

**Intergovernmental Group of Experts on Consumer Protection  
Law and Policy, First Session**

**Geneva, 17-18 October 2016**

**Contribution  
by  
*Russian Federation***



Federal Service for Surveillance on Consumer Rights Protection and Human Wellbeing (Rospotrebnadzor)

# Experience of interstate cooperation on consumer rights protection

October 17, 2016





# Main directions of interstate cooperation on consumer rights protection





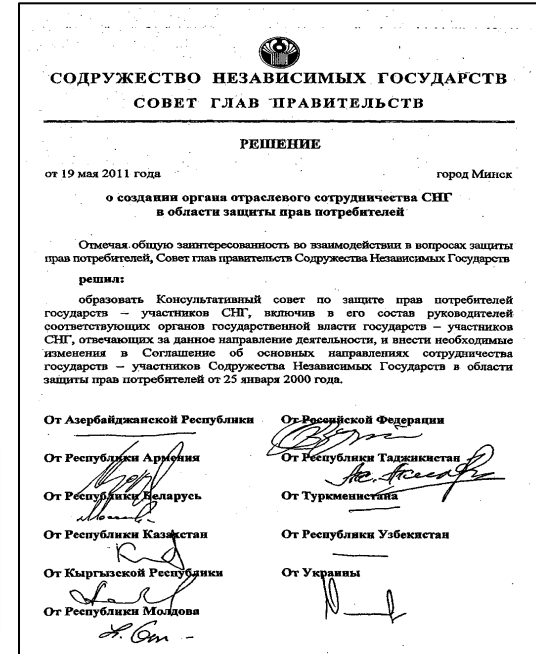
# Main directions of interstate cooperation with CIS countries on consumer rights protection

«Agreement on the main trends of cooperation of the CIS countries in the field of consumer rights protection, dated **January 25, 2000**».

**Practical implementation was just started in 2009**



**ADVISORY COUNCIL ON CONSUMER PROTECTION OF the CIS countries (Formed on May 19, 2011)**



The main task of the Council is formation of **effective consumer policy** in CIS countries including modern aspects of **organization of state institutions** and non-governmental organizations activities on addressing topical issues of consumer rights protection in accordance with international norms and standards.





# Main directions of interstate cooperation with CIS countries on consumer rights protection



## ADVISORY COUNCIL ON CONSUMER PROTECTION OF CIS countries

**Conference** on April 5-6, 2012. Key topic: **strong consumer policy**

November 2012 **Review** "Topical issues of consumer protection in CIS states": objective assessment of situation in the field of consumers rights protection in the Commonwealth was given. **Main recommendation: improving of legislation basis of** legal regulation of relations involving consumers, both at national and at international levels.

December 2012 **Memorandum** on cooperation between the Antimonopoly Policy Interstate Council (ICAP) and the Advisory Council on Consumer rights Protection of CIS states

2011-2016 – **10 sessions of the Council**. Main considered issues:

- Priority trends of the state policy in the field of consumers rights protection;
- Improving financial literacy level and creation of the Financial Ombudsman Institution;
- Cooperation on Food Safety ("Codex Alimentarius");
- Reducing the tobacco products consumption;
- Harmonization of national legislation, use of international experience;
- Legal education of consumers.



# Main directions of interstate cooperation with CIS countries on consumer rights protection



2015 report of the Advisory council  
«On raising financial literacy level and financial education in the CIS states»

**Relevance:**

- Development of financial services markets significantly affects public **consumer demand**
- Important role of **financial literacy of people**, the relevance of which is most severe in terms of financial and economic crises

**Conclusions of studies:**

All CIS member states prepared **national strategies for financial education**, developed programs to improve citizens' financial literacy which include Internet sites, information promotion in social networks, interaction with the media, organization of competitions and events, distribution of thematic books, brochures, posters, etc.);  
Sociological polls showed insufficient level of financial literacy.



2016 The agreement «On Cooperation of CIS countries in the field of consumers legal education» is developed and ready to be signed



# Main directions of interstate cooperation with EEU countries on consumer rights protection



Eurasian Economic Community EEU  
(EurAsEC) (2001-2014)

The Customs Union EAEU (2007-2011)

Common Economic Space  
(2011-2012)



  
Eurasian Economic Union Treaty  
(Astana, May 29, 2014)

**Section X**  
TECHNICAL REGULATION

**Section XI**  
SANITARY, VETERINARY AND QUARANTINABLE  
PHETOSANITARY MEASURES

**Section XII**  
CONSUMERS RIGHTS PROTECTION



# Main directions of interstate cooperation with EEU countries on consumer rights protection



Treaty on the Eurasian Economic Union (Astana, May 29, 2014)

**Section XII**  
**CONSUMERS RIGHTS PROTECTION**



**APPENDIX № 13**  
**PROTOCOL ON THE COORDINATED POLICY IN THE FIELDS OF CONSUMERS RIGHTS PROTECTION**



## The coordinated policy in the field of consumers rights protection:

- providing consumers, government bodies and public associations with timely and reliable information about goods (works, services), manufacturers (sellers, executors);
- measures for prevention the low-quality goods (services) selling;
- development of legal literacy and legal awareness of consumers;
- attracting media attention to consumer protection issues;
- media involvement;
- approximation of CIS states laws on consumers rights protection.

