



World Consumer Protection Map

Contribution by
Ukraine



Page 2: Contact of respondent

Q1 Name of responding member State **Ukraine**

Q2 Name of responding authority/agency:

Ministry of Economic Development and Trade of Ukraine

Page 3: Consumer protection legislation

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

Q8 If you do, please provide de following details:

Text of constitutional norm with reference to consumer protection

Article 42. The state protects consumers' rights, controls the quality and safety of products and all types of services and works, and promotes the activities of public organizations of consumers.

URL link

<http://zakon2.rada.gov.ua/laws/show/254%D0%BA/96-%D0%B2%D1%80>

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 **12/05/1991**

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

Date **01/12/2005**

Consumer Protection Survey

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

1- Name of law	Law of Ukraine "On consumer protection"
1- URL link	http://zakon2.rada.gov.ua/laws/show/1023-12
2- Name of law	Law of Ukraine "About the general safety of non-food products"
2- URL link	http://zakon5.rada.gov.ua/laws/show/2736-17
3- Name of law	Law of Ukraine "About liability for damages caused by defects in products"
3- URL link	http://zakon5.rada.gov.ua/laws/show/3390-17
4- Name of law	Law of Ukraine "About advertising"
4- URL link	http://zakon5.rada.gov.ua/laws/show/270/96-%D0%B2%D1%80
5- Name of law	Law of Ukraine "On protection from unfair competition"
5- URL link	http://zakon3.rada.gov.ua/laws/show/236/96-%D0%B2%D1%80
6- Name of law	Law of Ukraine "About e-commerce"
6- URL link	http://zakon5.rada.gov.ua/laws/show/675-19

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 ,
Promotional marketing and sales practices (including misleading advertisement)
,
Restrictive business practices (competition/antitrust) ,
Electronic commerce,
Tourism,
Data protection and privacy ,
Financial services,
Redress,
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):

Food distribution	The basic principles and requirements for the safety and quality of food products
Water	About drinking water, drinking water supply and drainage
Pharmaceuticals	About medicines
Energy	About the market of electric energy
Public utilities	On Housing and Communal Services
Dispute resolution	The civil code of Ukraine

Q15 Please indicate the URL Link of the relevant law(s) to each field:

Food distribution	http://zakon2.rada.gov.ua/laws/show/771/97-%D0%B2%D1%80
Water	http://zakon3.rada.gov.ua/laws/show/2918-14
Pharmaceuticals	http://zakon2.rada.gov.ua/laws/show/123/96-%D0%B2%D1%80
Energy	http://zakon0.rada.gov.ua/laws/show/2019-19
Public utilities	http://zakon5.rada.gov.ua/laws/show/2189-19
Dispute resolution	http://zakon0.rada.gov.ua/laws/show/435-15

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Q16 Name of Ministry responsible for consumer protection:

Ministry of Economic Development and Trade of Ukraine

Q17 URL link of responsible Ministry for consumer protection:

<http://www.me.gov.ua/?lang=en-GB>

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

2011

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Consumer Protection Survey

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

Q20 Name of main consumer protection authority/agency:

State Service of Ukraine on Food Safety and Consumers Protection

Q21 URL of main consumer protection authority/agency:

<http://www.consumer.gov.ua/ContentPages/Service/15/>

Q22 Year of creation:

2014

Q23 Annual budget: (in USD)

Respondent skipped this question

Q24 Total number of staff:

10153

Q25 Total number of staff directly affected to consumer protection:

452

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

Resolution of the Cabinet of Ministers of Ukraine "On Approval of the Regulation on the State Service of Ukraine for Food Safety and Consumer Protection" dated September 2, 2015 No. 667

URL to law/decree

<http://zakon5.rada.gov.ua/laws/show/667-2015-%D0%BF>

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,
Physical safety,
Product quality,
Terms and conditions ,
Promotional marketing and sales practices (including misleading advertisement) ,
Restrictive business practices(competition/antitrust),
Electronic commerce,
Food distribution,
Public utilities,
Tourism,
Redress,
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	National Commission for State Regulation in the Field of Financial Services Markets (National Financial Services Commission)
Water	State Service of Ukraine on Food Safety and Consumers Protection (SSUFSCP)
Pharmaceuticals	the State Service of Ukraine on Medicines and Drugs Control (SMDC)
Energy	The National Commission, which performs state regulation in the energy sector and utilities (regulator)

