



World Consumer Protection Map

Contribution by
Uzbekistan

Page 2: Contact of respondent

Q1

Uzbekistan

Name of responding member State

Q2

Name of responding authority/agency:

The Consumer protection agency under the Antimonopoly committee of the Republic of Uzbekistan

Page 3: Consumer protection legislation

Q7

Yes

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

Q8

If you do, please provide de following details:

Text of constitutional norm with reference to consumer protection

Constitution of the Republic of Uzbekistan. Section three. Society and Personality Chapter XII. The economic foundations of society. Article 53. The basis of the economy of Uzbekistan, aimed at the development of market relations, is property in its various forms. The state guarantees freedom of economic activity, entrepreneurship and labor, taking into account the priority of consumer rights, equality and legal protection of all forms of ownership.

URL link

<https://lex.uz/docs/35869>

Q9

Yes

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

Consumer Protection Survey

Q10

Date

26/04/1996

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

Q11

Date

01/01/2013

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 REPUBLIC OF UZBEKISTAN "ON PROTECTION OF CONSUMER RIGHTS"

1- URL link

<https://lex.uz/docs/14643>

2- Name of law

RESOLUTION CABINET OF MINISTERS OF THE REPUBLIC OF UZBEKISTAN ON THE APPROVAL OF THE REGULATIONS OF RETAIL TRADE IN THE REPUBLIC OF UZBEKISTAN AND THE RULES OF PRODUCTION AND SALE OF FOOD PRODUCTS (SERVICES) IN THE REPUBLIC OF UZBEKISTAN

2- URL link

<https://www.lex.uz/acts/243233>

3- Name of law

LAW OF THE REPUBLIC OF UZBEKISTAN ABOUT ADVERTISING

3- URL link

<https://lex.uz/acts/1715>

4- Name of law

LAW OF THE REPUBLIC OF UZBEKISTAN ABOUT ELECTRONIC COMMERCE

4- URL link

<https://www.lex.uz/acts/165497>

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,
Product quality,
Terms and conditions,
Promotional marketing and sales practices (including misleading advertisement)
,
Restrictive business practices (competition/antitrust),
Electronic commerce,
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):

Promotion of sustainable consumption

LAW OF THE REPUBLIC OF UZBEKISTAN ON THE RATIONAL USE OF ENERGY

Q15

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

Promotion of sustainable consumption

<https://www.lex.uz/acts/2054>

Page 5: Consumer protection institutions

Q16

Name of Ministry responsible for consumer protection:

Consumer protection agency under the Antimonopoly committee of the Republic of Uzbekistan

Q17

URL link of responsible Ministry for consumer protection:

<https://consumer.uz/>

Q18

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

2019

Page 6: Consumer protection institutions

Q19

Yes

Do you have a main consumer protection authority/agency?

Q20

Name of main consumer protection authority/agency:

Consumer protection agency under the Antimonopoly committee of the Republic of Uzbekistan

Q21

URL of main consumer protection authority/agency:

<https://consumer.uz/en/>

Q22

Year of creation:

2019

Q23

Annual budget: (in USD)

600000

Q24

Total number of staff:

180

Q25

Total number of staff directly affected to consumer protection:

180

Q26

Yes

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

Q27

If you do, please provide the following details:

Reference of the law/decree

1) Decree of the President of the Republic of Uzbekistan “On measures for regular improvement of the legal and institutional system of consumer rights protection” 2) Resolution Cabinet of Ministers of the Republic of Uzbekistan “On measures to organize the activities of the agency for the protection of consumer rights under antimonopoly committee of the Republic of Uzbekistan”

URL to law/decree

**1) <https://lex.uz/ru/docs/4508446> ;
2) <https://lex.uz/docs/4655993>**

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,
- Promotion of sustainable consumption,
- Energy,
- Public utilities,
- Tourism,
- Dispute resolution,
- Redress,
- Consumer education,
- Consumer information

Page 7: Consumer protection institutions

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:

- | | |
|---|--|
| Physical safety | Ministry of Health of the Republic of Uzbekistan |
| Voluntary codes for businesses | State Tax Committee of the Republic of Uzbekistan |
| Restrictive business practices(competition/antitrust) | Antimonopoly committee of the Republic of Uzbekistan |
| Food distribution | Uzbek Agency for Standardization, metrology and certification |
| Water | Ministry of Water Resources of the Republic of Uzbekistan |
| Pharmaceuticals | Agency for the Development of the Pharmaceutical Industry |
| Data protection and privacy | State Center for Personalization under the Cabinet of Ministers of the Republic of Uzbekistan |

