



World Consumer Protection Map

Contribution by
Armenia

Page 2: Contact of respondent

Q1 Armenia

Name of responding member State

Q2

Name of responding authority/agency:

Competition Protection Commission

Page 3: Consumer protection legislation

Q7 Yes

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 26/06/2001

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

Q11 Respondent skipped this question

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 on the Protection of Consumer Rights of the Republic of Armenia

1- URL link

<https://www.arlis.am/documentview.aspx?docid=107279>

Q13

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

**Physical safety,
Product quality,
Terms and conditions,
Electronic commerce**

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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):

Financial services

Law on Consumer Crediting

Q15

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

Financial services

<https://www.arlis.am/documentview.aspx?docid=153665>

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Q16

Name of Ministry responsible for consumer protection:

Ministry of Economy

Q17

URL link of responsible Ministry for consumer protection:

<https://www.mineconomy.am/en>

Q18

Respondent skipped this question

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

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Q19 **No**

Do you have a main consumer protection authority/agency?

Q20 **Respondent skipped this question**

Name of main consumer protection authority/agency:

Q21 **Respondent skipped this question**

URL of main consumer protection authority/agency:

Q22 **Respondent skipped this question**

Year of creation:

Q23 **Respondent skipped this question**

Annual budget: (in USD)

Q24 **Respondent skipped this question**

Total number of staff:

Q25 **Respondent skipped this question**

Total number of staff directly affected to consumer protection:

Q26 **Respondent skipped this question**

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

Q27 **Respondent skipped this question**

If you do, please provide the following details:

Q28 **Respondent skipped this question**

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

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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 Respondent skipped this question

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

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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 Respondent skipped this question

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

Q35 Respondent skipped this question

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

Q36 Respondent skipped this question

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

Q37 Respondent skipped this question

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

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

Respondent skipped this question

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

Q40

Respondent skipped this question

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

Q41

Respondent skipped this question

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

Q42

Respondent skipped this question

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

Q43

Respondent skipped this question

Do consumer groups/associations receive public funding?

Q44

Respondent skipped this question

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

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Q45

Yes

Can consumers obtain redress through judicial channels?

Q46

Respondent skipped this question

Is there a specialized judicial mechanism for consumer complaints?

Q47 Respondent skipped this question

If there is, please provide the following details

Q48 Respondent skipped this question

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

Q49 Respondent skipped this question

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 Comments:

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

There is no consumer protection one main authority which have policy making or enforcing powers in the all mentioned issues. As for the dispute resolution issues, the disputes are resolved by the courts, as there is no special procedure for resolving disputes regarding the consumer protection the disputes resolve by the general procedure

Q52 Respondent skipped this question

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

Q53 Respondent skipped this question

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 Respondent skipped this question

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 Respondent skipped this question

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 Respondent skipped this question

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

Q61 Respondent skipped this question

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

Q62 Respondent skipped this question

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

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 Respondent skipped this question

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

Q66 Respondent skipped this question

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

Q67 Respondent skipped this question

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

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Q71 Respondent skipped this question

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

Q72 Respondent skipped this question

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

Q73 Respondent skipped this question

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 Respondent skipped this question

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 Respondent skipped this question

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 Respondent skipped this question

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:
