



World Consumer Protection Map

Contribution by
BULGARIA

Page 2: Contact of respondent

Q1 Name of responding member State

Bulgaria

Q2 Name of responding authority/agency:

Ministry of Economy

Page 3: Consumer protection legislation

Q7 Does your country's Constitution contain a provision on consumer protection?

Yes

Consumer Protection Survey

Q8 If you do, please provide de following details:

Text of constitutional norm with reference to consumer protection

Article 19 Art. 19. (1) The economy of the Republic of Bulgaria shall be based on free economic initiative. (2) The State shall establish and guarantee equal legal conditions for economic activity to all citizens and legal entities by preventing any abuse of a monopoly status and unfair competition, and by protecting the consumer. (3) All investments and economic activity by citizens and legal entities shall enjoy the protection of the law. (4) The law shall establish conditions conducive to the setting up of cooperatives and other forms of association of citizens and legal entities in the pursuit of economic and social prosperity.

URL link

<https://www.parliament.bg/en/const>

Q9 Does your country have have specific law(s) on consumer protection ?

Yes

Q10 If you do, when was the main specific law first enacted?

Date

02/04/1999

Q11 If your main specific law on consumer protection has been revised, when was the date of its latest revision?

Date

26/02/2019

Q12 Please provide the following details of the current specific law(s):

1- Name of law

Law on Consumer Protection

2- Name of law

Law on Consumer Credit

3- Name of law

Law on Distance marketing of Financial services

4- Name of law

Law on Tourism

5- Name of law

Law on Payment services

6- Name of law

Law on credits for immovable properties of consumers

6- URL link

Law on the Protection of Competition

Consumer Protection Survey

Q13 Please check all the fields that your consumer protections law(s) cover.

Consumer rights/legitimate needs,
Physical safety,
Product quality,
Terms and conditions ,
Promotional marketing and sales practices (including misleading advertisement) ,
Voluntary codes for businesses ,
Restrictive business practices (competition/antitrust) ,
Electronic commerce,
Food distribution,
Water,
Pharmaceuticals,
Energy,
Tourism,
Financial services,
Dispute resolution,
Redress,
Consumer education,
Consumer information

Page 4: Consumer protection legislation

Q14 From your previous answer, your specific consumer protection law(s) do(es) not cover the following field(s). Please name the relevant law(s) covering this/these field(s):

Access by consumers to essential goods and services

there is no special law on the access to essential goods and services -

Protection of vulnerable and disadvantaged consumers

no special provisions are contained in legislation for vulnerable consumers

Promotion of sustainable consumption

no special require

Public utilities

no special requirement on public utilities as such. However, sectoral legislation on telecoms, on energy supply, water supply contain such provisions

Data protection and privacy

Law on Data protection

Consumer Protection Survey

Q15 Please indicate the URL Link of the relevant law(s) to each field:

Access by consumers to essential goods and services	none
Protection of vulnerable and disadvantaged consumers	none
Promotion of sustainable consumption	none
Public utilities	not available
Data protection and privacy	not available

Page 5: Consumer protection institutions

Q16 Name of Ministry responsible for consumer protection:

Ministry of Economy

Q17 URL link of responsible Ministry for consumer protection:

<http://www.mi.government.bg/bg>

Q18 Year when consumer protection was assumed by the current responsible ministry:

2000

Page 6: Consumer protection institutions

Q19 Do you have a main consumer protection authority/agency? **Yes**

Q20 Name of main consumer protection authority/agency:

Commission for Consumer Protection

Q21 URL of main consumer protection authority/agency:

<https://kzp.bg/>

Q22 Year of creation:

1999

Q23 Annual budget: (in USD)

660000

Consumer Protection Survey

Q24 Total number of staff:

180

Q25 Total number of staff directly affected to consumer protection:

160

Q26 Do you have a law/decreed that governs the main consumer protection authority/agency? **Yes**

Q27 If you do, please provide the following details:

Reference of the law/decreed

Regulation for the functioning of the Commission for Consumer Protection; Law on Consumer Protection

Q28 Does your main consumer protection authority/agency have POLICY MAKING powers over any of the following fields?