Interaction with the **public consumer associations**

**Interaction** between authorized **bodies** in the field of consumer protection

Formation of **advisory bodies** on consumers rights protection in the CIS states







# Main directions of interstate cooperation with EEU countries on consumer rights protection



Treaty on the Eurasian Economic Union (Astana, May 29, 2014)

Formation of advisory bodies on consumers rights protection in CIS states



## ADVISORY COUNCIL ON CONSUMERS RIGHTS PROTECTION (2015)

Representatives of the competent authorities

Independent experts

representatives of consumer associations

representatives of the business community



### Main tasks in 2016-2017:

- a) Specifying of priority trends in the field of consumers rights protection (in accordance with UN guidelines - financial services, e-commerce, tourism, medical services);
- b) Development of recommendations on laws harmonization of the EAEC states;
- c) Review of 35 technical regulations of EAEC (analysis of their impact on the quality and safety of goods, works, services);
- d) Preparation of clarification of technical regulations.





# Main directions of interstate cooperation with international bodies on consumer rights protection

"Regional level" – active promotion of basic ideas and approaches developed in international organizations



Participation in preparation of the new edition of the UN Guidelines for Consumers rights Protection (**UNCTAD**)



Project "Promoting financial literacy of population" (**World Bank**)



Rospotrebnadzor's participation in actualization of the **OECD** Recommendations on Consumer Protection in E-commerce



Exchange of law enforcement practices associated with the identification of counterfeit products (**Antikontrafakt**)

**RASFF**



Creation of the contact centers of the **Codex Alimentarius Commission** in the CIS countries



# State information resources in the field of consumers rights protection

<http://zpp.rospotrebnadzor.ru/>



- regulatory system on consumers rights protection including **international** and local legislative and regulatory acts, draft bills



- memos, useful information about the current national and **international standards**



- information on cases of **technical regulations** violations with specifying facts of products non-compliance with mandatory requirements

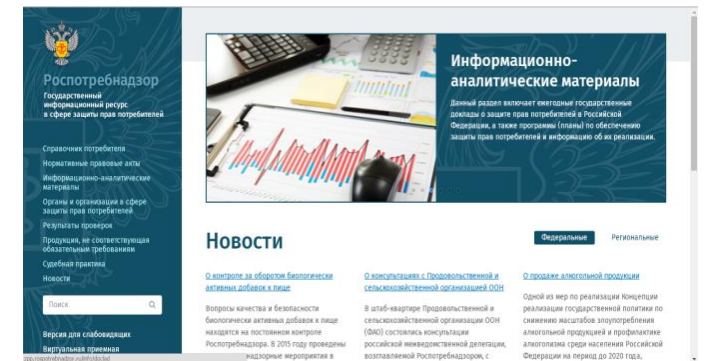


- training videos



- Samples of claim and letter of complaint

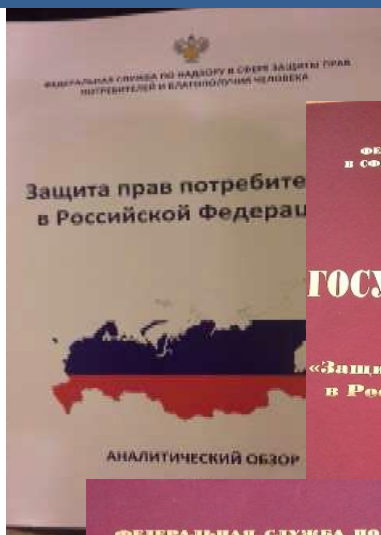
- information on judicial practice in the field of consumers rights protection



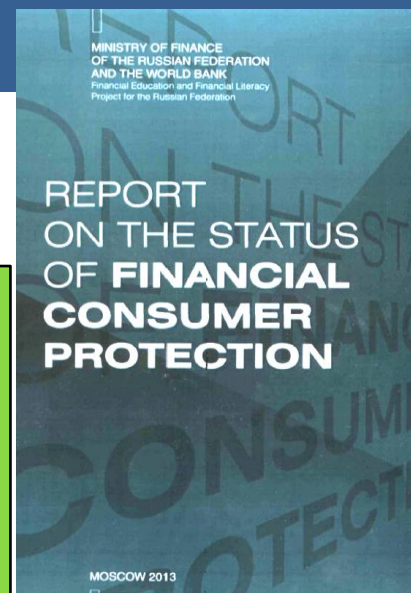
**150 000 visitors per month**



# Implementation of the State policy in the field of consumer rights protection



*The consumer must be fully protected from unfair producers and sellers. This is a fundamental principle of the system of consumer rights protection.*





**Thank you for  
attention!**