



World Consumer Protection Map

Contribution by
Israel



Page 2: Contact of respondent

Q1 Name of responding member State **Israel**

Q2 Name of responding authority/agency:

The Consumer Protection and Fair Trade Authority

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

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

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

Q10 If you do, when was the main specific law first enacted? Date **26/04/1981**

Q11 If your main specific law on consumer protection has been revised, when was the date of its latest revision? Date **24/01/2018**

Consumer Protection Survey

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

1- Name of law	The Consumer Protection Law, 5741-1981
1- URL link	https://www.nevo.co.il/law_html/Law01/089_001.htm
2- Name of law	The Real Estate Brokers Law, 5756-1996
2- URL link	https://www.nevo.co.il/law_html/Law01/299_001.htm
3- Name of law	The Higher Education Law 1958
3- URL link	https://www.nevo.co.il/law_html/Law01/203_001.htm
4- Name of law	The Promotion of Competition in the Food Industry Law-2014
4- URL link	https://www.nevo.co.il/Law_word/law14/law-2447.pdf

Q13 Please check all the fields that your consumer protections law(s) cover.

Consumer rights/legitimate needs,
Protection of vulnerable and disadvantaged consumers ,
Terms and conditions ,
Promotional marketing and sales practices (including misleading advertisement)
,
Electronic commerce,
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

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:

Until 7/2010 under the Ministry of Economy. Beginning July 2010 we are an independent authority subordinated to the Minister of Economy and Industry

Consumer Protection Survey

Q17 URL link of responsible Ministry for consumer protection:

Respondent skipped this question

Q18 Year when consumer protection was assumed by the current responsible ministry:

2010

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Q19 Do you have a main consumer protection authority/agency?

Yes

Q20 Name of main consumer protection authority/agency:

The Consumer Protection and Fair Trade Authority

Q21 URL of main consumer protection authority/agency:

<http://www.economy.gov.il/Trade/ConsumerProtection/Pages/default.aspx>

Q22 Year of creation:

2010

Q23 Annual budget: (in USD)

3200000

Q24 Total number of staff:

72

Q25 Total number of staff directly affected to consumer protection:

72

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

Yes

Q27 If you do, please provide the following details:

Reference of the law/decree

The Consumer Protection Law, 5741-1981

URL to law/decree

https://www.nevo.co.il/law_html/Law01/089_001.htm

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,
Protection of vulnerable and disadvantaged consumers ,
Terms and conditions ,
Promotional marketing and sales practices (including misleading advertisement)
,
Electronic commerce,
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:

Physical safety	The Commissioner of Standardization in the Ministry of Economy and Industry
Product quality	The Standards Institution of Israel
Voluntary codes for businesses	Potentially our authority
Restrictive business practices(competition/antitrust)	The Israel Antitrust Authority
Financial services	The Capital Market, Insurance and Savings Authority
Promotion of sustainable consumption	The Ministry of Environmental Protection
Water	The Ministry of National Infrastructures, Energy and Water Resources
Pharmaceuticals	The Pharmaceutical Division in the Ministry of Health
Energy	The Ministry of National Infrastructures, Energy and Water Resources
Public utilities	The Ministry of National Infrastructures, Energy and Water Resources
Tourism	The Ministry of Tourism
Data protection and privacy	The Privacy Protection Authority
Redress	Consumer Organizations assist consumers in obtaining redress through Small Claims Court

Consumer Protection Survey

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

Physical safety	http://economy.gov.il/About/Units/Pages/RegulatoryAdministration.aspx
Product quality	http://www.sii.org.il/896-en/SII_EN.aspx
Restrictive business practices(competition/antitrust)	http://www.antitrust.gov.il/eng/
Financial services	http://mof.gov.il/hon
Promotion of sustainable consumption	http://www.sviva.gov.il/English/Pages/HomePage.aspx
Water	http://energy.gov.il/english/Pages/default.aspx
Pharmaceuticals	https://www.health.gov.il/UnitsOffice/HD/MTI/Drugs/Pages/default.aspx
Energy	http://energy.gov.il/english/Pages/default.aspx
Public utilities	http://energy.gov.il/english/Pages/default.aspx
Tourism	https://www.gov.il/en/Departments/ministry_of_tourism
Data protection and privacy	https://www.gov.il/en/Departments/the_privacy_protection_authority

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 ,
Terms and conditions ,
Promotional marketing and sales practices (including misleading advertisement)
,
Electronic commerce

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:

Physical safety	The Commissioner of Standardization in the Ministry of Economy
Restrictive business practices (competition/antitrust)	The Israel Antitrust Authority
Financial services	The Capital Market, Insurance and Savings Authority
Promotion of sustainable consumption	The Ministry of Environmental Protection
Pharmaceuticals	The Pharmaceutical Division in the Ministry of Health
Public utilities	The Ministry of National Infrastructures, Energy and Water Resources
Tourism	The Ministry of Tourism
Data protection and privacy	The Privacy Protection Authority