Q30

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

Physical safety	https://ssv.uz/ru
Voluntary codes for businesses	https://soliq.uz/?lang=ru
Restrictive business practices(competition/antitrust)	https://antimon.gov.uz/ru/
Food distribution	https://www.standart.uz/ru
Water	https://water.gov.uz/ru
Pharmaceuticals	https://uzpharmagency.uz/ru
Data protection and privacy	https://dpm.uz/

Q31

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

Consumer rights/legitimate needs,
Protection of vulnerable and disadvantaged consumers,
Promotional marketing and sales practices (including misleading advertisement)
,
Electronic commerce,
Promotion of sustainable consumption,
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 economic development and poverty reduction of the Republic of Uzbekistan
Physical safety	1) Sanitary-epidemiological peace and public health service of the Republic of Uzbekistan 2) Ministry of Health of the Republic of Uzbekistan
Product quality	Uzbek Agency for Standardization, Metrology and Certification "UZSTANDARD"
Terms and conditions	Ministry of Justice of the Republic of Uzbekistan
Voluntary codes for businesses	State Tax Committee of the Republic of Uzbekistan
Restrictive business practices (competition/antitrust)	Antimonopoly Committee of the Republic of Uzbekistan
Financial services	1) Ministry of Finance of the Republic of Uzbekistan 2) Central Bank of the Republic of Uzbekistan
Food distribution	1) The Committee on the management of public reserves under the Cabinet of Ministers of the Republic of Uzbekistan 2) Ministry of economic development and poverty reduction of the Republic of Uzbekistan
Water	Ministry of water resources of the Republic of Uzbekistan
Pharmaceuticals	Agency for the development of the pharmaceutical industry under the ministry of health of the Republic of Uzbekistan
Energy	Ministry of Energy of the Republic of Uzbekistan
Public utilities	State Services Agency under the Ministry of Justice of the Republic of Uzbekistan
Tourism	Ministry of Tourism and Sports of the Republic of Uzbekistan
Data protection and privacy	The State Personalization Center under the Cabinet of Ministers of the Republic of Uzbekistan

Q33

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

Access by consumers to essential goods and services	https://mineconomy.uz/ru/node/68
Physical safety	1) http://www.sanepid.uz/en 2) https://ssv.uz/en
Product quality	https://www.standart.uz/en/site/index
Terms and conditions	https://www.minjust.uz/en/
Voluntary codes for businesses	https://soliq.uz/
Restrictive business practices (competition/antitrust)	https://antimon.gov.uz/en/
Financial services	1) https://www.mf.uz/en 2) https://cbu.uz/en/
Food distribution	1) https://udz.uz/uzb 2) https://mineconomy.uz/en
Water	https://water.gov.uz/en
Pharmaceuticals	https://www.uzpharm-control.uz/en/
Energy	http://minenergy.uz/en
Public utilities	https://davxizmat.uz/ru
Tourism	https://uzbektourism.uz/en
Data protection and privacy	https://dpm.uz/

Q34

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

300

Q35

No

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)

0

Q37

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

0

Q38

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

0

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/decreed that governs consumer organizations/associations?

Q41

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

Reference of the law/decreed

Resolution Cabinet of ministers of the Republic of Uzbekistan “On measures to increase public participation in consumer protection”

URL to law/decreed

<https://lex.uz/docs/346299>

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

Yes

Do consumer groups/associations receive public funding?

Q44

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

1- Name	Federation of Societies for Consumer rights protection
1- Website	https://istemol.uz/ru/

Page 10: Consumer protection institutions

Q45 **Yes**

Can consumers obtain redress through judicial channels?

Q46 **Yes**

Is there a specialized judicial mechanism for consumer complaints?

Q47

If there is, please provide the following details

Name	Law of the Republic of Uzbekistan “On protecting consumer rights”
URL Link	https://lex.uz/docs/14643

Q48 **No**

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

Q49 **Consumers individually,**

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

Q50

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

Name of case	Our Agency does not have information on this
Year of case	Our Agency does not have information on this
Total amount in USD	Our Agency does not have information on this

Page 11: Consumer protection institutions

Q51

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

Mediation/ Conciliation,

Comments:

Alternative disputes resolution - pre-trial settlement
Nowadays, the Law of the Republic of Uzbekistan "On Protection of Consumer Rights" does not have a clear concept and definition of the pre-trial procedure for resolving disputes. Each sphere of goods and services has its own rules and many of them provide for a claim procedure or pre-trial settlement. The deadlines for filing and considering claims in different areas differ. However, resolution of typical life situations for consumers, pre-trial settlement of disputes between consumers is one of the functions of the Consumer protection agency under the Antimonopoly committee of the Republic of Uzbekistan, which is written in Agency regulation.

