



World Consumer Protection Map

Contribution by
Bosnia and Herzegovina

Page 2: Contact of respondent

Q1

Bosnia and Herzegovina

Name of responding member State

Q2

Name of responding authority/agency:

Ministry of Foreign Trade and Economic Relations of BiH

Page 3: Consumer protection legislation

Q7

No

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

04/04/2006

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

Q11

Date

17/11/2015

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

The Law on consumer Protection of Bosnia and Herzegovina

1- URL link

<http://mvteo.gov.ba/Content/Read/zakoni>

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)
,
Electronic commerce,
Public utilities,
Tourism,
Financial services,
Dispute resolution,
Redress,
Consumer education,
Consumer information

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):

Physical safety	Law on general product safety
Product quality	Law on technical requirements for products and on conformity assessment
Voluntary codes for businesses	Code of bussines ethics Camber of Commerce and Industry of the Republika Srpska
Restrictive business practices (competition/antitrust)	Law on competition of BiH
Promotion of sustainable consumption	Law on environmental protection of Federation of BiH; Law on enviromental protection of Republika Srpska; Law on environmental protection of Brcko District
Food distribution	Law on food of BiH
Water	Law on Water of F BiH; Law on water of Republika Srpska;
Pharmaceuticals	Law on Pharmaceuticals
Energy	Law on electricity in Federation of BiH; Law on electricity in Republika Srpska
Data protection and privacy	Law on protection of personal data

Q15

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

Physical safety	<a href="http://annt.gov.ba/Agencija/zakonodavstvo/Zakon_o_ops
toj_sigurnosti_proizvoda_bos.pdf">http://annt.gov.ba/Agencija/zakonodavstvo/Zakon_o_ops toj_sigurnosti_proizvoda_bos.pdf
Product quality	<a href="http://annt.gov.ba/Agencija/zakonodavstvo/Zakon_tehnic
ki_zah_tjevi_za_proizvode_i_ocjenjivanje_uskladjenosti_
bos">http://annt.gov.ba/Agencija/zakonodavstvo/Zakon_tehnic ki_zah_tjevi_za_proizvode_i_ocjenjivanje_uskladjenosti_ bos
Voluntary codes for businesses	https://komorars.ba/o-nama/regulativa/
Restrictive business practices (competition/antitrust)	http://bihkonk.gov.ba/datoteka/zok-sigl-bos.pdf
Promotion of sustainable consumption	<a href="https://www.fmoit.gov.ba/bs/zakoni/zakoni-na-razini-
fbih">https://www.fmoit.gov.ba/bs/zakoni/zakoni-na-razini- fbih ; <a href="https://www.vladars.net/sr-SP-
Cyril/Vlada/Ministarstva/mgr/PAO/Pages/Akti.aspx">https://www.vladars.net/sr-SP- Cyril/Vlada/Ministarstva/mgr/PAO/Pages/Akti.aspx ; <a href="https://skupstinabd.ba/ba/zakon.html?lang=ba&id=/Zakon%20o%20zas--titi%20z--
ivotne%20sredine">https://skupstinabd.ba/ba/zakon.html? lang=ba&id=/Zakon%20o%20zas--titi%20z-- ivotne%20sredine
Food distribution	<a href="http://www.stara.fsa.gov.ba/fsa/images/pravni-
propisi/hr-Zakon_o_hrani_50-04.pdf">http://www.stara.fsa.gov.ba/fsa/images/pravni- propisi/hr-Zakon_o_hrani_50-04.pdf
Water	https://fmpvs.gov.ba/vode-zakoni/ ; <a href="https://www.vladars.net/sr-SP-
Cyril/Vlada/Ministarstva/mps/%D0%B1%D0%BE%D1%98
%D0%B0%D0%BD/Pages/default.aspx">https://www.vladars.net/sr-SP- Cyril/Vlada/Ministarstva/mps/%D0%B1%D0%BE%D1%98 %D0%B0%D0%BD/Pages/default.aspx ;
Pharmaceuticals	<a href="http://www.almbih.gov.ba/_doc/regulative/zakon_o_lijek
ovima_bih_bo.pdf">http://www.almbih.gov.ba/_doc/regulative/zakon_o_lijek ovima_bih_bo.pdf
Energy	<a href="http://www.derk.ba/DocumentsPDFs/Zakon-o-el-energiji-
u- FBIH-(F66-13)-h.pdf">http://www.derk.ba/DocumentsPDFs/Zakon-o-el-energiji- u- FBIH-(F66-13)-h.pdf ; <a href="http://www.derk.ba/DocumentsPDFs/Zakon%20o%20el%
20energiji%20RS%20-
%20Precisceni%20text%204Feb08.pdf">http://www.derk.ba/DocumentsPDFs/Zakon%20o%20el% 20energiji%20RS%20- %20Precisceni%20text%204Feb08.pdf
Data protection and privacy	<a href="http://azlp.ba/propisi/Default.aspx?id=5&langTag=bs-
BA&template_id=149&pageIndex=1">http://azlp.ba/propisi/Default.aspx?id=5&langTag=bs- BA&template_id=149&pageIndex=1

