



## **World Consumer Protection Map**

Contribution by  
TURKEY

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Page 2: Contact of respondent

**Q1** Name of responding member State **Turkey**

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**Q2** Name of responding authority/agency:

Ministry of Trade

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Page 3: Consumer protection legislation

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

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**Q8** If you do, please provide de following details:

Text of constitutional norm with reference to consumer protection **Article 172**

URL link **[https://global.tbmm.gov.tr/docs/constitution\\_en.pdf](https://global.tbmm.gov.tr/docs/constitution_en.pdf)**

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

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## Consumer Protection Survey

**Q10** If you do, when was the main specific law first enacted?      Date      **01/01/1995**

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**Q11** If your main specific law on consumer protection has been revised, when was the date of its latest revision?      Date      **29/05/2014**

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

1- Name of law      **Act on Consumer Protection No:6502**  
1- URL link      **<http://www.judiciaryofturkey.gov.tr/Consumer-Protection-Law-is-available-on-our-website>**

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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)**  
,  
**Electronic commerce,**  
**Dispute resolution,**  
**Redress,**  
**Consumer education,**  
**Consumer information**

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### 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):

Voluntary codes for businesses      **None**  
Data protection and privacy      **Act on Protection of Personal Datas No. 6698**  
Financial services      **Act on Banking Cards and Credit Cards No.5464**

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## Consumer Protection Survey

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

Data protection and privacy

<https://www.kisiselverilerinkorunmasi.org/kanunu-ingilizce-ceviri/>

Financial services

<https://www.bddk.org.tr/Mevzuat>

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**Q16** Name of Ministry responsible for consumer protection:

Ministry of Trade

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**Q17** URL link of responsible Ministry for consumer protection:

[www.ticaret.gov.tr](http://www.ticaret.gov.tr)

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

2017

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

Yes

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**Q20** Name of main consumer protection authority/agency:

DG for Consumer Protection and Market Surveillance

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**Q21** URL of main consumer protection authority/agency:

<https://tuketici.ticaret.gov.tr/>

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**Q22** Year of creation:

1993

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**Q23** Annual budget: (in USD)

Respondent skipped this question

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**Q24** Total number of staff:

125

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**Q25** Total number of staff directly affected to consumer protection:

125

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## Consumer Protection Survey

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

**No**

**Q27** If you do, please provide the following details:

**Respondent skipped this question**

**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**  
,  
**Product quality,**  
**Terms and conditions** ,  
**Promotional marketing and sales practices (including misleading advertisement)**  
,  
**Electronic commerce,**  
**Financial services,**  
**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:

Food distribution

**Ministry of Agriculture and Forestation**

Water

**Ministry of Agriculture and Forestation**

Pharmaceuticals

**Ministry of Health**

Energy

**Agency for Energy Market Regulation**

Data protection and privacy

**Board of Protection of Digital Datas**

## Consumer Protection Survey

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

Food distribution	<a href="http://www.tarimorman.gov.tr">www.tarimorman.gov.tr</a>
Water	<a href="http://www.tarimorman.gov.tr">www.tarimorman.gov.tr</a>
Pharmaceuticals	<a href="http://www.saglik.gov.tr">www.saglik.gov.tr</a>
Energy	<a href="http://www.epdk.gov.tr">www.epdk.gov.tr</a>
Data protection and privacy	<a href="http://www.kvkk.gov.tr">www.kvkk.gov.tr</a>

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**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 ,  
Protection of vulnerable and disadvantaged consumers  
,  
Terms and conditions ,  
Promotional marketing and sales practices (including misleading advertisement)  
,  
Electronic commerce,  
Financial services,  
Dispute resolution,  
Redress,  
Consumer education,  
Consumer information

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**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:

Respondent skipped this question

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

Respondent skipped this question

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

More than 2000

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## Consumer Protection Survey

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

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**Q36** Maximum amount for sanction/measure allowed by consumer protection law(s): (in USD) **Respondent skipped this question**

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

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**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**

