



World Consumer Protection Map

Contribution by
Russian Federation

Page 2: Contact of respondent

Q1 **Russian Federation**

Name of responding member State

Q2

Name of responding authority/agency:

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

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** **07/02/1992**

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

Q11 **Date** **22/12/2020**

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 | Federal Law "On Protection of Consumers' Rights" adopted on 07.02.1992 № 2300-1 |
| 1- URL link | http://www.consultant.ru/document/cons_doc_LAW_305 |
| 2- Name of law | The Air Code of the Russian Federation adopted on 19.03.1997 № 60-FZ |
| 2- URL link | http://www.consultant.ru/document/cons_doc_LAW_13744/ |
| 3- Name of law | Housing Code of the Russian Federation adopted on 29.12.2004 № 188-FZ |
| 3- URL link | http://www.consultant.ru/document/cons_doc_LAW_51057/ |
| 4- Name of law | Civil Code of the Russian Federation adopted on 30.11.1994 № 51-FZ |
| 4- URL link | http://www.consultant.ru/document/cons_doc_LAW_5142/#dst0 |
| 5- Name of law | Federal Law "On Consumer Credit (Loan)" adopted on 21.12.2013 № 353-FZ |
| 5- URL link | http://www.consultant.ru/document/cons_doc_LAW_155986/ |
| 6- Name of law | Federal Law "Concerning the Fundamental Principles of Tourist Activities in the Russian Federation" adopted on 24.11.1996 №132-FZ |
| 6- URL link | http://www.consultant.ru/document/cons_doc_LAW_12462/ |
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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,
- Protection of vulnerable and disadvantaged consumers,
- 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,
- Promotion of sustainable consumption,
- Food distribution,
- Water,
- Pharmaceuticals,
- Energy,
- Public utilities,
- Tourism,
- Data protection and privacy,
- 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):

Respondent skipped this question

Q15

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

Respondent skipped this question

Page 5: Consumer protection institutions

Q16 Respondent skipped this question

Name of Ministry responsible for consumer protection:

Q17 Respondent skipped this question

URL link of responsible Ministry for consumer protection:

Q18 Respondent skipped this question

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

Page 6: Consumer protection institutions

Q19 Yes

Do you have a main consumer protection authority/agency?

Q20

Name of main consumer protection authority/agency:

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

Q21

URL of main consumer protection authority/agency:

<https://www.rospotrebnadzor.ru/>

Q22

Year of creation:

2004

Q23

Annual budget: (in USD)

785000000

Q24

Total number of staff:

66200

Q25

Total number of staff directly affected to consumer protection:

3312

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

Resolution of the Government of the Russian Federation of June 30, 2004 No. 322 "On Approval of the Regulation on the Federal Service for Surveillance on Consumer Rights Protection and Human Wellbeing"

URL to law/decreed

http://www.consultant.ru/document/cons_doc_LAW_48298/

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,
Protection of vulnerable and disadvantaged consumers,
Physical safety,
Product quality,
Terms and conditions,
Promotional marketing and sales practices (including misleading advertisement)
,
Electronic commerce,
Promotion of sustainable consumption,
Dispute resolution,
Redress,
Consumer education,
Consumer information**

Page 7: Consumer protection institutions

Q29 Respondent skipped this question

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:

Q30 Respondent skipped this question

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

Q31 Consumer rights/legitimate needs,
Access by consumers to essential goods and services,
Protection of vulnerable and disadvantaged consumers,
Product quality,
Terms and conditions,
Promotional marketing and sales practices (including misleading advertisement),
,
Electronic commerce,
Promotion of sustainable consumption,
Dispute resolution,
Redress,
Consumer education,
Consumer information

Page 8: Consumer protection institutions

Q32 Respondent skipped this question

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:

Q33 Respondent skipped this question

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

Q34

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

39422

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)

13403

Q37

Respondent skipped this question

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

Q38

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

A warning;

Confiscation of a tool or subject of an administrative offense;

Administrative suspension of activities;

Disqualification;

Aplying to court to liquidate or terminate activities of an individual entrepreneur or legal entity

Page 9: Consumer protection institutions

Q39

Yes

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

Q40

Yes

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

Q41

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

Reference of the law/decreree	Article 45 of the Law of the Russian Federation "On Protection of Consumer Rights" adopted on of 07.02.1992 № 2300-1
URL to law/decreree	http://www.consultant.ru/document/cons_doc_LAW_305/

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?

No

Q44

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

1- Name	Consumers Union of the Russian Federation
1- Website	http://souz-potrebiteley.ru/
2- Name	International Confederation of Consumer Societies
2- Website	https://konfop.ru/
3- Name	National social organizations of consumers "Financial Consumer Protection Union"
3- Website	http://www.finpotrebsouz.ru/

Page 10: Consumer protection institutions

Q45

Can consumers obtain redress through judicial channels?

Yes

Q46

Yes

Is there a specialized judicial mechanism for consumer complaints?

Q47

If there is, please provide the following details

Name **Article 17 of the Law of the Russian Federation "On Protection of Consumer Rights" adopted on of 07.02.1992 № 2300-1**

URL Link **http://www.consultant.ru/document/cons_doc_LAW_305/e38dd0dc96d081c4325d34a3d2a1cd3d037e7fec/**

Q48

Yes

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

Q49

Who can represent consumer interests in court?

**Consumers individually,
Lawyers,
Consumer protection enforcement authority/agency,
Consumer associations**

Q50

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

Total amount in USD **19600**

Page 11: Consumer protection institutions

Q51

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

**Mediation/ Conciliation,
Arbitration**

Q52

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

1- Name **Financial Ombudsman**

1- URL Link **http://www.consultant.ru/document/cons_doc_LAW_299392/**

Q53

Yes

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

Q54

If there are, please provide the following details:

1- Name

Financial Ombudsman

1- URL Link

http://www.consultant.ru/document/cons_doc_LAW_299392/

Page 12: Consumer protection institutions

Q55

Yes

Are there any self-regulation initiatives from businesses?

