



MEMO

To: Director-General

Thro: Manager, Planning Policy and Research

Date: 1st April 2026

Subject: Report on the Webinar on Intelligence Gathering & Case Management

A. INTRODUCTION

1. The Authority held a 3rd webinar on digital investigation tools and case management systems. The webinar was facilitated by the Directorate General for Economic Inspection (DGEI), Belgium, on 30th March 2026 at 11:00 am. The webinar aimed to provide practical insights into intelligence gathering, consumer complaint handling, and case management processes from the DGEI perspective.

B. HIGHLIGHTS

a) Overview of the Directorate General for Economic Inspection (DGEI) in Belgium

2. DGEI operates under the Federal Public Service Economy and is responsible for enforcing economic regulations and safeguarding fair market practices in Belgium. Its work focuses on protecting consumers from fraud, misleading advertising, and unsafe products while ensuring businesses comply with pricing, labeling, and trade laws. It also plays a key role in monitoring both physical and digital markets, including e-commerce platforms, to detect irregularities and unfair competition. Through inspections and enforcement actions, it helps maintain trust in the Belgian and wider European market system.

b) Intelligence gathering by DGEI

3. DGEI collects intelligence from consumer complaints, whistleblowers, routine market surveillance, and cooperation with national and European partners. Inspectors also monitor online platforms and emerging market trends to detect suspicious patterns such as fraudulent websites or counterfeit goods. This information is then analyzed



to identify potential violations, with attention given to the reliability of sources and the seriousness of the alleged misconduct before any action is taken.

4. The collected intelligence assists the agency in identifying high-risk sectors, recurring fraud schemes, and businesses with a history of non-compliance. Data analytics and trend evaluation help prioritize cases that pose the greatest threat to consumers or the economy. Factors such as financial impact, scale of harm, and cross-border implications are considered, ensuring that enforcement efforts are focused where they are most needed and effective.

c) Case Management Process

5. DGEI presented their case management system, which allows consumers to register their complaints in a complaints portal. Coordination may occur at this stage with other national authorities to ensure that there is no duplication of cases, in case the same case has been filed elsewhere. The case management process within the DGEI begins with the formal opening of a case file, typically triggered by a complaint, an intelligence signal, or a planned inspection.
6. Investigations may involve on-site visits, online checks, and examination of business records such as invoices and contracts. All findings are carefully documented, and evidence is collected and recorded in accordance with strict procedural and legal standards to ensure its admissibility. The case management system allows for clear tracking of responsibilities, timelines, and decisions, ensuring accountability and transparency throughout the process.

C. CONCLUSION AND RECOMMENDATIONS

7. The webinar provided an insight into the consumer complaint and case management process of DGEI and provided a learning opportunity for the Authority staff. This is a great opportunity to enhance investigation skills for the Authority.
8. From the foregoing, it is recommended that the Authority continue efforts to organize more similar webinars that enable the sharing of experiences with other consumer agencies to enhance staff skills.



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