



World Consumer Protection Map

Contribution by
Kyrgyzstan

Page 2: Contact of respondent

Q1

Kyrgyzstan

Name of responding member State

Q2

Name of responding authority/agency:

State Agency of Antimonopoly Regulation under the Ministry of Economy and Finance of the Kyrgyz Republic

Page 3: Consumer protection legislation

Q7

No

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

Q8

Respondent skipped this question

If you do, please provide de following details:

Q9

Yes

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

Q10

Date

10/12/1997

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

Q11

Date

22/07/2020

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

Q12

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

1- Name of law

Law of the Kyrgyz Republic "On Protection of Consumer Rights"

1- URL link

<http://cbd.minjust.gov.kg/act/view/ru-ru/590>

Q13

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

Consumer rights/legitimate needs,

Access by consumers to essential goods and services,

Product quality,

Terms and conditions,

Electronic commerce,

Public utilities,

Tourism,

Dispute resolution,

Redress,

Consumer education,

Consumer information

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):

Protection of vulnerable and disadvantaged consumers	Law of the Kyrgyz Republic "On the Rights and Guarantees of Persons with Disabilities"
Physical safety	Law of the Kyrgyz Republic "On the Rights and Guarantees of Persons with Disabilities"
Promotional marketing and sales practices (including misleading advertisement)	Law of the Kyrgyz Republic "On Advertising"
Voluntary codes for businesses	Civil Code of the Kyrgyz Republic
Restrictive business practices (competition/antitrust)	Law of the Kyrgyz Republic "On Competition"
Promotion of sustainable consumption	Law of the Kyrgyz Republic "On the Rights and Guarantees of Persons with Disabilities"
Food distribution	Law of the Kyrgyz Republic "On the Rights and Guarantees of Persons with Disabilities"
Water	Law of the Kyrgyz Republic "On Drinking Water"
Pharmaceuticals	Law of the Kyrgyz Republic "On the Circulation of Medicines"
Energy	Law of the Kyrgyz Republic "On Electricity"
Data protection and privacy	Law of the Kyrgyz Republic "On Personal Information"
Financial services	Law of the Kyrgyz Republic "On the National Bank of the Kyrgyz Republic, banks and banking activities"

Q15

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

Protection of vulnerable and disadvantaged consumers	http://cbd.minjust.gov.kg/act/view/ru-ru/202329
Physical safety	http://cbd.minjust.gov.kg/act/view/ru-ru/202329
Promotional marketing and sales practices (including misleading advertisement)	http://cbd.minjust.gov.kg/act/view/ru-ru/162/210?cl=ru-ru
Voluntary codes for businesses	http://minjust.gov.kg/ru/content/313
Restrictive business practices (competition/antitrust)	http://cbd.minjust.gov.kg/act/view/ru-ru/203356
Promotion of sustainable consumption	http://cbd.minjust.gov.kg/act/view/ru-ru/203356
Food distribution	http://cbd.minjust.gov.kg/act/view/ru-ru/202329
Water	http://cbd.minjust.gov.kg/act/view/ru-ru/200?cl=ru-ru
Pharmaceuticals	http://cbd.minjust.gov.kg/act/view/ru-ru/111672
Energy	http://cbd.minjust.gov.kg/act/view/ru-ru/508
Data protection and privacy	http://cbd.minjust.gov.kg/act/view/ru-ru/202269
Financial services	http://cbd.minjust.gov.kg/act/view/ru-ru/111486

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Q16

Name of Ministry responsible for consumer protection:

Ministry of Economy and Finance of the Kyrgyz Republic

Q17

URL link of responsible Ministry for consumer protection:

<http://mineconom.gov.kg/ru>

Q18

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

1997

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Q19

Yes

Do you have a main consumer protection authority/agency?

Q20

Name of main consumer protection authority/agency:

State Agency for Antimonopoly Regulation under the Ministry of Economy and Finance of the Kyrgyz Republic

Q21

URL of main consumer protection authority/agency:

<http://antimonopolia.gov.kg/>

Q22

Year of creation:

1997

Q23

Annual budget: (in USD)

0

Q24

Total number of staff:

70

Q25

Total number of staff directly affected to consumer protection:

14

Q26

Yes

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

Q27

If you do, please provide the following details:

Reference of the law/decreed

Law of the Kyrgyz Republic "On Protection of Consumer Rights"

URL to law/decreed

<http://cbd.minjust.gov.kg/act/view/ru-ru/590>

Q28

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

Consumer rights/legitimate needs,
 Access by consumers to essential goods and services,
 Product quality,
 Terms and conditions,
 Promotional marketing and sales practices (including misleading advertisement)
 ,
 Voluntary codes for businesses,
 Restrictive business practices(competition/antitrust),
 Electronic commerce,
 Water,
 Public utilities,
 Tourism,
 Dispute resolution,
 Redress,
 Consumer education,
 Consumer information

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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:

Protection of vulnerable and disadvantaged consumers	Ministry of Health and Social Development of the Kyrgyz Republic
Physical safety	Ministry of Health and Social Development of the Kyrgyz Republic
Financial services	National Bank of the Kyrgyz Republic
Promotion of sustainable consumption	Ministry of Health and Social Development of the Kyrgyz Republic
Food distribution	Ministry of Health and Social Development of the Kyrgyz Republic
Pharmaceuticals	Ministry of Health and Social Development of the Kyrgyz Republic
Energy	Ministry of Energy and Industry of the Kyrgyz Republic
Data protection and privacy	Ministry of Economy and Finance of the Kyrgyz Republic

