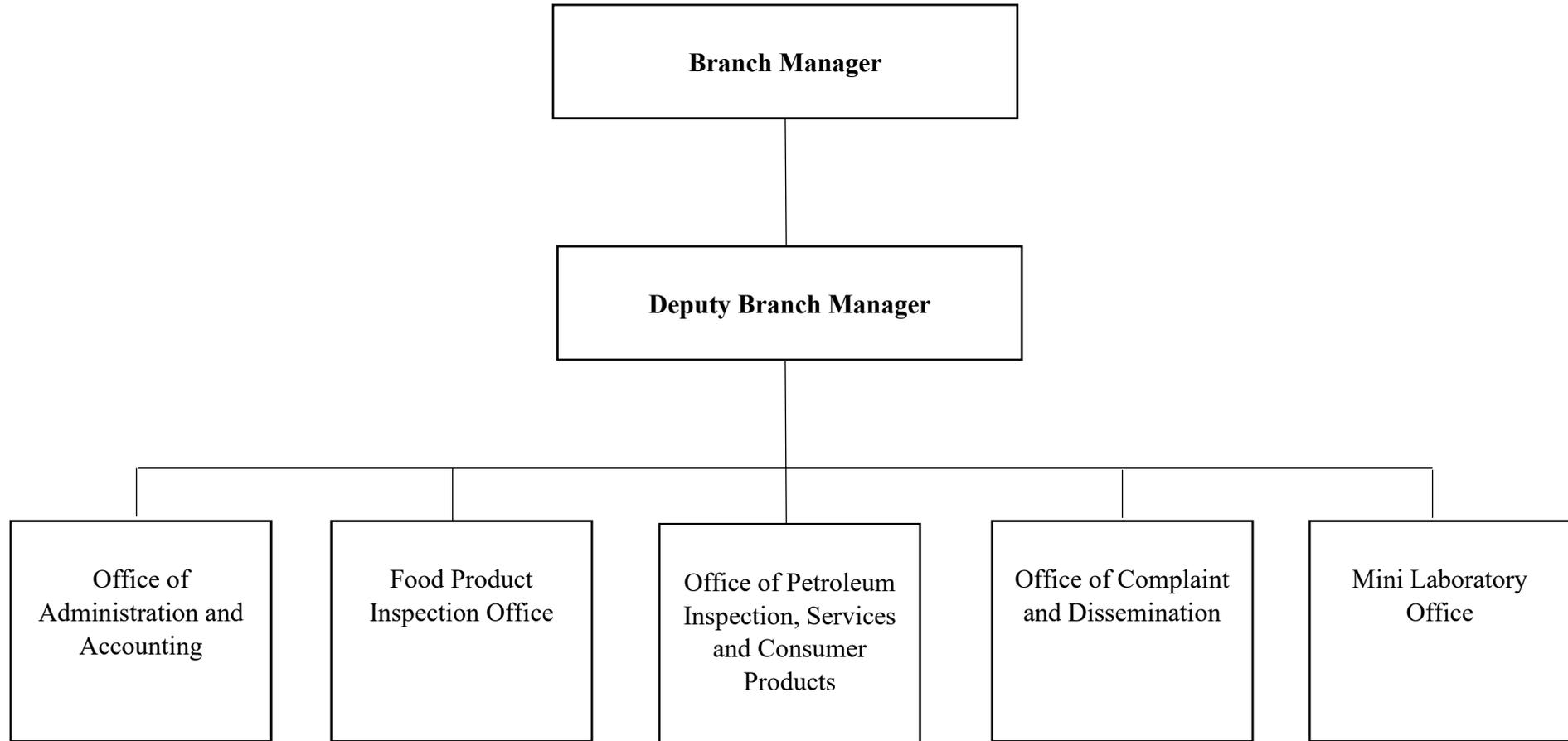
**18- Structure of the Consumer Protection, Competition and Fraud Repression Branch in Oddar Meanchey Province**



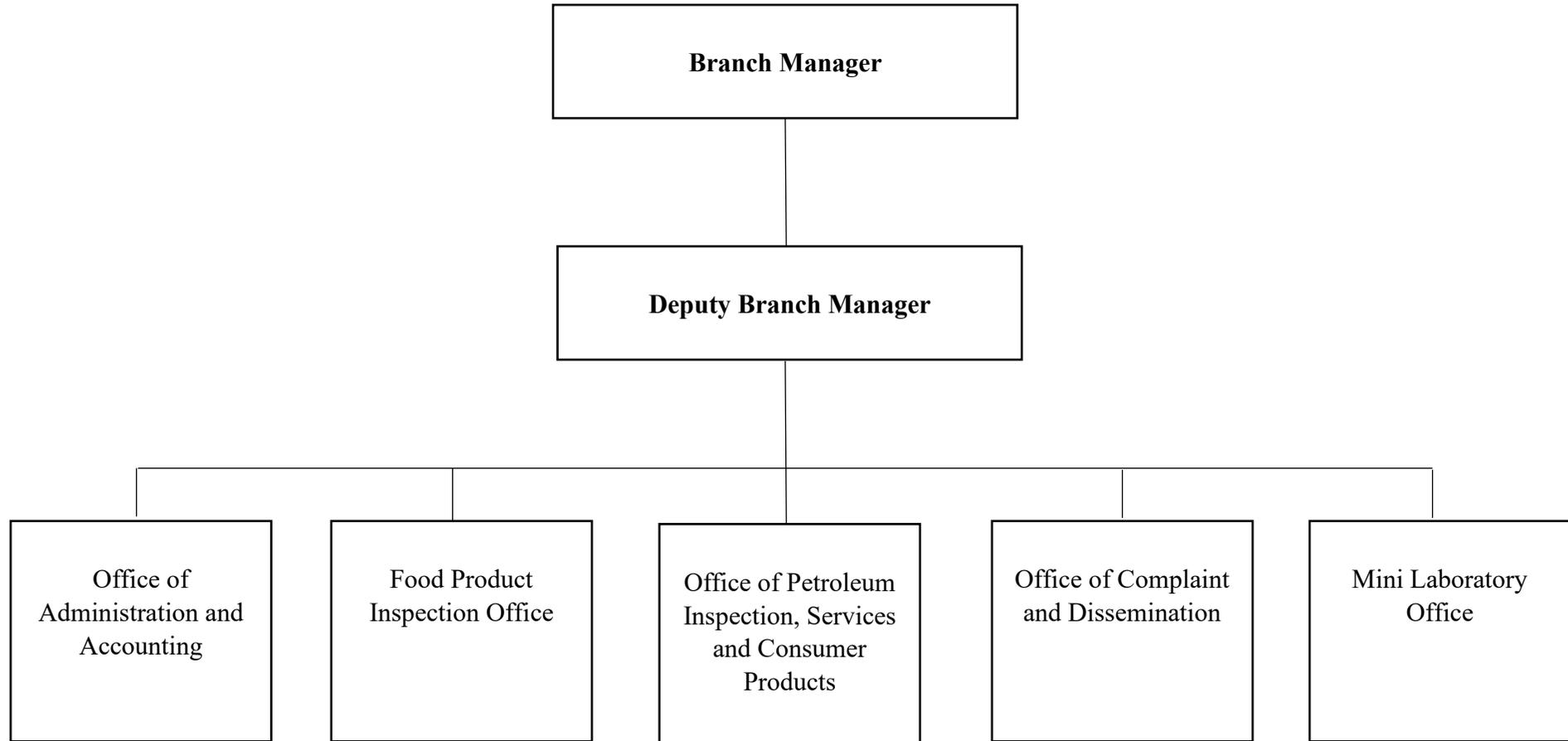