Consumer rights/legitimate needs,
Physical safety,
Product quality,
Terms and conditions,
Promotional marketing and sales practices (including misleading advertisement),
Voluntary codes for businesses,
Restrictive business practices(competition/antitrust),
Electronic commerce,
Financial services,
Tourism,
Dispute resolution,
Redress,
Consumer education,
Consumer information

Consumer Protection Survey

Q29 From your previous answer, your main authority/agency does not have POLICY MAKING powers over the following fields. Please name the relevant authorities/agencies with powers over these fields:

Access by consumers to essential goods and services	sectoral legislations in the field of public utilities
Protection of vulnerable and disadvantaged consumers	Commission for Consumer Protection
Promotion of sustainable consumption	Commission for Consumer Protection
Food distribution	Food Agency
Water	State Commission on Energy and Water Regulation
Pharmaceuticals	Drug Agency
Energy	State Commission on Energy and Water Regulation
Public utilities	State Commission on Energy and Water Regulation
Data protection and privacy	Data Protection Agency

Q30 URL Link of the relevant authority/agency to each field:

Access by consumers to essential goods and services	none
Protection of vulnerable and disadvantaged consumers	https://kzp.bg/
Promotion of sustainable consumption	https://kzp.bg/
Food distribution	http://www.babh.government.bg/
Water	http://www.dker.bg/
Pharmaceuticals	https://www.bda.bg/bg/
Energy	http://www.dker.bg/
Public utilities	http://www.dker.bg/
Data protection and privacy	https://www.cdpd.bg/

Consumer Protection Survey

Q31 Does your main consumer protection authority/agency have ENFORCEMENT powers over any of the following fields?

Consumer rights/legitimate needs,
Physical safety,
Product quality,
Terms and conditions ,
Promotional marketing and sales practices (including misleading advertisement) ,
Voluntary codes for businesses ,
Restrictive business practices (competition/antitrust) ,
Electronic commerce,
Financial services,
Promotion of sustainable consumption ,
Tourism,
Dispute resolution,
Redress,
Consumer education,
Consumer information

Page 8: Consumer protection institutions

Q32 From your previous answer, your main consumer protection authority/agency does not have ENFORCEMENT powers over the following fields. Please name the relevant authorities/agencies with powers over these fields:

Access by consumers to essential goods and services

Commission for Consumer Protection

Protection of vulnerable and disadvantaged consumers

Commission for Consumer Protection

Food distribution

Agency on food safety

Water

State Commission on Energy and Water Supply

Pharmaceuticals

Drug Agency

Energy

State Commission on Energy and Water Supply

Public utilities

State Commission on Energy and Water Supply

Data protection and privacy

Agency on Data Protection

Consumer Protection Survey

Q33 URL Link of the relevant authority/agency to each field:

Access by consumers to essential goods and services	see the previous answers
Protection of vulnerable and disadvantaged consumers	see the previous answers
Food distribution	see the previous answers
Water	see the previous answers
Pharmaceuticals	see the previous answers
Energy	see the previous answers
Public utilities	see the previous answers
Data protection and privacy	see the previous answers

Q34 Regarding enforcement, how many infringement cases does your authority/agency handle on average per year?

the question is too general

Q35 Has your authority/agency imposed sanctions and/or other measures for breaches of consumer protection law(s)? **Yes**

Q36 Maximum amount for sanction/measure allowed by consumer protection law(s): (in USD)

13000

Q37 Record highest amount for any sanction/measure imposed: (in USD)

13000

Q38 Please detail if necessary, what kind of sanctions and/or other measures are available in your jurisdiction

administrative sanctions
penal sanctions
civil sanctions

Page 9: Consumer protection institutions

Q39 Are there any non-governmental consumer organizations/associations in your country? **Yes**

Q40 Do you have a law/decreed that governs consumer organizations/associations? **Yes**

Consumer Protection Survey

Q41 In case you have a law/decreed that governs consumer organizations, please provide the following details:

Reference of the law/decreed

Law on Consumer Protection

URL to law/decreed

not available

Q42 Do consumer organizations/associations fulfil any of the following functions?

Consultation in policy making,

Legal advice to consumers ,

Consumer education,

Consumer information,

Consumer publications,

Enforcement powers,

Legal representation of consumers' individual interests before courts

,

Legal representation for consumer collective actions

Q43 Do consumer groups/associations receive public funding?

Yes

Q44 Name the three largest non-governmental consumer organizations/associations in your jurisdiction:

1- Name

Federation on Consumers in Bulgaria

2- Name

Association "Help for Consumers

3- Name

Active Consumers

Page 10: Consumer protection institutions

Q45 Can consumers obtain redress through judicial channels?

Yes

Q46 Is there a specialized judicial mechanism for consumer complaints?

