General Directorate for Competition Policy, Consumer affairs and Fraud control

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

Ensuring market balance and transparency
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
  - Refering 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
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)
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
RESOURCES

- **Activity programming**
  - National investigation program
  - Regional investigation program
  - Selective investigations

- **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...)

12
INTERNATIONAL PRESENCE

The communauty level

- Communauty negotiations → directives, regulations
- Contact point for the european alert network (RAPEX)
- Competition and consumption authorities
  - European competition authorities network (ECN)
  - Comittee 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...
The DGCCRF web server
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 »