**19- Structure of the Consumer Protection, Competition and Fraud Repression Branch in Banteay Meanchey Province**



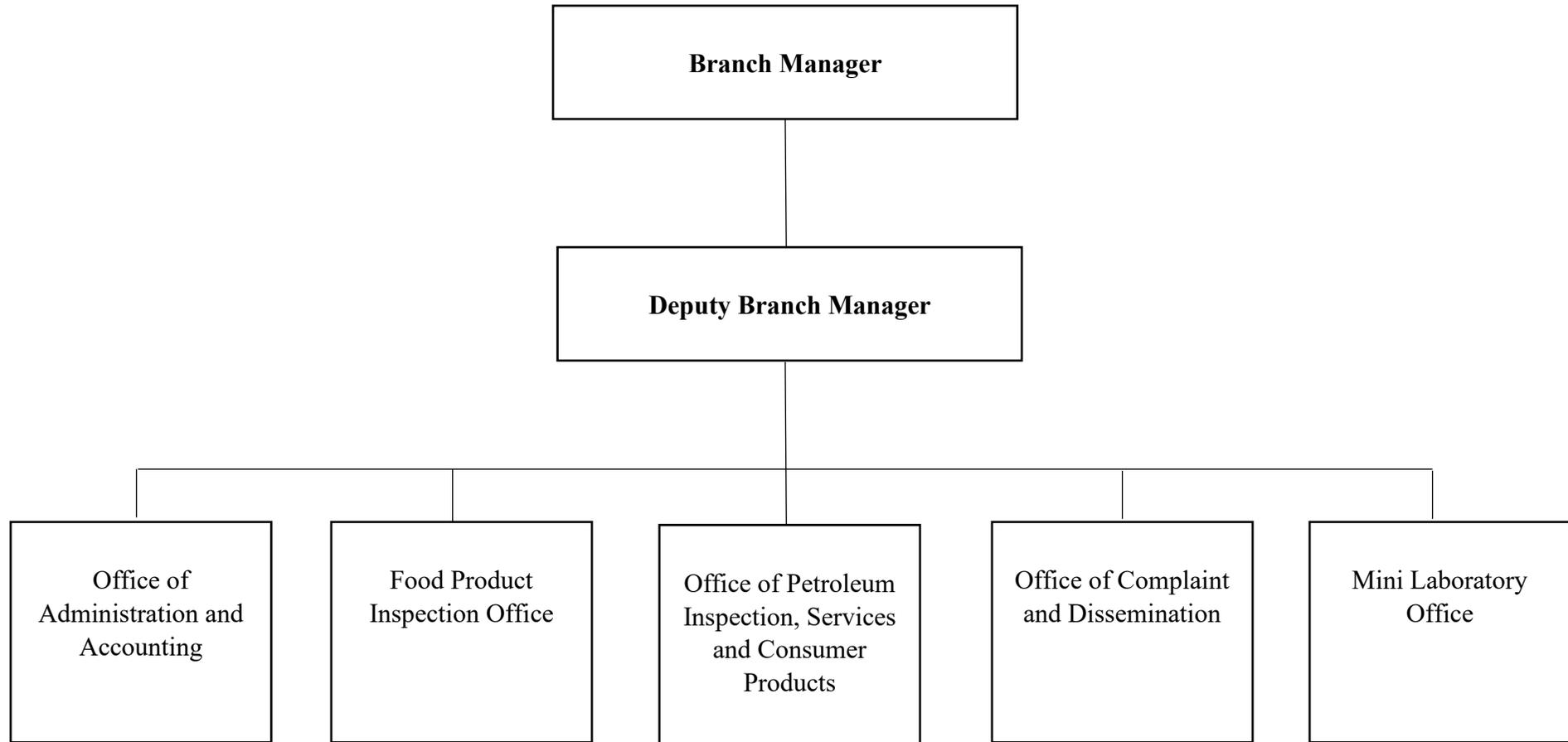
**20- Structure of the Consumer Protection, Competition and Fraud Repression Branch in