



## **World Consumer Protection Map**

Contribution by  
AZERBAIJAN

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Page 2: Contact of respondent

**Q1** Name of responding member State **Azerbaijan**

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

State Service for Antimonopoly Policy and Consumer Rights Protection

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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:

URL link **<http://e-qanun.az/framework/897>**

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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 **19/09/1995**

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## Consumer Protection Survey

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

Date

**28/12/2018**

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

1- Name of law

**Law of the Republic of Azerbaijan On protection of consumer rights**

1- URL link

**<http://e-qanun.az/framework/9479>**

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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**  
,  
**Physical safety,**  
**Product quality,**  
**Terms and conditions** ,  
**Promotional marketing and sales practices (including misleading advertisement)**  
,  
**Voluntary codes for businesses** ,  
**Restrictive business practices (competition/antitrust)** ,  
**Electronic commerce,**  
**Promotion of sustainable consumption** ,  
**Food distribution,**  
**Water,**  
**Pharmaceuticals,**  
**Energy,**  
**Public utilities,**  
**Tourism,**  
**Data protection and privacy** ,  
**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: **Respondent skipped this question**

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**Q16** Name of Ministry responsible for consumer protection: **Respondent skipped this question**

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**Q17** URL link of responsible Ministry for consumer protection: **Respondent skipped this question**

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**Q18** Year when consumer protection was assumed by the current responsible ministry: **Respondent skipped this question**

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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:

State Service for Antimonopoly Policy and Consumer Rights Protection

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

<http://consumer.gov.az/>

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**Q22** Year of creation:

2009

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

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

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**Q25** Total number of staff directly affected to consumer protection: **Respondent skipped this question**

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

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**Q27** If you do, please provide the following details: **Respondent skipped this question**

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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 ,
- Restrictive business practices(competition/antitrust),
- Electronic commerce,
- Promotion of sustainable consumption ,
- Water,
- Pharmaceuticals,
- Energy,
- Public utilities,
- Tourism,
- Data protection and privacy ,
- 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:

Respondent skipped this question

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

Respondent skipped this question

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## Consumer Protection Survey

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

Respondent skipped this question

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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

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

Respondent skipped this question

**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)?

Respondent skipped this question

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

Respondent skipped this question

**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?

Respondent skipped this question

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

Yes

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

Reference of the law/decree

Independent Consumer Union

URL to law/decree

<http://www.consumer-aib.com/>

## Consumer Protection Survey

**Q42** Do consumer organizations/associations fulfil any of the following functions? **Respondent skipped this question**

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**Q43** Do consumer groups/associations receive public funding? **Respondent skipped this question**

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

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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? **Respondent skipped this question**

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**Q49** Who can represent consumer interests in court? **Consumers individually,  
Lawyers,  
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? **Respondent skipped this question**

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**Q52** If there are any of the above, please provide the following details: **Respondent skipped this question**

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**Q53** Are there any CROSS-BORDER out-of-court/alternative consumer dispute resolution initiatives? **Respondent skipped this question**

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## Consumer Protection Survey

**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**

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**Q56** Please provide (up to) 4 examples of the self-regulation initiatives from businesses: **Respondent skipped this question**

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**Q57** Are there any co-regulation initiatives between businesses and public entities? **Respondent skipped this question**

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

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**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? **Respondent skipped this question**

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**Q61** Please provide name and URL link of formal bilateral agreements (treaties): **Respondent skipped this question**

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

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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? **Respondent skipped this question**

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## Consumer Protection Survey

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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? **Respondent skipped this question**

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**Q68** If you do, please provide a short description **Respondent skipped this question**

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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? **Respondent skipped this question**

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**Q72** Do information and education initiatives carried out by your authority/agency cover any of the following fields? **Respondent skipped this question**

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**Q73** Does your authority/agency provide specific education and information initiatives for vulnerable and disadvantaged consumers? **Respondent skipped this question**

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**Q74** If your authority/agency does, please provide the following details: **Respondent skipped this question**

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**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: **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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## Consumer Protection Survey

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

**Respondent skipped this question**

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

**Respondent skipped this question**

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

**Respondent skipped this question**

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