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Q16

Name of Ministry responsible for consumer protection:

Ministry of Foreign Trade and Economic Relations

Q17

URL link of responsible Ministry for consumer protection:

mvteo.gov.ba

Q18

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

2003

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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

No

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

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:

Consumer rights/legitimate needs	Ministry of Foreign Trade and Economic Relations; Ministry of Trade of Federation of BiH; Ministry of Trade and Tourism of Republika Srpska
Access by consumers to essential goods and services	Ministry of Foreign Trade and Economic Relations; Ministry of Trade of Federation of BiH; Ministry of Trade and Tourism of Republika Srpska
Protection of vulnerable and disadvantaged consumers	Ministry of Foreign Trade and Economic Relations; Ministry of Trade of Federation of BiH; Ministry of Trade and Tourism of Republika Srpska
Physical safety	Market Surveillance Agency of BiH
Product quality	Market Surveillance Agency of BiH
Terms and conditions	Ministry of Foreign Trade and Economic Relations; Ministry of Trade of Federation of BiH; Ministry of Trade and Tourism of Republika Srpska
Promotional marketing and sales practices (including misleading advertisement)	Ministry of Foreign Trade and Economic Relations; Ministry of Trade of Federation of BiH; Ministry of Trade and Tourism of Republika Srpska
Voluntary codes for businesses	Chamebr of Commerce and Idustry of the Republika Srpska
Restrictive business practices(competition/antitrust)	Competition Council of BiH
Electronic commerce	Ministry of Foreign Trade and Economic Relations; Ministry of Trade of Federation of BiH; Ministry of Trade and Tourism of Republika Srpska
Financial services	Ministry of Foreign Trade and Economic Relations; Ministry of Trade of Federation of BiH; Ministry of Trade and Tourism of Republika Srpska
Promotion of sustainable consumption	Ministry of Environment and Toursim of Federation of BiH; Ministry of Spatial Planning, Construction and Ecology
Food distribution	Food Safety Agency of BiH
Water	Ministry of Agriculture, Water Management and Forestry of the Federation of Bosnia and Herzegovina; Ministry of Agriculture, Forestry and Water Management of Republika Srpska
Pharmaceuticals	The Agency for Medicinal Products and Medical Devices
Energy	Ministry of Energy , Mining and Industry of Federation of BiH; Ministry of Energy and Mining of Republika Srpska

Consumer Protection Survey

Public utilities	Ministry of Foreign Trade and Economic Relations; Ministry of Trade of Federation of BiH; Ministry of Trade and Tourism of Republika Srpska
Tourism	Ministry of Foreign Trade and Economic Relations; Ministry of Trade of Federation of BiH; Ministry of Trade and Tourism of Republika Srpska
Data protection and privacy	Personal Data Protection Agency in BiH
Dispute resolution	Ministry of Foreign Trade and Economic Relations; Ministry of Trade of Federation of BiH; Ministry of Trade and Tourism of Republika Srpska
Redress	Ministry of Foreign Trade and Economic Relations; Ministry of Trade of Federation of BiH; Ministry of Trade and Tourism of Republika Srpska
Consumer education	Ministry of Foreign Trade and Economic Relations; Ministry of Trade of Federation of BiH; Ministry of Trade and Tourism of Republika Srpska
Consumer information	Ministry of Foreign Trade and Economic Relations; Ministry of Trade of Federation of BiH; Ministry of Trade and Tourism of Republika Srpska