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

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

Reference of the law/decree

**Act on Consumer Protection No:6502**

URL to law/decree

**<http://www.judiciaryofturkey.gov.tr/Consumer-Protection-Law-is-available-on-our-website>**

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**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**

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**Legal representation for consumer collective actions**

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**Q43** Do consumer groups/associations receive public funding? **No**

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## Consumer Protection Survey

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

1- Name	<b>Tüketici Hakları Derneği</b>
1- Website	<b><a href="http://www.thd.org.tr">www.thd.org.tr</a></b>
2- Name	<b>Tüketici Koruma Derneği</b>
2- Website	<b><a href="http://www.tukoder.org.tr">www.tukoder.org.tr</a></b>
3- Name	<b>Tüketici Bilincini Geliştirme Derneği</b>
3- Website	<b><a href="http://www.tubider.org.tr">www.tubider.org.tr</a></b>

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**Q45** Can consumers obtain redress through judicial channels? **Yes**

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**Q46** Is there a specialized judicial mechanism for consumer complaints? **Yes**

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**Q47** If there is, please provide the following details

Name	<b>Consumer Courts</b>
URL Link	<b><a href="http://www.adalet.gov.tr">www.adalet.gov.tr</a></b>

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

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

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**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, Arbitration**

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## Consumer Protection Survey

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

1- Name	<b>Consumer Arbitration Committees</b>
1- URL Link	<a href="http://www.tuketici.ticaret.gov.tr">www.tuketici.ticaret.gov.tr</a>
2- Name	<b>Türkiye Bankalar Birliği Müşteri Şikayetleri Hakem Heyeti</b>
2- URL Link	<a href="https://www.tbb.org.tr/tr/finansal-tuketici/bireysel-musteri-hakem-heyeti/2469">https://www.tbb.org.tr/tr/finansal-tuketici/bireysel-musteri-hakem-heyeti/2469</a>
3- Name	<b>Sigorta Tahkim Komisyonu</b>
3- URL Link	<a href="http://www.sigortatahkim.org">http://www.sigortatahkim.org</a>

**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	<b>E-Consumer</b>
1- URL Link	<a href="http://www.econsumer.gov">www.econsumer.gov</a>

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**Q55** Are there any self-regulation initiatives from businesses? **No**

**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? **No**

**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)

<b>Fair and equitable treatment</b>	<b>,</b>
<b>Disclosure of information and transparency</b>	<b>,</b>
<b>Education and awareness-raising</b>	<b>,</b>
<b>Consumer complaints and disputes</b>	

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## Consumer Protection Survey

**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):

Respondent skipped this question

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

ICPEN

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

[www.icpen.org](http://www.icpen.org)

**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,**  
**Protection of vulnerable and disadvantaged consumers,**  
**Electronic commerce,**  
**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,**  
**Obtain redress**

## Consumer Protection Survey

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

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**Q68** If you do, please provide a short description

Cross-Border Cooperation on enforcement with number of countries

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**Q69** Do you engage in technical cooperation or capacity building activities on consumer protection? **Respondent skipped this question**

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**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**

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**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**,  
**Electronic commerce,**  
**Financial services**

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**Q73** Does your authority/agency provide specific education and information initiatives for vulnerable and disadvantaged consumers? **Yes**

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

1- Name of initiative **Consumer Academy**  
1- Scope of initiative **Erasmus + Initiative to inform and protect consumers**  
1- URL link **[www.consumeracademy.gov.tr](http://www.consumeracademy.gov.tr)**

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

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## Consumer Protection Survey

**Q76** If consumer organizations/associations do, please provide the following details: **Respondent skipped this question**

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

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

1- Main area of work

**Report on Consumer Profile**

1- URL link to online library or publication(s)

<https://ticaret.gov.tr/data/5cca9f5c13b8760c08096092/17-12-2018%20tuketici%20baski.pdf>

2- Main area of work

**Report on Waste**

2- URL link to online library or publication(s)

<https://www.ticaret.gov.tr/data/5c51a78e13b8762dc06a72c9/31-01-2019%20ISRAF%20RAPORU.pdf>

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

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**Q80** If other organizations/associations do, please provide the following details: **Respondent skipped this question**

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