



World Consumer Protection Map

Contribution by
KOREA

Page 2: Contact of respondent

Q1 Name of responding member State

**Republic of
Korea**

Q2 Name of responding authority/agency:

Korea Consumer Agency

Q8 If you do, please provide de following details:

Text of constitutional norm with reference to consumer protection

The State shall guarantee the consumer protection movement intended to encourage sound consumption activities and improvement in the quality of products under the conditions as prescribed by Act.

URL link

https://elaw.klri.re.kr/kor_service/lawView.do?hseq=1&lang=ENG

Consumer Protection Survey

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 **13/09/1982**

Q11 If your main specific law on consumer protection has been revised, when was the date of its latest revision? Date **01/07/2019**

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

1- Name of law	Framework Act on Consumers
1- URL link	http://english.kca.go.kr/wpge/m_12/en3100.do
2- Name of law	Act on Door-Door Sales, etc
2- URL link	http://english.kca.go.kr/wpge/m_12/en3100.do
3- Name of law	Act on the Consumer Protection in Electronic Commerce, etc
3- URL link	http://english.kca.go.kr/wpge/m_12/en3100.do
4- Name of law	Industrial Standization Act
4- URL link	http://english.kca.go.kr/wpge/m_12/en3100.do
5- Name of law	Product Liability Act
5- URL link	http://english.kca.go.kr/wpge/m_12/en3100.do
6- Name of law	Act on Fair Labeling and Advertising
6- URL link	http://english.kca.go.kr/wpge/m_12/en3100.do

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),
Electronic commerce,
Promotion of sustainable consumption,
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):

Restrictive business practices (competition/antitrust)	Monopoly Regulation and Fair Trade Act
Food distribution	Food Industry Promotion Act
Water	Water Supply and Wterworks Installation Act
Energy	Energy Act

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

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Consumer Protection Survey

Q16 Name of Ministry responsible for consumer protection:

Korea Fair Trade Commission

Q17 URL link of responsible Ministry for consumer protection:

<http://www.ftc.go.kr>

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

2007

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

Q20 Name of main consumer protection authority/agency:

Korea Consumer Agency

Q21 URL of main consumer protection authority/agency:

<http://kca.go.kr/index.do>

Q22 Year of creation:

1987

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

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

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

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 **Framework Act on Consumers**

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 ,
- Product quality,
- Terms and conditions ,
- Promotional marketing and sales practices (including misleading advertisement) ,
- Voluntary codes for businesses ,
- Electronic commerce,
- Financial services,
- Promotion of sustainable consumption ,
- 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

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

Respondent skipped this question

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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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:

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?

Yes

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

Yes

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

Reference of the law/decreed

Framework Act on Consumers

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

Respondent skipped this question

Q43 Do consumer groups/associations receive public funding?

Respondent skipped this question

Consumer Protection Survey

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?

Respondent skipped this question

Q46 Is there a specialized judicial mechanism for consumer complaints?

Respondent skipped this question

Q47 If there is, please provide the following details

Respondent skipped this question

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

Respondent skipped this question

Q49 Who can represent consumer interests in court?

Respondent skipped this question

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

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?

Respondent skipped this question

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

Respondent skipped this question

Consumer Protection Survey

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)

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

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:

Respondent skipped this question

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?

Respondent skipped this question

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

Respondent skipped this question

Q68 If you do, please provide a short description

Respondent skipped this question

Consumer Protection Survey

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

Respondent skipped this question

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?

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

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

Respondent skipped this question

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?

Respondent skipped this question

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

Respondent skipped this question

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Consumer Protection Survey

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

Respondent skipped this question

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

Respondent skipped this question

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

Respondent skipped this question

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

Respondent skipped this question