Q56

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

1- Name of initiative

Association of Constructors Self-regulatory organization "Association of Construction Organizations" ExpertStroy "

1- URL link

<http://xn--e1afkjdhced6j.xn--p1ai/>

2- Name of initiative

Transport Union of Siberia

2- URL link

<http://tcc-nsk.ru/>

3- Name of initiative

Union of production and trading companies of the food market "ROSTT"

3- URL link

<http://www.rostt.ru/>

Q57

Yes

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

Q58

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

1- Name of initiative	"Association of the Marketing Industry" Advertising Council "
1- Scope of application	Created to develop advertising self-regulation processes in Russia
1- URL link	https://sovetreklama.ru/

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,**
 - Education and awareness-raising,**
 - Protection of privacy,**
 - Consumer complaints and disputes**
-

Page 13: Consumer protection institutions

Q60

Respondent skipped this question

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

Q61

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

Agreement between the Government of the Russian Federation and the Government of the Kyrgyz Republic on cooperation in the field of consumer protection from 08.07.1993

https://www.mid.ru/foreign_policy/international_contracts/2_contract/-/storage-viewer/bilateral/page-399/48449?_storageviewer_WAR_storageviewerportlet_advancedSearch=false&_storageviewer_WAR_storageviewerportlet_fromPage=search&_storageviewer_WAR_storageviewerportlet_andOperator=1

Q62

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

Memorandum of Understanding between the Federal Service for Surveillance on Consumer Rights Protection and Human Wellbeing and the State Inspectorate of Ukraine for Consumer Rights Protection on cooperation in the field of consumer protection dated 09/14/2012

https://www.rospotrebnadzor.ru/deyatelnost/zpp/sng/dogovor/?ELEMENT_ID=878

Memorandum of Cooperation between the Consultative Council for the Protection of Consumer Rights of the CIS Member States and the Interstate Council for Antimonopoly Policy dated 17.12.2012

https://www.rospotrebnadzor.ru/upload/iblock/7b5/memorandum_ksvet_msap.pdf

Q63

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

Resolution adopted by the General Assembly on 22 December 2015 on Consumer protection № 70/186

<https://zpp.rospotrebnadzor.ru/npa/global/62815>

Eurasian Economic Union Treaty (24th of May 2014) <https://zpp.rospotrebnadzor.ru/npa/global/543>

Q64

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

Memorandum of Cooperation in the Field of Consumer Rights Protection between the Advisory Council for Consumer Protection of the CIS Member States and the Eurasian Economic Commission <https://zpp.rospotrebnadzor.ru/news/federal/124179>

Q65

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

Judicial cooperation,
Policy making,
Enforcement,
Consumer rights/legitimate needs,
Access by consumers to essential goods and services,
Protection of vulnerable and disadvantaged consumers,
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,
Food distribution,
Water,
Pharmaceuticals,
Energy,
Public utilities,
Tourism,
Data protection and privacy,
Dispute resolution,
Redress,
Consumer education,
Consumer information

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,
Pursue,
Obtain redress,
Share information and evidence

Q67

No

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

Q68

Respondent skipped this question

If you do, please provide a short description

Q69

Respondent skipped this question

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

Q70

Respondent skipped this question

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

Page 14: Consumer protection policies

Q71

Yes

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

Q72

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

Health, nutrition, prevention of food-borne diseases and food adulteration
,
Product hazard,
Product labelling,
Legislation, dispute resolution,
Weight and measures, prices and quality,
Environmental protection,
Electronic commerce,
Financial services,
Efficient use of materials, energy, water,
Sustainable consumption

Q73

Yes

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

Q74

Respondent skipped this question

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

Q75

Yes

Do consumer organizations/associations provide education and information initiatives?

Q76

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

1- Name of consumer organization/association

International Confederation of Consumer Societies

1- URL link of initiative

**<https://konfop.ru/>
<https://konfop.ru/%d0%bf%d1%80%d0%be%d0%b5%d0%ba%d1%82%d1%8b-%d0%ba%d0%be%d0%bd%d1%84%d0%be%d0%bf/>**

2- Name of consumer organization/association

Consumers Union of the Russian Federation

2- URL link of initiative

<http://souz-potrebiteley.ru/main/projects/1185/>

Page 15: Consumer protection policies

Q77

Yes

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

Q78

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

1- Main area of work	State report on Consumer Rights Protection in the Russian Federation in 2019
1- URL link to online library or publication(s)	https://www.rospotrebnadzor.ru/documents/details.php?ELEMENT_ID=14932
2- Main area of work	State report on Consumer Rights Protection in the Russian Federation in 2020
3- Main area of work	Report "On the State of Financial Consumer Protection in the Financial Sector in 2019"
3- URL link to online library or publication(s)	https://www.rospotrebnadzor.ru/deyatelnost/zpp/?ELEMENT_ID=15898
4- Main area of work	Report "On the State of Financial Consumer Protection in the Financial Sector in 2020"

Q79

Yes

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

Q80

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

1- Main area of work	Financial services market monitoring
1- URL link to online library or publication(s)	https://konfop.ru/%d0%bc%d0%be%d0%bd%d0%b8%d1%82%d0%be%d1%80%d0%b8%d0%bd%d0%b3-%d1%80%d1%8b%d0%bd%d0%ba%d0%b0-%d1%84%d0%b8%d0%bd%d0%b0%d0%bd%d1%81%d0%be%d0%b2%d1%8b%d1%85-%d1%83%d1%81%d0%bb%d1%83%d0%b3/
