



World Consumer Protection Map

Contribution by
SERBIA

Page 2: Contact of respondent

Q1 Name of responding member State **Serbia**

Q2 Name of responding authority/agency:

Ministry of Trade, Tourism and Telecommunications

Page 3: Consumer protection legislation

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

Q8 If you do, please provide de following details:

Text of constitutional norm with reference to consumer protection

Protection of consumers Article 90 The Republic of Serbia shall protect consumers. Activities directed against health, security and privacy of consumers, as well as all other dishonest activities on the market, shall be strictly prohibited.

URL link

<http://www.ustavni.sud.rs/page/view/en-GB/235-100028/constitution#d2>

Consumer Protection Survey

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

24/09/2005

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

Date

22/09/2014

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

1- Name of law

Law on Consumer Protection

1- URL link

https://www.paragraf.rs/propisi/zakon_o_zastiti_potrosaca.html

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)

,

Energy,

Public utilities,

Tourism,

Dispute resolution,

Redress,

Consumer education,

Consumer information

Consumer Protection Survey

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):

Voluntary codes for businesses	Law on Trade
Restrictive business practices (competition/antitrust)	Law on Protection of Competition
Electronic commerce	Law on E-commerce
Promotion of sustainable consumption	Law on Environmental Protection
Food distribution	Food Safety Law
Water	Law on Water
Pharmaceuticals	Law on Medicines and Medical Devices
Data protection and privacy	Law on Personal Data Protection
Financial services	Law on the Protection of Financial Services Consumers; Law on the Protection of Financial Service Consumers in Distance Contracts

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

Voluntary codes for businesses	https://www.paragraf.rs/propisi/zakon_o_trgovini.html
Restrictive business practices (competition/antitrust)	https://www.paragraf.rs/propisi/zakon_o_zastiti_konkurencije.html
Electronic commerce	https://www.paragraf.rs/propisi/zakon_o_elektronskoj_trgovini.html
Promotion of sustainable consumption	https://www.paragraf.rs/propisi/zakon_o_zastiti_zivotne_sredine.html
Food distribution	https://www.paragraf.rs/propisi/zakon_o_bezbednosti_hrane.html
Water	https://www.paragraf.rs/propisi/zakon_o_vodama.html
Pharmaceuticals	https://www.paragraf.rs/propisi/zakon_o_lekovima_i_medicinskim_sredstvima.html
Data protection and privacy	https://www.paragraf.rs/propisi/zakon_o_zastiti_podataka_o_licnosti.html
Financial services	https://www.paragraf.rs/propisi/zakon_o_zastiti_korisnika_finansijskih_usluga.html ; https://www.nbs.rs/internet/latinica/20/zakoni/zastita_fin_usluge_na_daljину_2018.pdf

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Q16 Name of Ministry responsible for consumer protection:

Ministry of Trade, Tourism and Telecommunications

Q17 URL link of responsible Ministry for consumer protection:

<https://mtt.gov.rs/en/>

Consumer Protection Survey

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

2003

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

Q20 Name of main consumer protection authority/agency:

Ministry of Trade, Tourism and Telecommunications

Q21 URL of main consumer protection authority/agency:

<https://mtt.gov.rs/en/>

Q22 Year of creation:

2002

Q23 Annual budget: (in USD) **Respondent skipped this question**

Q24 Total number of staff: **Respondent skipped this question**

Q25 Total number of staff directly affected to consumer protection:

16

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

Q27 If you do, please provide the following details:

URL to law/decree

https://www.paragraf.rs/propisi/zakon_o_ministarstvima.html

Consumer Protection Survey

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 ,
Physical safety,
Product quality,
Terms and conditions ,
Promotional marketing and sales practices (including misleading advertisement)
,
Voluntary codes for businesses ,
Electronic commerce,
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	Minister of Labour, Employment, Veteran and Social Affairs; Ministry of Mining and Energy
Restrictive business practices(competition/antitrust)	Commission for Competition Protection
Financial services	National Bank of Serbia
Promotion of sustainable consumption	Ministry of Environmental Protection
Food distribution	Ministry of Health
Water	Ministry of Agriculture, Forestry and Water Management
Pharmaceuticals	Ministry of Health
Energy	Ministry of Mining and Energy
Public utilities	Ministry of Mining and Energy
Data protection and privacy	COMMISSIONER FOR INFORMATION OF PUBLIC IMPORTANCE AND PERSONAL DATA PROTECTION

