



# **General Directorate for Competition Policy, Consumer affairs and Fraud control**

**Direction générale de la Concurrence,  
de la Consommation et de la Répression des Fraudes**

*dgccrf*

  
MINISTÈRE DE L'ÉCONOMIE  
DE L'INDUSTRIE ET DE L'EMPLOI

# General Directorate for Competition Policy, Consumer affairs and Fraud control

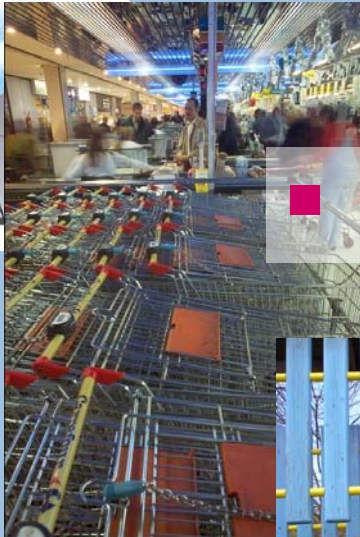
- A market regulatory role
- Organization and resources
- DGCCRF and its environment

# A Market regulatory role

around 3 axes



■ Market competition regulation



■ Consumer economic protection



■ Consumer safety

# MARKET COMPETITION REGULATION



**OBJECTIVE**



**Ensuring  
market balance and transparency**

- **Struggle against cartels and abuses of dominant trading positions**
- **Monitoring of public procurement contracts to ensure fair and transparent access**
- **Merger control**
- **Struggle against unfair business practices between suppliers and distributors**
- **Actions in matter of retail business equipment**
- **Struggle against counterfeits**

# CONSUMER ECONOMIC PROTECTION



**OBJECTIVE**



**Informing and protecting consumers  
against abusive business practices**

- **A clear and fair information on products and services**
  - Labelling rules (price, content, naming)
  - Quality grading
- **Fairness of commercial practices as concerns consumers**
  - Sales, sweepstakes, long-distance sells, home sells...
- **A role of price surveillance**

# CONSUMER SAFETY



**OBJECTIVE**



**Assuring physical security  
and consumer health**

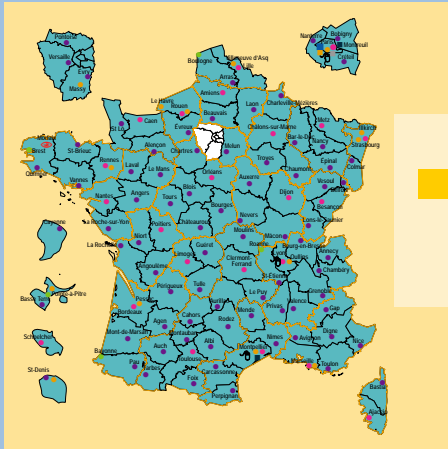
- **Prevention and risk evaluation**

- Informing consumer
  - Referring to experts
  - Reporting dangerous products

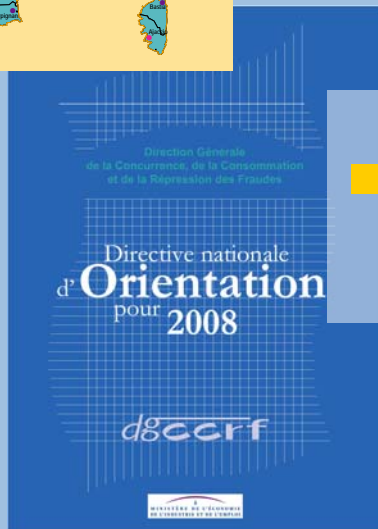
- **In field verification**

- First marketing control
  - Reinforced verification in risk areas : pesticide residues in fruits and vegetables, toys, household accidents

# Organization and resources



■ **Organization**  
**3550 agents**



■ **Resources :**  
**programming and modernization**

# ORGANIZATION

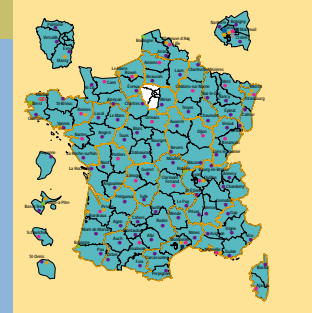
■ 3 550 agents



- Central administration in Paris
- Regional offices
- Departemental offices
- Sectors
- National Office of joint laboratories
- Laboratories (DGCCRF/customs)
- National school in competition, consumer affairs and fraud control (ENCCRF)
- National office for competition, consumer affairs and fraud enquiries (DNECCRF)
- 🖱️ Computer department
- 👁️ Electronic commerce surveillance center (CSCE)



# ORGANIZATION



- **Central administration in Paris**
- **23 regional directorate offices,**  
overseeing 101 departemental directorate offices
- **A national office for competition policy, consumer affairs and fraud control enquiries (DNECCRF)**
- **A network of joint laboratories DGCCRF/Customs**  
in Marseille, Montpellier, Rennes, Lille-Villeneuve d'Ascq, Strasbourg, Illkirch, Lyon-Oullins, Bordeaux-Pessac, Paris, Massy, Le Havre, Rouen, St-Denis-de-la-Réunion, Antilles
- **A national school for competition, consumer affairs and fraud control (ENCCRF)**  
Main office in Montpellier with an other office in Montreuil
- 🖱 **A computer department**  
3 centers in Paris, Lyon and Montpellier



## ■ Activity programming

- ✓ National investigation program
- ✓ Regional investigation program
- ✓ Selective investigations



annual objectives in a  
National Orientation Directive  
(DNO)

## ■ Modernization : multiannual contrat of performance « DGCCRF 2008 »

### Four major orientations

- ✓ Adapting our interventions to the changing evolutions
- ✓ Improving our efficiency
- ✓ Working better together
- ✓ Improving the quality of human resources management

# DGCCRF and its environment



■ **Partners**



■ **International presence**



■ **Contacts with the public**

# PARTNERS

- ✓ **National Institute for Consumption (INC)**
- ✓ **Reserch Center for study and observation of living conditions (CREDOC)**
- ✓ **Competition Council**
- ✓ **Consumer security commission (CSC)**
- ✓ **Abusive Clauses commission (CCA)**
- ✓ **French Food Safety Agency (AFSSA)**
- ✓ **French Health Products Safety Agency (AFSSAPS)**
- ✓ **National Consumption Council (CNC)**
- ✓ **Consumers' associations**
- ✓ **Others administrations (Customs, veterinary Services, gendarmerie...)**





## The community level

- ✓ **Community negotiations** ⇒ directives, regulations
- ✓ **Contact point for the european alert network (RAPEX)**
- ✓ **Competition and consumption authorities**
  - European competition authorities network (ECN)
  - Committe of administrative cooperation of the controlling authorities for the consumer protection

## The international level

- ✓ **Presence in many international bodies**
  - International competition network (ICN)
  - Codex alimentarius
  - International control and consumer protection network OECD, WTO...
- ✓ **International technical co-operation**
  - Agreements with Poland, Russia, Ukraine, Maghreb countries, China...

# CONTACTS WITH THE PUBLIC



- The DGCCRF web server

[www.dgccrf.bercy.gouv.fr](http://www.dgccrf.bercy.gouv.fr)

- The telephone call center « *Consumer Service Information* »

☎ 39 39 « Allô Service Public »

- Reception in territorial directorates

Charter Marianne « To serve you better »