Yes

Q47 If there is, please provide the following details

Name

Regulation for the functioning of conciliation commissions; Law on Consumer Protection

Q48 Do you have collective redress/class actions for consumer complaints?

Yes

Consumer Protection Survey

Q49 Who can represent consumer interests in court? **Consumer protection enforcement authority/agency,
Consumer associations**

Q50 What is the highest damages award following a collective redress/class action?

Name of case **not available**

Total amount in USD **not available**

Page 11: Consumer protection institutions

Q51 Regarding out-of-court/alternative consumer dispute resolution, are there any of the following?

Mediation/ Conciliation,

Comments:

Conciliation Conciliation commissions - tripartite bodies for out of court settlement of consumer disputes 15 conciliation commissions

Q52 If there are any of the above, please provide the following details:

1- Name **not available**

2- Name **not available**

3- Name **not available**

Q53 Are there any CROSS-BORDER out-of-court/alternative consumer dispute resolution initiatives?

Yes

Q54 If there are, please provide the following details:

1- Name **15 conciliation commissions**

2- Name **15 conciliation commissions**

3- Name **15 conciliation commissions**

Page 12: Consumer protection institutions

Q55 Are there any self-regulation initiatives from businesses?

Yes

Q56 Please provide (up to) 4 examples of the self-regulation initiatives from businesses:

1- Name of initiative **self regulation in advertising**

Q57 Are there any co-regulation initiatives between businesses and public entities?

No

Consumer Protection Survey

Q58 Please provide (up to) 4 examples of the co-regulation initiatives between businesses and public entities:

1- Name of initiative	not available
2- Name of initiative	not available
3- Name of initiative	not available
4- Name of initiative	not available

Q59 Do self-regulation and/or co-regulation initiatives cover any of the following issues? (Please relate to UNGCP Guideline 11)

Fair and equitable treatment	,
Responsible commercial behaviour	,
Disclosure of information and transparency	

Page 13: Consumer protection institutions

Q60 What kind and how many international cooperation agreement(s) on consumer protection does your authority/agency participate in?

Respondent skipped this question

Q61 Please provide name and URL link of formal bilateral agreements (treaties):

not available

Q62 Please provide name and URL link of informal bilateral agreements (memoranda of understanding):

not available

Q63 Please provide name and URL link of formal multilateral/regionals agreements (treaties) that address consumer protection:

not available

Q64 Please provide name and URL link of informal multilateral/regionals agreements (memoranda of understanding) that address consumer protection:

not available

Q65 Do cooperation agreements on consumer protection (be those formal/informal/bilateral/regional) cover any of the following fields?

Respondent skipped this question

Q66 Does your consumer protection enforcement authority/agency have any of the following powers regarding cross-border fraudulent and deceptive commercial practices affecting consumers?

Other (please specify):
not available

Consumer Protection Survey

Q67 Do you have any experience in cross-border cooperation on enforcement? **Yes**

Q68 If you do, please provide a short description

CPC regulation of the EU
ICPEN

Q69 Do you engage in technical cooperation or capacity building activities on consumer protection?

Bilaterally

Through an international organization/network

As a recipient

Yes

As a donor

Q70 If you have engaged in technical cooperation or capacity building activities on consumer protection as a recipient/as donor and/or through an international organization/network, please provide the following details for each initiative

1- Name of programme/project **not available**

1- Name of cooperating partner(s) **not available**

1- Starting date of programme/project **not available**

1- Finish date of programme/project **not available**

Page 14: Consumer protection policies

Q71 Does your authority/agency carry out information and education initiatives? **Yes**

Q72 Do information and education initiatives carried out by your authority/agency cover any of the following fields?

Product hazard,
Product labelling,
Legislation, dispute resolution,
Electronic commerce,
Financial services

Q73 Does your authority/agency provide specific education and information initiatives for vulnerable and disadvantaged consumers? **No**

Q74 If your authority/agency does, please provide the following details:

1- Name of initiative **not available**

Consumer Protection Survey

Q75 Do consumer organizations/associations provide education and information initiatives? **Yes**

Q76 If consumer organizations/associations do, please provide the following details:

1- Name of consumer organization/association **not available**

Page 15: Consumer protection policies

Q77 Does your authority/agency conduct research and analysis on consumer protection issues? **No**

Q78 If your authority/agency does, please provide the following details:

1- Main area of work **not available**

Q79 Do other organizations/associations conduct research and analysis on consumer protection? **No**

Q80 If other organizations/associations do, please provide the following details:

1- Main area of work **not available**