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

Financial services	https://www.nfp.gov.ua/ua/Pro-nas.html
Water	http://www.consumer.gov.ua/ContentPages/Service/15/
Pharmaceuticals	http://www.diklz.gov.ua/control/main/en/index;jsessionid=9A2F14A7C2453814EBEAA9EAB7A9A267
Energy	http://www.nerc.gov.ua/?id=11804

Consumer Protection Survey

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

Consumer rights/legitimate needs,
Physical safety,
Product quality,
Terms and conditions,
Promotional marketing and sales practices (including misleading advertisement),
Restrictive business practices (competition/antitrust),
Electronic commerce,
Food distribution,
Water,
Public utilities,
Tourism,
Dispute resolution,
Redress,
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?

18602

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)

Respondent skipped this question

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

administrative sanctions (in accordance with the Code of Administrative Offenses of Ukraine)

administrative and economic sanctions (in accordance with the Law of Ukraine "On Protection of Consumer Rights")

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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

Law of Ukraine "On Protection of Consumer Rights"

URL to law/decree

<http://zakon3.rada.gov.ua/laws/show/1023-12/print1505282049484308>

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,

Legal representation of consumers' individual interests before courts

,

Legal representation for consumer collective actions

Q43 Do consumer groups/associations receive public funding?

No

Consumer Protection Survey

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

1- Name	Union of Citizen Associations "All-Ukrainian Federation of Consumers" PULS "
1- Website	http://www.consumerinfo.org.ua/en/
2- Name	All-Ukrainian public organization "Union of Consumers of Ukraine"
2- Website	http://consumerunion.com.ua/
3- Name	Public organization "All-Ukrainian Association for Consumer Rights Protection" CONSUMER TRUST "
3- Website	http://vgo-dovira.org/

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Q45 Can consumers obtain redress through judicial channels? **Yes**

Q46 Is there a specialized judicial mechanism for consumer complaints? **No**

Q47 If there is, please provide the following details **Respondent skipped this question**

Q48 Do you have collective redress/class actions for consumer complaints? **No**

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**

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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**

Consumer Protection Survey

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? **Yes**

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

1- Name of initiative	Ukrainian Association of Investment Business (UAIB)
1- URL link	http://www.uaib.com.ua/eng/about_uaib/history_aims.htm
2- Name of initiative	“UKRELEKTROKABEL” UKRAINIAN ASSOCIATION
2- URL link	http://en.ukrelektrokabel.info/

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)

Fair and equitable treatment	,
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):

http://www.consumer.gov.ua/Pictures/Files/Editor/document/%D0%BC%D1%96%D0%B6%D0%BD%D0%B0%D1%80%D0%BE%D0%B4%D0%BD/%D1%83%D0%B3%D0%BE%D0%B4%D0%B8/%D1%81%D0%BF%D0%BE%D0%B6%D0%B8%D0%B2%D0%B0%D1%87%D1%96/%D0%BC%D0%B5%D0%BC%D0%BE%D1%80%D0%B0%D0%BD%D0%B4%D1%83%D0%BC_%D1%83%D0%BA%D1%80_%D1%81%D0%BB%D0%BE%D0%B2%D0%B5%D0%BD.pdf

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?

**Judicial cooperation,
Consumer information**

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?

No

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?

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

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

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

No

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

Consumer Protection Survey

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

1- Name of consumer organization/association	Public organization "All-Ukrainian Association for Consumer Protection" CONSUMER TRUST "
1- URL link of initiative	http://vgo-dovira.org/nezalezhne-testuvannya
2- Name of consumer organization/association	All-Ukrainian public organization "Union of Consumers of Ukraine"
2- URL link of initiative	http://consumerunion.com.ua/ua/pro_soyuz/osnovni_naprjamki_dijalnosti.htm
3- Name of consumer organization/association	Union of Citizen Associations "All-Ukrainian Federation of Consumers" PULS "
3- URL link of initiative	http://www.consumerinfo.org.ua/testing/products/

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

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? **Yes**

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