Consumer Protection Survey

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

Protection of vulnerable and disadvantaged consumers	https://www.minrzs.gov.rs ; www.mre.gov.rs
Restrictive business practices(competition/antitrust)	https://www.kzk.org.rs
Financial services	https://www.nbs.rs
Promotion of sustainable consumption	www.ekologija.gov.rs
Food distribution	https://www.zdravlje.gov.rs
Water	www.minpolj.gov.rs
Pharmaceuticals	https://www.zdravlje.gov.rs
Energy	www.mre.gov.rs
Public utilities	www.mre.gov.rs
Data protection and privacy	https://www.poverenik.rs/en/home.html

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

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

Consumer Protection Survey

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:

Protection of vulnerable and disadvantaged consumers	Ministry of Labour, Employment, Veteran and Social Affairs; Ministry of Mining and Energy
Restrictive business practices (competition/antitrust)	Commission for Competition Protection
Financial services	National Bank of Serbia
Promotion of sustainable consumption	Ministry of Environmental Protection
Food distribution	Ministry of Health; Ministry of of Agriculture, Forestry and Water Management
Water	Ministry of of Agriculture, Forestry and Water Management
Pharmaceuticals	Ministry of Health; Medicines and Medical Devices Agency
Energy	Ministry of Energy and Mining; Energy Agency
Public utilities	Ministry of Energy and Mining; Energy Agency
Data protection and privacy	Commissioner for Information of Public Importance and Personal Data Protection

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

Protection of vulnerable and disadvantaged consumers	https://www.minrzs.gov.rs/ ; www.mre.gov.rs
Restrictive business practices (competition/antitrust)	https://www.kzk.org.rs/
Financial services	https://www.nbs.rs/
Promotion of sustainable consumption	www.ekologija.gov.rs
Food distribution	https://www.zdravlje.gov.rs/
Water	www.minpolj.gov.rs
Pharmaceuticals	https://www.zdravlje.gov.rs/ ; https://www.alims.gov.rs/eng
Energy	www.mre.gov.rs ; https://www.aers.rs/
Public utilities	www.mre.gov.rs ; https://www.aers.rs/
Data protection and privacy	https://www.poverenik.rs/en

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

Respondent skipped this question

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)

Respondent skipped this question

Consumer Protection Survey

Q37 Record highest amount for any sanction/measure imposed: (in USD) **Respondent skipped this question**

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

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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**

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 (Art. 130 - 138)
URL to law/decreed	https://www.paragraf.rs/propisi/zakon_o_zastiti_potros_aca.html

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,
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	Centar potrosaca Srbije (Belgrade)
1- Website	https://www.ceps.rs/
2- Name	Nacionalna organizacija potrosaca Srbije
2- Website	http://www.nops.org.rs/
3- Name	FORUM
3- Website	http://www.forum-nis.org.rs/

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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	Zakon o parnicnom postupku (XXXV)
URL Link	https://www.paragraf.rs/propisi/zakon_o_parnicnom_postupku.html

Q48 Do you have collective redress/class actions for consumer complaints? **No**

Q49 Who can represent consumer interests in court? **Consumers individually, Lawyers, Consumer associations**

Q50 What is the highest damages award following a collective redress/class action? **Respondent skipped this question**

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

Comments:
 In accordance with the Law on Consumer Protection and Rulebook on the work of the ADR bodies, ADR bodies are obliged to register within the Ministry of Trade, Tourism and Telecommunications in order to perform their activities. Momentarily, there are 8 ADR bodies registered within the Ministry.

