



World Consumer Protection Map

Contribution by
Mongolia

Page 2: Contact of respondent

Q1 **Mongolia**
Name of responding member State

Q2
Name of responding authority/agency:
Authority for Fair competition and Consumer protection

Page 3: Consumer protection legislation

Q7 **Yes**
Does your country's Constitution contain a provision on consumer protection?

Q8
If you do, please provide de following details:

Text of constitutional norm with reference to consumer protection	Law on Consumer Protection
URL link	https://www.legalinfo.mn/law/details/551

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

Q10 **Date** **26/12/1991**
If you do, when was the main specific law first enacted?

Q11

Date

26/03/2003

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	Law on Consumer Protection
1- URL link	https://www.legalinfo.mn/law/details/551
2- Name of law	Law on Violation
2- URL link	https://www.legalinfo.mn/law/details/12695
3- Name of law	Law on Violation Procedure
3- URL link	https://www.legalinfo.mn/law/details/12696
4- Name of law	Law on Mongolian language
4- URL link	https://www.legalinfo.mn/law/details/10932

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,
Physical safety,
Product quality,
Terms and conditions,
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):

Protection of vulnerable and disadvantaged consumers	Law on Disability
Promotional marketing and sales practices (including misleading advertisement)	Law on Advertisement
Voluntary codes for businesses	Law on Company
Restrictive business practices (competition/antitrust)	Law on Competition
Electronic commerce	None
Promotion of sustainable consumption	None
Food distribution	Law on Food security
Water	Law on water
Pharmaceuticals	Law on Medicines and Medical Devices
Energy	Law on Energy
Public utilities	None
Tourism	Law on tourism
Data protection and privacy	Law on Information security
Financial services	Law on Financial Regulatory Commission
Dispute resolution	Law on Violation Procedure

Q15

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

Protection of vulnerable and disadvantaged consumers	https://www.legalinfo.mn/law/details/11711
Promotional marketing and sales practices (including misleading advertisement)	https://www.legalinfo.mn/law/details/259
Voluntary codes for businesses	https://www.legalinfo.mn/law/details/310
Restrictive business practices (competition/antitrust)	https://www.legalinfo.mn/law/details/12
Electronic commerce	None
Promotion of sustainable consumption	None
Food distribution	https://www.legalinfo.mn/law/details/8911?lawid=8911
Water	https://www.legalinfo.mn/law/details/8683
Pharmaceuticals	https://www.legalinfo.mn/law/details/85
Energy	https://www.legalinfo.mn/law/details/60
Public utilities	None
Tourism	https://www.legalinfo.mn/law/details/8929
Data protection and privacy	https://www.legalinfo.mn/annex/details/2687?lawid=4716
Financial services	https://www.legalinfo.mn/law/details/446?lawid=446
Dispute resolution	https://www.legalinfo.mn/law/details/12695

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Q16 Respondent skipped this question

Name of Ministry responsible for consumer protection:

Q17 Respondent skipped this question

URL link of responsible Ministry for consumer protection:

Q18 Respondent skipped this question

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

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Q19 Yes

Do you have a main consumer protection authority/agency?

Q20

Name of main consumer protection authority/agency:

Authority for Fair competition and consumer protection

Q21

URL of main consumer protection authority/agency:

<https://afccp.gov.mn/>

Q22

Year of creation:

2004

Q23

Annual budget: (in USD)

356090

Q24

Total number of staff:

36

Q25

Total number of staff directly affected to consumer protection:

10

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

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,
Food distribution,
Pharmaceuticals,
Energy,
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:

Financial services

Financial Regulation Commission

Water

Water Regulation Commission

Public utilities

Ministry of Public Utilities

Q30

Respondent skipped this question

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

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,
- Promotional marketing and sales practices (including misleading advertisement)
- ,
- Restrictive business practices (competition/antitrust),
- Electronic commerce,
- Promotion of sustainable consumption,
- Food distribution,
- Dispute resolution,
- Redress,
- Consumer education,
- Consumer information

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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?

7500

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)

7020

Q37

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

7020

Q38

Respondent skipped this question

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

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Q39

Yes

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

Q40

No

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

Q41

Respondent skipped this question

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

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 **Consumer Protection associaion of Mongolia**

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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 **Respondent skipped this question**

If there is, please provide the following details

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 **Respondent skipped this question**

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

Q52 Respondent skipped this question

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

Q53 No

Are there any CROSS-BORDER out-of-court/alternative consumer dispute resolution initiatives?

Q54 Respondent skipped this question

If there are, please provide the following details:

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Q55 Yes

Are there any self-regulation initiatives from businesses?

Q56 Respondent skipped this question

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

Q57 Yes

Are there any co-regulation initiatives between businesses and public entities?

Q58 Respondent skipped this question

Please provide (up to) 4 examples of the co-regulation initiatives between businesses and public entities:

Q59 Fair and equitable treatment,
Responsible commercial behaviour,
Disclosure of information and transparency,
Education and awareness-raising,
Protection of privacy,
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)		1
Informal (memoranda of understanding)		

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

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

UN CONSUMER PROTECTION PRINCIPLE

Q64

Respondent skipped this question

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

Q65

Consumer rights/legitimate needs

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

Q66

Share information and evidence

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

As a recipient

Yes

Yes

As a donor

No

No

Q70

Respondent skipped this question

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

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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,

Environmental protection,

Electronic commerce,

Financial services,

Efficient use of materials, energy, water,

Sustainable consumption

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

Disability people friendly environment campaign

1- Scope of initiative

protect consumer rights among disability people

1- URL link

<https://zasag.mn/news/view/25550>

Q75

Yes

Do consumer organizations/associations provide education and information initiatives?

Q76

Respondent skipped this question

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

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Q77

Yes

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

Q78

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

1- Main area of work

Status of Consumer rights of Mongolia

1- URL link to online library or publication(s)

<https://www.1212.mn/BookLibraryDownload.ashx?url=hereglegch.pdf&ln=Mn>

Q79

No

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:
