



## **World Consumer Protection Map**

Contribution by  
Albania



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Page 2: Contact of respondent

**Q1** Name of responding member State **Albania**

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

ministri of finance and economy

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Page 3: Consumer protection legislation

**Q7** Does your country's Constitution contain a provision on consumer protection? **No**

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**Q8** If you do, please provide de following details: **Respondent skipped this question**

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

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**Q10** If you do, when was the main specific law first enacted? Date **06/02/1997**

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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 **04/05/2018**

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

1- Name of law **On Consumer Protection no 9902**

1- URL link **KMK.ekonomia.gov.al**

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## Consumer Protection Survey

**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 ,  
Terms and conditions ,  
Promotional marketing and sales practices (including misleading advertisement) ,  
Voluntary codes for businesses ,  
Water,  
Energy,  
Tourism,  
Financial services,  
Dispute resolution,  
Redress,  
Consumer education,  
Consumer information

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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):

Respondent skipped this question

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## Consumer Protection Survey

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

|  |   |
|--|---|
| Physical safety  | <b>general safety on non food product</b>                       |
| Product quality  | <b>on Marketing and market surveillance of non food product</b> |
| Restrictive business practices (competition/antitrust) | <b>Competition authority</b>                                    |
| Electronic commerce                                    | <b>On e- commerce</b>   |
| Promotion of sustainable consumption                   | -   |
| Food distribution                                      | <b>on food</b>  |
| Pharmaceuticals  | <b>on drugs and pharmaceuticals service</b>                     |
| Public utilities                                       | <b>on services</b>  |
| Data protection and privacy                            | <b>data protection</b>  |

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

Ministry of Finance and Economy

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

[www.financa.gov.al](http://www.financa.gov.al)

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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? **No**

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

unit of internal market

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**Q21** URL of main consumer protection authority/agency: **Respondent skipped this question**

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**Q22** Year of creation:

2017

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## Consumer Protection Survey

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

0

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**Q24** Total number of staff:

1

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

2

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

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

Reference of the law/decree

**article 49 low on consumer protection**

URL to law/decree

-

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## 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 ,  
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 ,  
Financial services,  
Water,  
Energy,  
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:

|   |                                       |
|---|---------------------------------------|
| Restrictive business practices(competition/antitrust) | competition authority                 |
| Electronic commerce                                   | Ministry of Infrastructure and Energy |
| Food distribution                                     | Ministry of agriculture               |
| Pharmaceuticals                                       | Ministry of Health                    |
| Public utilities                                      | ministry of Economy and finance       |
| Data protection and privacy                           | commissioner of data protection       |

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## Consumer Protection Survey

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

|   |   |
|---|---|
| Restrictive business practices(competition/antitrust) | - |
| Electronic commerce                                   | - |
| Promotion of sustainable consumption                  | - |
| Food distribution                                     | - |
| Pharmaceuticals                                       | - |
| Public utilities                                      | - |
| Data protection and privacy                           | - |

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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,**  
**Physical safety,**  
**Product quality,**  
**Terms and conditions,**  
**Voluntary codes for businesses,**  
**Financial services,**  
**Water,**  
**Energy,**  
**Tourism,**  
**Dispute resolution,**  
**Redress,**  
**Consumer education,**  
**Consumer information**

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## 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 -
  - Promotional marketing and sales practices (including misleading advertisement) -
  - Restrictive business practices (competition/antitrust) -
  - Electronic commerce -
  - Promotion of sustainable consumption -
  - Food distribution -
  - Pharmaceuticals -
  - Public utilities -
  - Data protection and privacy -
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**Q33** URL Link of the relevant authority/agency to each field:

- Protection of vulnerable and disadvantaged consumers -
  - Promotional marketing and sales practices (including misleading advertisement) -
  - Restrictive business practices (competition/antitrust) -
  - Electronic commerce -
  - Promotion of sustainable consumption -
  - Food distribution -
  - Pharmaceuticals -
  - Public utilities -
  - Data protection and privacy -
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**Q34** Regarding enforcement, how many infringement cases does your authority/agency handle on average per year?

20

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**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)

0

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Consumer Protection Survey

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

0

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

order of Consumer Protection Commission (CPC) to cease infringement

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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 **article 53 on consumer protection**

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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,**  
**Legal representation of consumers' individual interests before courts,**  
**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>Qendra e konsumatorit shqiptar</b>  |
| 1- Website | <b><a href="https://www.facebook.com/Qendra-Konsumatori-Shqiptar-Albanian-Consumer-Center-895987337113026/">https://www.facebook.com/Qendra-Konsumatori-Shqiptar-Albanian-Consumer-Center-895987337113026/</a></b> |
| 2- Name    | <b>Shoqata e mbrojtjes se konsumatorit shqiptar</b>  |
| 2- Website | <b><a href="http://www.shmksh.org">www.shmksh.org</a></b>  |
| 3- Name    | <b>Shoqata Peshmatje , Cmime</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? **No**

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**Q47** If there is, please provide the following details **Respondent skipped this question**

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

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

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

|                     |  |
|---------------------|--|
| Name of case        | <b>Student Treatment Enterprise Shkodër shall compensate student</b> |
| Year of case        | <b>2012</b>  |
| Total amount in USD | <b>300</b>   |

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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:

**Respondent skipped this question**

**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?

**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?

**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)

**Consumer complaints and disputes**

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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**

## Consumer Protection Survey

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

memorandum of understanding between Albania and Hungary

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

**Respondent skipped this question**

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

**Respondent skipped this question**

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

**Enforcement**

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**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**

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**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

Improvement of the consumer protection in the Western Balkan Region through establishment and functioning of the Regional Resource network for consumer law and consumer policy

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

Bilaterally

Through an international organization/network

As a recipient

**Yes**

**No**

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As a donor

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## 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          | <b>The Twinning project “Strengthening of capacities of the consumer protection commission and its Technical Secretariat”, Implementation period March – November 2017. Overall, the implementation of the project strengthened institutional capacity, enhanced knowledge and skills of members of Consumer Protection Commission (CPC) and staff of Consumer Protection Unit in the MEDTTE. project activities supported the implementation of a number of specific measures provided for in the Action Plan of the Strategy on Consumer Protection and Market Surveillance concerning the enforcement of consumer protection legislation. Partners of the project are Ministry of Justice Republic of Lithuania and State Consumer Rights Protection Authority, of the Republic of Lithuania. The budget for the project is EUR 250,000 and the implementation period of the project will be</b> |
| 1- Name of cooperating partner(s)     | <b>Ministry of Justice of Lithuania</b>   |
| 1- Starting date of programme/project | <b>March 2017</b>   |
| 1- Finish date of programme/project   | <b>November ( 8 months).</b>  |

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

**Q72** Do information and education initiatives carried out by your authority/agency cover any of the following fields?  
**Product labelling,**  
**Legislation, dispute resolution,**  
**Weight and measures, prices and quality ,**  
**Electronic commerce,**  
**Financial services**

**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**

## Consumer Protection Survey

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

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**Q76** If consumer organizations/associations do, please provide the following details:

1- Name of consumer organization/association **Qendra e konsumatorit shqiptar**

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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 **distance contract**  
1- URL link to online library or publication(s) **KMK.ekonomia.gov.al**  
2- Main area of work **e - comers**  
2- URL link to online library or publication(s) **KMK.ekonomia.gov**

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**Q79** Do other organizations/associations conduct research and analysis on consumer protection? **No**

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

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