Q52

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

1- Name

Resolution of the cabinet of Ministers of the Republic of Uzbekistan "On measures for organizing the activities of the agency for the protection of consumer rights under Antimonopoly committee of the Republic of Uzbekistan"

1- URL Link

<https://lex.uz/docs/4652861?otherlang=1>

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

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	Association of representative offices of foreign pharmaceutical companies and manufacturers in the Republic of Uzbekistan
1- Scope of application	Pharmaceuticals
1- URL link	http://www.asspharm.uz/
2- Name of initiative	Association of Restaurateurs and Hoteliers of Uzbekistan
2- Scope of application	restaurant business and tourism
2- URL link	restaurant.uz
3- Name of initiative	Uzbekistan banking association
3- Scope of application	financial services
3- URL link	https://uba.uz/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	The Chamber of Commerce and Industry of the Republic of Uzbekistan is a non-governmental non-profit organization that unites business entities
1- Scope of application	development of mutually beneficial partnerships between the business community and public authorities
1- URL link	https://chamber.uz/ru/page/4721

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**
-

Q60

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

	Bilateral	Multilateral/Regional
Formal (treaties)		1
Informal (memoranda of understanding)	3	

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):

Right now we are establishing cooperation with Republic of Korea (Korea Consumer Agency), Malaysia (National Consumer Advisory Council of Malaysia) and Republic of Moldova (The Agency for Consumer Protection and Market Surveillance of the Republic of Moldova). With each of them a Memorandum of understanding was developed with each organization and submitted for consideration to the Administrative Body of the Republic of Uzbekistan. The closest date for signing an MOU is scheduled for June 29, 2021 with the Korea Consumer Agency.

Q63

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

Agreement on the main directions of cooperation of the member states of the Commonwealth of Independent States in the field of consumer protection

<https://lex.uz/ru/docs/4969922>

Q64

Respondent skipped this question

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

Q65

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

Judicial cooperation,
Policy making,
Consumer rights/legitimate needs,
Terms and conditions,
Electronic commerce,
Tourism,
Dispute resolution,
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

Q67

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

Yes

Q68

If you do, please provide a short description

Usually, our Agency receives consumer complaints regarding product quality that they ordered from other countries (e-commerce). Also, some consumers had issues with returning money for not provided services by foreign tourfirms (airtickets)

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

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,

Other (please specify):

The Agency conducts a test purchase and examination of food products in order to identify the sale of substandard and inappropriate goods on the domestic market. After each examination of food product, we publish results in official website of the Agency consumer.uz and in social media as well. On average, we conduct 12 product testing per year.

Q73

Yes

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

Q74

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

1- Name of initiative	Agency presented @dorinarx_bot a public mechanism for enforcing established drug price regulation rules
1- Scope of initiative	Pharmaceuticals pricing
1- URL link	https://consumer.uz/yangiliklar/dori-vositasining-narhi-qancha-ularning-eng-juqori-cheklangan-chakana-narhlari-dorinarx_bot-da/
1- Impact (short description)	The goal of this project is to provide consumers with information on the maximum retail price of medicines.
2- Name of initiative	Attention of consumers! How not to stay in debt on quarantine?
2- Scope of initiative	Payment method
2- URL link	https://consumer.uz/ru/novosti/vnimaniju-potrebiteley-kak-ne-ostavatsya-v-dolgu-na-karantine/
2- Impact (short description)	Providing information about electronic applications so that consumers know how to pay bills

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	Federation of customer protection societies of Uzbekistan
1- URL link of initiative	https://istemol.uz/ru/archives/3087

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	Consumer issues in Uzbekistan: statistics
1- URL link to online library or publication(s)	https://consumer.uz/reklama/istemolchilar-huquqlarini-himoya-qilish-agentligi-tomonidan-amalga-oshirilgan-asosiy-chora-tadbirlar-togrisida-malumat/
2- Main area of work	Comparing prices on essential goods
2- URL link to online library or publication(s)	https://data.gov.uz/ru/datasets/9260
3- Main area of work	Compare our consumer regulations with the regulation of foreign countries.
3- URL link to online library or publication(s)	https://consumer.uz/yangiliklar/tadbirkorlik-subektlari-reytingi-ishlab-chiqildi/
4- Main area of work	Regulation of the advertising market
4- URL link to online library or publication(s)	https://consumer.uz/yangiliklar/reklama-bozorini-tartibga-solish-sohasida-amalga-oshirilgan-asosiy-chora-tadbirlar/
5- Main area of work	Analysis by specific consumer spheres. For examples in a sphere of utilities
5- URL link to online library or publication(s)	https://consumer.uz/yangiliklar/brifing-2/

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	Consumer issues in Uzbekistan: statistics
1- URL link to online library or publication(s)	https://istemol.uz/archives/5779