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

Physical safety	http://economy.gov.il/About/Units/Pages/RegulatoryAdministration.aspx
Restrictive business practices (competition/antitrust)	http://www.antitrust.gov.il/eng/
Financial services	http://mof.gov.il/hon
Promotion of sustainable consumption	http://www.sviva.gov.il/English/Pages/HomePage.aspx
Pharmaceuticals	http://www.health.gov.il/UnitsOffice/HD/MTI/Drugs/Pages/default.aspx
Energy	https://www.gov.il/he/Departments/ministry_of_energy
Public utilities	https://www.gov.il/he/Departments/ministry_of_energy
Tourism	https://www.gov.il/en/Departments/ministry_of_tourism
Data protection and privacy	https://www.gov.il/en/Departments/the_privacy_protection_authority

Q34 Regarding enforcement, how many infringement cases does your authority/agency handle on average per year?

2000

Q35 Has your authority/agency imposed sanctions and/or other measures for breaches of consumer protection law(s)? **Yes**

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

Consumer Protection Survey

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

2932960

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

The highest monetary sanction notification sent (mentioned in the previous response) was at the amount of 2,932,960 USD.

The Authority has the following administrative tools:

Monetary administrative sanctions- the Authority has the power to impose monetary sanctions on businesses which violate the Consumer Protection Law as follows: When the business is a corporation at a fixed amount of 22,000; when the business is not a corporation at a fixed amount of 7000 NIS. In severe violations, when the business is a corporation at a fixed amount of 45,000 NIS; when the business is not a corporation at a fixed amount of 25,000 NIS. When the Violation is under aggravating circumstances (a violation relating to a large number of Consumers) the amount of the sanction is one and a half times the sum of the monetary sanction prescribed for such violation. The monetary sanction is per violation.

Administrative warning

Administrative orders:

- To cease or prevent unfair influence
- To keep unlabeled goods at the business's premises

Undertaking to avoid violations:

Receive a letter of undertaking (to cease from a violation and avoid any further violation of the same provision) accompanied by a collateral.

The Authority has criminal enforcement powers as well:

The criminal enforcement focuses mainly on severe or recurring violations, and violations targeting vulnerable populations (the Authority has its own prosecutors).

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Q39 Are there any non-governmental consumer organizations/associations in your country? **Yes**

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

There is a specific law which refers only to The Israel Consumer Council which is a government corporation

URL to law/decree

<http://www.consumers.org.il/files/files/hakika/hokmoatza-2-2011.pdf>

Consumer Protection Survey

Q42 Do consumer organizations/associations fulfil any of the following functions?

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 Do consumer groups/associations receive public funding?

Yes

Q44 Name the three largest non-governmental consumer organizations/associations in your jurisdiction:

1- Name

The Employees Union Consumer Authority

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Q45 Can consumers obtain redress through judicial channels?

Yes

Q46 Is there a specialized judicial mechanism for consumer complaints?

Yes

Q47 If there is, please provide the following details

Name

Small Claims Court

Q48 Do you have collective redress/class actions for consumer complaints?

Yes

Q49 Who can represent consumer interests in court?

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

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

Respondent skipped this question

Consumer Protection Survey

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Q51 Regarding out-of-court/alternative consumer dispute resolution, are there any of the following? Comments:
No

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? Respondent skipped this question

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? Yes

Q56 Please provide (up to) 4 examples of the self-regulation initiatives from businesses:

1- Name of initiative 'Emun Hatzibur' (Public Trust organization)
1- URL link <http://www.emun.org/>

Q57 Are there any co-regulation initiatives between businesses and public entities? No

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)

Responsible commercial behaviour ,
Education and awareness-raising ,
Consumer complaints and disputes

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Consumer Protection Survey

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

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

Respondent skipped this question

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

Respondent skipped this question

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

ICPEN

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

Respondent skipped this question

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,

Share information and evidence

Other (please specify):

Subject to the procedure outlined in the International Legal Assistance Law, 5758-1998

Q67 Do you have any experience in cross-border cooperation on enforcement?

No

Q68 If you do, please provide a short description

Respondent skipped this question

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

Respondent skipped this question

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

Respondent skipped this question

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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?

**Legislation, dispute resolution,
Electronic commerce,**

Other (please specify):

We provide information regarding consumer rights according to the Consumer Protection Law in general and in light of amendments to the Law in particular.

Q73 Does your authority/agency provide specific education and information initiatives for vulnerable and disadvantaged consumers?

Yes

Q74 If your authority/agency does, please provide the following details:

Respondent skipped this question

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

Yes

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

1- Name of consumer organization/association

The Israel Consumer Council

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Q77 Does your authority/agency conduct research and analysis on consumer protection issues?

Yes

Consumer Protection Survey

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

1- Main area of work	Vulnerable populations
2- Main area of work	Sales
3- Main area of work	Behavioral insights
3- URL link to online library or publication(s)	http://www.oecd.org/gov/regulatory-policy/behaviouralinsights-and-public-policy-9789264270480-en.htm
4- Main area of work	Business compliance

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

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