Siem Reap Province**



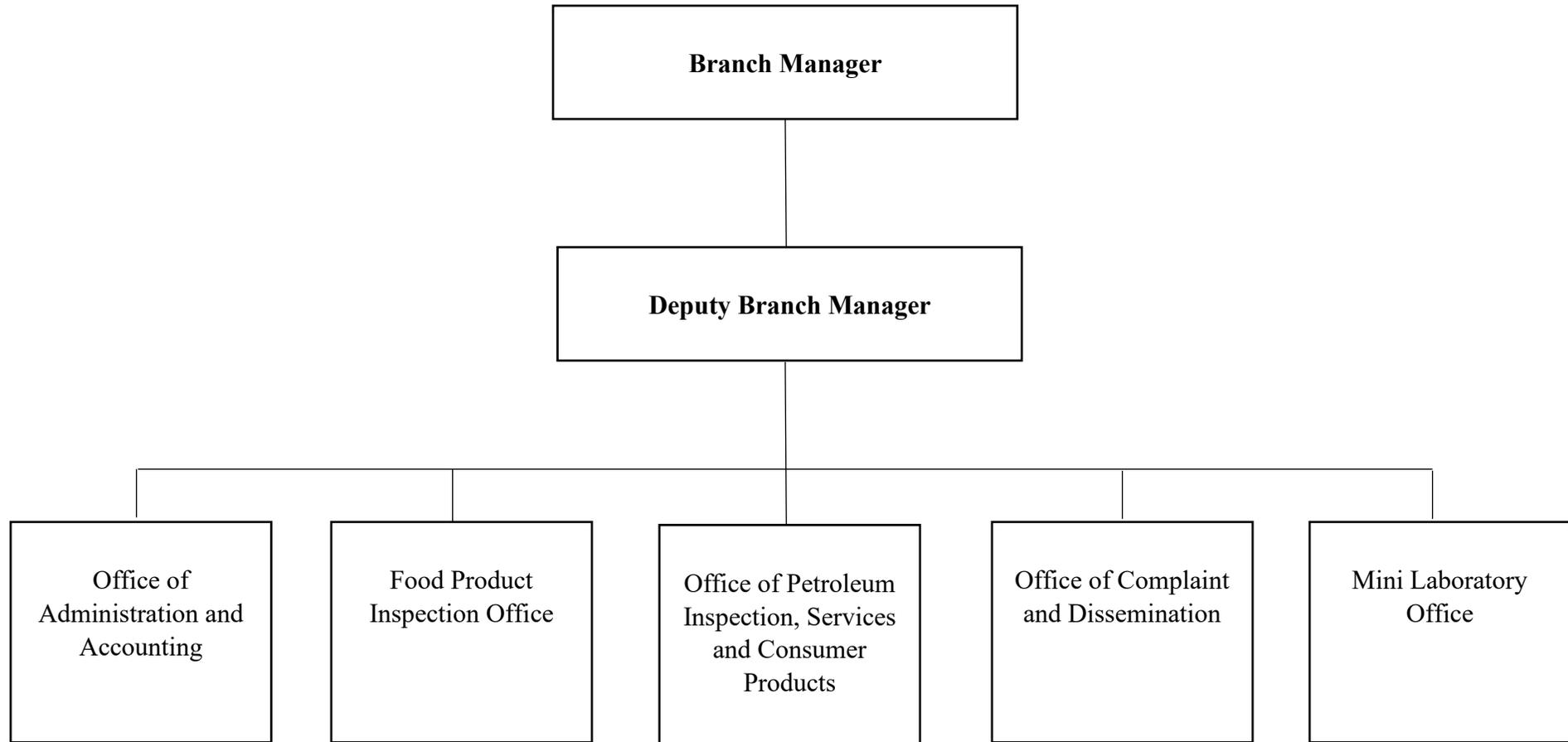
**21- Structure of the Consumer Protection, Competition and Fraud Repression Branch in Kampong Thom Province**



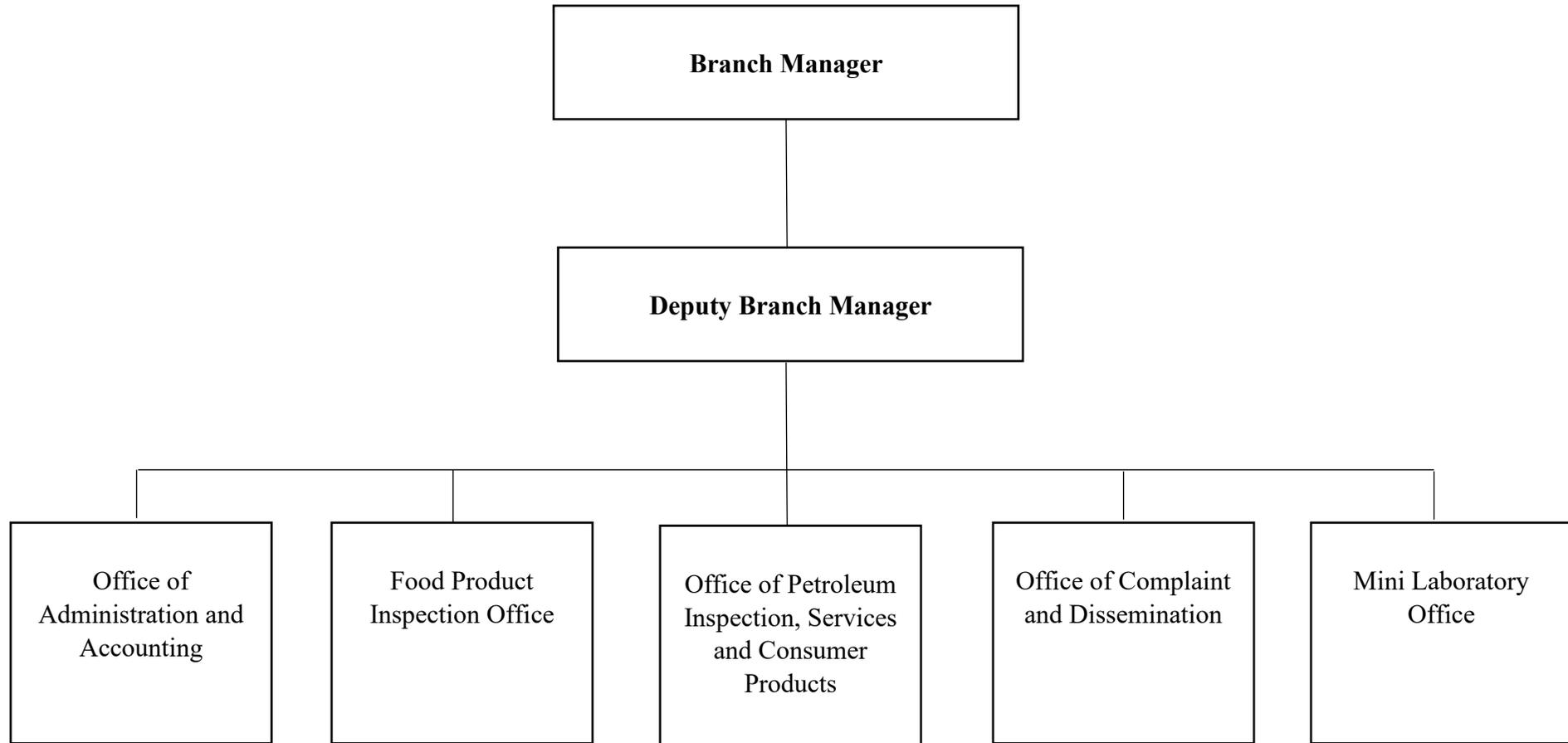
**22- Structure of the Consumer Protection, Competition and Fraud Repression Branch in Kampong Chhnang Province**



**23- Structure of the Consumer Protection, Competition and Fraud Repression Branch in Pursat Province**



**24- Structure of the Consumer Protection, Competition and Fraud Repression Branch in Battambang Province**



**25- Structure of the Consumer Protection, Competition and Fraud Repression Branch in Pailin Province**