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

1- URL Link	http://mtt.gov.rs/download/Lista.pdf
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Q53 Are there any CROSS-BORDER out-of-court/alternative consumer dispute resolution initiatives? **No**

Q54 If there are, please provide the following details: **Respondent skipped this question**

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Q55 Are there any self-regulation initiatives from businesses?

Respondent skipped this question

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

Respondent skipped this question

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

Respondent skipped this question

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

Respondent skipped this question

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

Respondent skipped this question

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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)	1	

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

Respondent skipped this question

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

Memorandum of understanding
on mutual assistance in the field of consumer protection and market surveillance between
the Ministry of National Development of Hungary and the Ministry of Trade, Tourism and Telecommunications of the Republic of Serbia; <http://www.rts.rs/page/stories/sr/story/9/politika/3032976/svecani-docek-za-premijerku-brnabic-u-budimpesti.html>

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

Respondent skipped this question

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

Respondent skipped this question

Consumer Protection Survey

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

- Policy making,**
- Enforcement,**
- Consumer rights/legitimate needs,**
- Access by consumers to essential goods and services** ,
- Physical safety,**
- Product quality,**
- Terms and conditions** ,
- 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?

Respondent skipped this question

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

Respondent skipped this question

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?

Bilaterally

Through an international organization/network

As a recipient

Yes

As a donor

Consumer Protection Survey

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	CARDS 2006 - Promotion of consumer protection in Serbia
1- Starting date of programme/project	September 2007
1- Finish date of programme/project	October 2010
1- Scope of programme/project (list areas of work)	Improvement of the legal scope in the CP field, Building capacities of the institutions competent for CP (administrative capacities and trainings of the staff), Technical support (IT equipment for Trade inspection within the competent Ministry)
2- Name of programme/project	IPA 2009 - Strengthening consumer protection in Serbia
2- Name of cooperating partner(s)	European Profiles in Consortium
2- Starting date of programme/project	August 2011
2- Finish date of programme/project	May 2014
2- Scope of programme/project (list areas of work)	Component 1. Review of the existing Consumer Protection legislation & preparation of by-laws and implementing regulations; Component 2. Institutional capacity-building to ensure vigorous enforcement of Consumer Protection rules; Component 3. Activities to raise Consumer Protection awareness to ensure widest possible knowledge & understanding of consumer rights in the society
3- Name of programme/project	Further Development of Consumer Protection in Serbia
3- Name of cooperating partner(s)	Hungary (Lead Partner) Ministry of Innovation and Technology (MoIT) Slovak Republic (Junior Partner) – Regional Development Agency Senec – Pezinok (RDA)
3- Starting date of programme/project	August 2017
3- Finish date of programme/project	August 2019
3- Scope of programme/project (list areas of work)	Component 1 Legislation for efficient administrative enforcement of consumer protection law in Serbia ; Component 2 Improving the professional capacities of civil servants, consumer organizations, judiciary, economic operators and regulators; Component 3 Enhancing the coordination between stakeholders in consumer protection field; Component 4 Public awareness regarding Consumer Protection rights

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

Consumer Protection Survey

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

Respondent skipped this question

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	CEPS
1- URL link of initiative	https://www.ceps.rs/desavanja/edukacije-seminari
2- Name of consumer organization/association	NOPS
2- URL link of initiative	http://www.nops.org.rs/index.php/vesti
3- Name of consumer organization/association	Udruzenje Zastita potrosaca
3- URL link of initiative	http://potrosackisavetnik.com/

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Q77 Does your authority/agency conduct research and analysis on consumer protection issues?

Yes

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

1- Main area of work	Annual report on the work of National Register of Consumer Complaints
1- URL link to online library or publication(s)	http://mtt.gov.rs/informacije/zastita-potrosaca/
2- Main area of work	comparative analysis of consumer protection field
2- URL link to online library or publication(s)	http://www.zapotrosace.rs/rezultati-projekta.php

Q79 Do other organizations/associations conduct research and analysis on consumer protection?

Yes

Consumer Protection Survey

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

Respondent skipped this question