Q30

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

Protection of vulnerable and disadvantaged consumers	http://www.med.kg/ru/
Physical safety	http://www.med.kg/ru/
Financial services	https://www.nbkr.kg/index.jsp?lang=RUS
Promotion of sustainable consumption	http://www.med.kg/ru/
Food distribution	http://www.med.kg/ru/
Pharmaceuticals	http://www.med.kg/ru/
Data protection and privacy	http://ict.gov.kg/

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,
 Public utilities,
 Tourism,
 Dispute resolution,
 Redress,
 Consumer education,
 Consumer information

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	Ministry of Health and Social Development of the Kyrgyz Republic
Protection of vulnerable and disadvantaged consumers	Ministry of Health and Social Development of the Kyrgyz Republic
Financial services	National Bank of the Kyrgyz Republic
Promotion of sustainable consumption	Ministry of Health and Social Development of the Kyrgyz Republic
Food distribution	Ministry of Health and Social Development of the Kyrgyz Republic
Water	Ministry of Agriculture, Forestry and Water Resources of the Kyrgyz Republic
Pharmaceuticals	Ministry of Health and Social Development of the Kyrgyz Republic
Energy	Ministry of Energy and Industry of the Kyrgyz Republic
Data protection and privacy	Ministry of Digital Development of the Kyrgyz Republic

Q33

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

Access by consumers to essential goods and services	http://med.kg/ru/
Protection of vulnerable and disadvantaged consumers	http://med.kg/ru/
Financial services	https://www.nbkr.kg/index.jsp?lang=RUS
Promotion of sustainable consumption	http://med.kg/ru/
Food distribution	http://med.kg/ru/
Water	https://agro.gov.kg/language/ru/main/
Pharmaceuticals	http://med.kg/ru/
Data protection and privacy	http://ict.gov.kg/

Q34

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

258

Q35

Yes

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

Q36

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

274526

Q37

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

274526

Q38

Respondent skipped this question

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

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Q39

Yes

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

Q40

Yes

Do you have a law/decree that governs consumer organizations/associations?

Q41

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

Reference of the law/decree

Law of the Kyrgyz Republic "On non-profit organizations"

URL to law/decree

<http://cbd.minjust.gov.kg/act/view/ru-ru/274>

Q42

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

Consultation in policy making,

Legal advice to consumers,

Consumer information,

Consumer publications,

Enforcement powers,

Legal representation of consumers' individual interests before courts

,

Legal representation for consumer collective actions

Q43

No

Do consumer groups/associations receive public funding?

Q44

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

1- Name

Public Association for the Protection of Consumer Rights "Kyrgyz Trans Control"

2- Name

Legal Center "WIGENS"

2- Website

<https://www.instagram.com/vigenskg/>

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Q45

Yes

Can consumers obtain redress through judicial channels?

Q46

No

Is there a specialized judicial mechanism for consumer complaints?

Q47

Respondent skipped this question

If there is, please provide the following details

Q48

No

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

Q49

**Consumers individually,
Lawyers,
Consumer associations**

Who can represent consumer interests in court?

Q50

Respondent skipped this question

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

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Q51**Arbitration**

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

Q52

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

1- Name

International Arbitration Court

1- URL Link

<https://iccwbo.org/dispute-resolution-services/icc-international-court-arbitration/>**Q53****No**

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

Q54**Respondent skipped this question**

If there are, please provide the following details:

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Q55**No**

Are there any self-regulation initiatives from businesses?

Q56**Respondent skipped this question**

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

Q57**No**

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

Q58**Respondent skipped this question**

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

Q59**Respondent skipped this question**

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

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Q60

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

	Bilateral	Multilateral/Regional
Formal (treaties)		
Informal (memoranda of understanding)	2	

Q61

Respondent skipped this question

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

Q62

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

1. Memorandum of understanding between the Government of the Kyrgyz Republic and the Government of the Republic of Turkey On Cooperation in the field of Consumer Protection
2. Memorandum of Cooperation in the field of consumer protection between the State Agency for Antimonopoly Regulation under the Government of the Kyrgyz Republic and the Agency for Consumer Protection of the Ministry of Economy and Infrastructure of the Republic of Moldova

Q63

Respondent skipped this question

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

Q64

Respondent skipped this question

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

Q65

Enforcement

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

Q66

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

Investigate,**Share information and evidence****Q67**

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

No**Q68**

If you do, please provide a short description

Respondent skipped this question**Q69**

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

Respondent skipped this question**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

Respondent skipped this question

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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 labelling,**Legislation, dispute resolution,****Weight and measures, prices and quality,****Electronic commerce****Q73**

Does your authority/agency provide specific education and information initiatives for vulnerable and disadvantaged consumers?

No

Q74

Respondent skipped this question

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

Q75

No

Do consumer organizations/associations provide education and information initiatives?

Q76

Respondent skipped this question

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

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Q77

No

Does your authority/agency conduct research and analysis on consumer protection issues?

Q78

Respondent skipped this question

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

Q79

No

Do other organizations/associations conduct research and analysis on consumer protection?

Q80

Respondent skipped this question

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