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Q30

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

Consumer rights/legitimate needs	http://mvteo.gov.ba/ ; http://fmt.gov.ba/ ; https://www.vladars.net/sr-SP-Cyrl/Vlada/Ministarstva/mtt/Pages/default.aspx
Access by consumers to essential goods and services	http://mvteo.gov.ba/ ; http://fmt.gov.ba/ ; https://www.vladars.net/sr-SP-Cyrl/Vlada/Ministarstva/mtt/Pages/default.aspx
Protection of vulnerable and disadvantaged consumers	http://mvteo.gov.ba/ ; http://fmt.gov.ba/ ; https://www.vladars.net/sr-SP-Cyrl/Vlada/Ministarstva/mtt/Pages/default.aspx
Physical safety	http://annt.gov.ba/Language.aspx
Product quality	http://annt.gov.ba/Language.aspx
Terms and conditions	http://mvteo.gov.ba/ ; http://fmt.gov.ba/ ; https://www.vladars.net/sr-SP-Cyrl/Vlada/Ministarstva/mtt/Pages/default.aspx
Promotional marketing and sales practices (including misleading advertisement)	http://mvteo.gov.ba/ ; http://fmt.gov.ba/ ; https://www.vladars.net/sr-SP-Cyrl/Vlada/Ministarstva/mtt/Pages/default.aspx
Voluntary codes for businesses	https://komorars.ba/
Restrictive business practices(competition/antitrust)	http://bihkonk.gov.ba/
Electronic commerce	http://mvteo.gov.ba/ ; http://fmt.gov.ba/ ; https://www.vladars.net/sr-SP-Cyrl/Vlada/Ministarstva/mtt/Pages/default.aspx
Financial services	http://mvteo.gov.ba/ ; http://fmt.gov.ba/ ; https://www.vladars.net/sr-SP-Cyrl/Vlada/Ministarstva/mtt/Pages/default.aspx
Promotion of sustainable consumption	https://www.fmoit.gov.ba/ ; https://www.vladars.net/sr-SP-Cyrl/Vlada/Ministarstva/mgr/Pages/default.aspx ;
Food distribution	https://fsa.gov.ba/bs/
Water	https://fmpvs.gov.ba/ ; https://vladars.net/sr-SP-Cyrl/Vlada/Ministarstva/mps/Pages/default.aspx
Pharmaceuticals	http://www.almbih.gov.ba/
Energy	https://fmeri.gov.ba/ ; https://vladars.net/sr-SP-Cyrl/Vlada/Ministarstva/mper/Pages/default.aspx
Public utilities	http://mvteo.gov.ba/ ; http://fmt.gov.ba/ ; https://www.vladars.net/sr-SP-Cyrl/Vlada/Ministarstva/mtt/Pages/default.aspx
Tourism	http://mvteo.gov.ba/ ; http://fmt.gov.ba/ ; https://www.vladars.net/sr-SP-Cyrl/Vlada/Ministarstva/mtt/Pages/default.aspx

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Data protection and privacy	http://azlp.ba/Default.aspx?langTag=bs-BA&template_id=147&pageIndex=1
Dispute resolution	http://mvteo.gov.ba/ ; http://fmt.gov.ba/ ; https://www.vladars.net/sr-SP-Cyrl/Vlada/Ministarstva/mtt/Pages/default.aspx
Redress	http://mvteo.gov.ba/ ; http://fmt.gov.ba/ ; https://www.vladars.net/sr-SP-Cyrl/Vlada/Ministarstva/mtt/Pages/default.aspx
Consumer education	http://mvteo.gov.ba/ ; http://fmt.gov.ba/ ; https://www.vladars.net/sr-SP-Cyrl/Vlada/Ministarstva/mtt/Pages/default.aspx
Consumer information	http://mvteo.gov.ba/ ; http://fmt.gov.ba/ ; https://www.vladars.net/sr-SP-Cyrl/Vlada/Ministarstva/mtt/Pages/default.aspx

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

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:

