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Consumer Rights and Protection in the Republic of Belarus in the Conditions of Covid-19

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Consumer Rights and Control Over Advertising

The Republic of Belarus

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CONSUMER RIGHTS PROTECTION IN THE REPUBLIC OF BELARUS IN THE CONDITIONS OF COVID-19

5TH INTERGOVERNMENTAL EXPERT GROUP ON CONSUMER PROTECTION LEGISLATION AND POLICY OF UNCTAD

5-6 JULY, 2021

GAVRILCHIK INNA,
HEAD OF THE DEFENSE DEPARTMENT CONSUMER RIGHTS AND CONTROL OVER ADVERTISING
MART in the field of consumer protection

Regulatory and Legal Clarification

Coordination of the activities of state bodies

Information work

Consideration of appeals, pre-trial consumer disputes

Control over the observance of consumer rights

The international cooperation
State policy in the field of consumer protection

- quality and safety of goods (works, services)
- ensuring a free choice of goods (works, services)
- protection of the economic interests of consumers
- providing the consumer with the information necessary for an informed choice, the presentation of contracts in a clear, concise and easy-to-understand form
- effective mechanisms for resolving consumer disputes and consumer remedies that allow for prompt, fair settlement of disputes without unnecessary financial or other costs
- protection of vulnerable consumers (elderly, disabled, etc.)
Information work

- TV
- radio
- transport
- the shops
- the Internet
- outdoor advertising
Rules for working in conditions COVID-19

Cafe

The shops
▪ do not allow people with signs of infection to work (runny nose, sneezing, cough, fever)

▪ provide employees with personal protective equipment (masks, bandages or shields), hand sanitizers
Ministry of Antimonopoly Regulation and Trade
Ministry of Health care
RECOMMEND

- serve consumers, settle accounts with consumers wearing masks and gloves
ensure and control the presence of dispensers with disinfectants in sanitary facilities
- install dispensers with disinfectants at the inlet / outlet to treat the hands of visitors
▪ **ensure the storage of food products** in compliance with storage conditions, shelf life, requirements for commodity neighborhood

▪ **to carry out packaging of goods in a separate room** or at a distance of at least 1-1.5 m from the locations of consumers
▪ exclude the possibility for buyers to independently carry out cutting of food products
▪ transfer to buyers of food products in packaged form, do not conduct tastings and other similar events
Social advertisement

Касается всех,
Кто касается
Вместе против COVID-19
При кашле и чихании прикрывайте рот и нос одноразовой салфеткой или гибом локтя

Касается всех,
Кто касается
Вместе против COVID-19
Чаще и тщательнее мойте руки с мылом и водой на протяжении не менее 20 секунд
Price regulation

- for respiratory protection (masks) and disinfectants
- limiting trade markups for the sale of masks and disinfectants to 15%
Consumer complaint structure

- trading - 33%
- household services - 10%
- paid medical services - 3%
- housing and communal services - 43%
- other - 11%

*in the field:*
- trade
- household services
- paid medical services
- housing and communal services
- domestic services - 10%
Challenges in COVID-19

- evasion from consideration of the legal requirements of the consumer and refund of money for low-quality goods
- manipulating the availability of goods at attractive prices, changing the value of goods in the online store after accepting an order
- hiding information about the seller on social networks
- imposing goods (minimum order amount, quantity)
- delivery of goods that do not match the description in the online store
Thanks for attention!

MART ON CONSUMER RIGHTS
RAISING CONSUMER AWARENESS

HTTPS://T.ME/CONSUMER_RIGHTS_BY_MART