Consumer rights/legitimate needs	Federal Administration for Inspection Affairs; Republic Administration for Inspection Activities; Brcko District Inspectorate
Access by consumers to essential goods and services	Federal Administration for Inspection Affairs; Republic Administration for Inspection Activities; Brcko District Inspectorate
Protection of vulnerable and disadvantaged consumers	Federal Administration for Inspection Affairs; Republic Administration for Inspection Activities; Brcko District Inspectorate
Physical safety	Market Surveillance Agency of BiH
Product quality	Market Surveillance Agency of BiH
Terms and conditions	Federal Administration for Inspection Affairs; Republic Administration for Inspection Activities; Brcko District Inspectorate
Promotional marketing and sales practices (including misleading advertisement)	Federal Administration for Inspection Affairs; Republic Administration for Inspection Activities; Brcko District Inspectorate
Voluntary codes for businesses	Chamber of Commerce and Industry of Republika Srpska
Restrictive business practices (competition/antitrust)	Competition Council of BiH
Electronic commerce	Federal Administration for Inspection Affairs; Republic Administration for Inspection Activities; Brcko District Inspectorate
Financial services	Federal Administration for Inspection Affairs; Republic Administration for Inspection Activities; Brcko District Inspectorate
Promotion of sustainable consumption	Federal Administration for Inspection Affairs; Republic Administration for Inspection Activities; Brcko District Inspectorate
Food distribution	Federal Administration for Inspection Affairs; Republic Administration for Inspection Activities; Brcko District Inspectorate
Water	Federal Administration for Inspection Affairs; Republic Administration for Inspection Activities; Brcko District Inspectorate
Pharmaceuticals	Federal Administration for Inspection Affairs; Republic Administration for Inspection Activities; Brcko District Inspectorate

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Energy	Federal Administration for Inspection Affairs; Republic Administration for Inspection Activities; Brcko District Inspectorate
Public utilities	Federal Administration for Inspection Affairs; Republic Administration for Inspection Activities; Brcko District Inspectorate
Tourism	Federal Administration for Inspection Affairs; Republic Administration for Inspection Activities; Brcko District Inspectorate
Data protection and privacy	Personal Data Protection Agency in BiH
Dispute resolution	courts
Redress	courts
Consumer education	governement sector and non governmental organizations
Consumer information	governement sector and non governmental organizations

Q33

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

Consumer rights/legitimate needs	http://fuzip.gov.ba/ ; http://www.inspektorat.vladars.net/ ; http://kg.bdcentral.net/Content/Read/inspektorat? lang=en
Access by consumers to essential goods and services	http://fuzip.gov.ba/ ; http://www.inspektorat.vladars.net/ ; http://kg.bdcentral.net/Content/Read/inspektorat? lang=en
Protection of vulnerable and disadvantaged consumers	http://fuzip.gov.ba/ ; http://www.inspektorat.vladars.net/ ; http://kg.bdcentral.net/Content/Read/inspektorat? lang=en
Physical safety	http://annt.gov.ba/default.aspx?langTag=bs- BA&template_id=171&pageIndex=1
Product quality	http://annt.gov.ba/default.aspx?langTag=bs- BA&template_id=171&pageIndex=1
Terms and conditions	http://fuzip.gov.ba/ ; http://www.inspektorat.vladars.net/ ; http://kg.bdcentral.net/Content/Read/inspektorat? lang=en
Promotional marketing and sales practices (including misleading advertisement)	http://fuzip.gov.ba/ ; http://www.inspektorat.vladars.net/ ; http://kg.bdcentral.net/Content/Read/inspektorat? lang=en
Voluntary codes for businesses	https://komorars.ba/
Restrictive business practices (competition/antitrust)	http://bihkonk.gov.ba/
Electronic commerce	http://fuzip.gov.ba/ ; http://www.inspektorat.vladars.net/ ; http://kg.bdcentral.net/Content/Read/inspektorat? lang=en
Financial services	http://fuzip.gov.ba/ ; http://www.inspektorat.vladars.net/ ; http://kg.bdcentral.net/Content/Read/inspektorat? lang=en
Promotion of sustainable consumption	http://fuzip.gov.ba/ ; http://www.inspektorat.vladars.net/ ; http://kg.bdcentral.net/Content/Read/inspektorat? lang=en
Food distribution	http://fuzip.gov.ba/ ; http://www.inspektorat.vladars.net/ ; http://kg.bdcentral.net/Content/Read/inspektorat? lang=en
Water	http://fuzip.gov.ba/ ; http://www.inspektorat.vladars.net/ ; http://kg.bdcentral.net/Content/Read/inspektorat? lang=en
Pharmaceuticals	http://fuzip.gov.ba/ ; http://www.inspektorat.vladars.net/ ; http://kg.bdcentral.net/Content/Read/inspektorat? lang=en

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Energy	http://fuzip.gov.ba ; http://www.inspektorat.vladars.net/ ; http://kg.bdcentral.net/Content/Read/inspektorat? lang=en
Public utilities	http://fuzip.gov.ba ; http://www.inspektorat.vladars.net/ ; http://kg.bdcentral.net/Content/Read/inspektorat? lang=en
Tourism	http://fuzip.gov.ba ; http://www.inspektorat.vladars.net/ ; http://kg.bdcentral.net/Content/Read/inspektorat? lang=en
Data protection and privacy	http://azlp.ba/default.aspx?langTag=bs- BA&template_id=147&pageIndex=1
Dispute resolution	/////
Redress	////////
Consumer education	////////
Consumer information	/////

Q34 Respondent skipped this question

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

Q35 Yes

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)
5000

Q37 Respondent skipped this question

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

Q38
Please detail if necessary, what kind of sanctions and/or other measures are available in your jurisdiction
withdrawal of dangerous product, recall of dangerous product, default fine, obligation to inform or to warn

Q39

Yes

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

Q40

Yes

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

Q41

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

Reference of the law/decree

Law on Consumer Protection of BiH; Law on Consumer Protection of Republika Srpska

URL to law/decree

**<http://mvteo.gov.ba/Content/Read/zakoni>;
<https://vladars.net/sr-SP-Cyrl/Vlada/Ministarstva/MTT/Za%C5%A1tita%20potro%C5%A1a%C4%8Da/Akti/Pages/default.aspx#collapsible1>**

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
 ,
 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	UG "DON" Prijedor
1- Website	https://donprijedor.com/
2- Name	UP "ZVONO" Bijeljina
2- Website	http://upzvono.com/
3- Name	Udruga "FUTURA" Mostar
3- Website	https://www.futura.ba/

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Q45 Yes

Can consumers obtain redress through judicial channels?

Q46 No

Is there a specialized judicial mechanism for consumer complaints?

Q47

If there is, please provide the following details

Name	////////
URL Link	////////

Q48 Yes

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

Q49 Consumers individually,
Lawyers,
Consumer protection enforcement authority/agency,
Consumer associations

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

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

**Mediation/ Conciliation,
Arbitration**

Q52

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

1- Name	Ombudsman for banking system of the Federation of BiH; Ombudsman for banking system of Republika Srpska
1- URL Link	https://www.fba.ba/eng/regulations-ombudsman; https://abrs.ba/en/ombudsman/c90
2- Name	Insurance Ombudsman of Republika Srpska; Insurance Ombudsman of Federation of BiH
2- URL Link	http://www.azors.rs.ba/azors/eng/ombudsman.html; http://www.nados.ba/bs/ombudsmen/
3- Name	Arbitration Committee for Consumers Disputes of the Chamber of Commerce of the Republika Srpska
3- URL Link	https://komorars.ba/poslovno-okruzenje/arbitrazal

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?

No

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 **No**

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

	Bilaterally	Through an international organization/network
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As a recipient	Yes	No
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As a donor		
------------	--	--

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	Support BiH Ministry of Foreign Trade and Economic Relations in aligning the BiH Law on Consumer Protection with the EU acquis EuropeAid/138778/DH/SER/multi
1- Name of cooperating partner(s)	European Commission
1- Starting date of programme/project	20/05/2019
1- Finish date of programme/project	20/01/2020
1- Scope of programme/project (list areas of work)	to make alignment of the BiH Law on Consumer Protection with the Eu acquis

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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):

////

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

Safety Toys

1- Scope of initiative

How to recognize dangerous toys

1- URL link

<http://mvteo.gov.ba/Content/Read/ekonomski-razvoj-i-poduzetnistvo-nadzor-nad-trzistem?lang=bs>

1- Impact (short description)

Useful advices for parents when buying children's toys.

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	UG "DON" Prijedor
1- URL link of initiative	https://donprijedor.com/?page_id=869
2- Name of consumer organization/association	UG "ZVONO" Bijeljina
2- URL link of initiative	http://upzvono.com/
3- Name of consumer organization/association	Udruga FUTURA Mostar
3- URL link of initiative	https://www.futura.ba/

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Q77

No

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:
