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Consumer Protection Law and Policy, 9th session
Room XII, Palais des Nations, Geneva
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***Agenda Item 3: Report on the implementation of the United Nations
guidelines for consumer protection by member States and relevant
stakeholders***

Statement

Eurasian Economic Commission (EEC)

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Results of the Implementation of the Joint Action Program of the EAEU Member States in the field of Consumer Protection for 2022–2025 in the context of the UN Guidelines for Consumer Protection

Dear Chairman, dear colleagues and friends! Good afternoon!

It is a great honor for me to speak before you. Allow me to introduce myself: Vladimir Sinkevich, Director of the Department for Sanitary, Phytosanitary, and Veterinary Measures of the Eurasian Economic Commission (EEC), its responsibilities include implementing the agreed Consumer Protection policy within the Eurasian Economic Union.

Since 2014, with the signing of the Treaty on the Eurasian Economic Union (Union, EAEU), the five member states of the Union have been building a single economic realm. The foundation of the Union is not only the economy, but also the security and well-being of every citizen of the Union, and Consumer Protection has become an integral part of it. The transition to systemic work in this area was made possible through the Joint Action Program of the EAEU Member States on Consumer Protection, which was first implemented in 2022–2025.

In developing the Program, along with our accumulated experience, the UN Guidelines for Consumer Protection served as our reference point. Implementing the Program has enabled us to move from declarations to measurable achievements, and in my speech today, I would like to focus our attention on the key results and outcomes we have achieved in implementing **the Joint Action Program of the EAEU Member States in the field of Consumer Protection for 2022–2025**.

Key results of the implementation of the Program 2022–2025

1. Large-scale education. We focused on improving the legal literacy of citizens of the Eurasian Economic Union. Under the Program, around **194 000 educational events were held across all Member States**. These included lectures, seminars, information campaigns, and hotlines.

- **Result:** This work has reached **156 million people**. We have built a foundation of trust by informing citizens about their rights and how to protect them.

2. Increased satisfaction of citizens. According to research conducted by the Eurasian Economic Commission, consumer satisfaction with the way their rights are protected has increased to **60%** following the Program's implementation. This is a clear indication that our mechanisms are working and bringing real benefits to people.

3. Adapting to the Digital Age: The main trend of our time is rapidly growing e-commerce. It offers us convenience, but also carries significant risks. The Program has enabled us to quickly respond to new risks: low-quality products, consumer fraud, and threats to personal data.

- We have updated our previously developed recommendations on online trading (EEC's Recommendation No. 27 of November 21, 2017, "On General

Approaches to the Implementation of Coordinated Policy by Member States of the Eurasian Economic Union in the field of Consumer Protection in the Distance Selling of goods and services"), by enshrining in the document one of the UN Guidelines Principles: "A level of protection for consumers using electronic commerce that is not less than that afforded in other forms of commerce."

How did we achieve this?

These results were made possible by a well-coordinated three-tier system:

- **National government bodies:** The active work of relevant ministries and agencies in each country, which shape policy and protect the interests of citizens.
- **Civil Society:** Engaging over 800 community organizations, which have become our primary allies on the ground, providers of education, and advocates for the interests of millions of consumers.
- **The Eurasian Economic Commission, at the supranational level:** Our primary role is creating a platform for dialogue among Eurasian Economic Union Member States, developing common approaches, and drafting documents. We do not substitute national bodies; we help them work as a single, cohesive mechanism. Within the Eurasian Economic Commission, a Consultative Committee on Consumer Protection has been established, where representatives of government, business, and public associations from EAEU countries discuss issues and jointly seek solutions.

Looking to the Future: Agenda 2026–2030

Successful implementation of the Joint Action Program in the field of Consumer Protection of Member States of our Union in 2022–2025 confirmed the need to continue the work that had begun. This year, a new Program for 2026–2030 was adopted. Its focus is on further deepening of the EAEU Member States interaction, including the use of the latest digital tools to protect consumer interests, as well as on further harmonizing the laws of our countries. And, of course, in developing the new Program, the UN Guidelines for Consumer Protection remained our primary support.

It is important for us to maintain and develop cooperation with international organizations, and first and foremost with UNCTAD. I cannot keep myself from noting the positive role played by the informal Working Groups on Consumer Protection issues, which operate successfully within and under the guidance of UNCTAD. Participation in WG's activities is of significant practical value for us.

I express my sincere appreciation to UNCTAD Secretariat staff engaged in Competition and Consumer Protection activity for their support of EEC's events and active participation in the implementation of the Memorandum of Cooperation between UNCTAD and the EEC.

We highly appreciate the practice of holding Regional Dialogues (as was done by UNCTAD and EEC in 2021), and we very much hope that such work will continue.

In conclusion, I would like to emphasize that for us, Consumer Protection is a permanent collaborative work of the Eurasian Economic Commission, government agencies, academia, consumer and business associations, in which international experience plays a key role.

I am sure that the work planned for this IGE session will allow all participants to exchange best practices, research and development in the field of Consumer Protection. I wish us all fruitful work and meaningful dialogue.

Thank you for your attention!

Suggestions for Agreed Conclusions:

– to note the information of the Eurasian Economic Commission on the application of the UN Guidelines for Consumer Protection in the implementation of the agreed policy of the Eurasian Economic Union in the field of Consumer Protection, including within the framework of the development and implementation of Joint Action Programs of the EAEU Member States in the field of Consumer Protection;

– to note the experience in the field of Consumer Protection gained during the implementation of the Memorandum of Cooperation between the United Nations Conference on Trade and Development and the Eurasian Economic Commission to continue joint work in Consumer Protection area, including within the framework of the activities of UNCTAD informal working groups on Consumer Protection and in the format of Regional Dialogues on Consumer Protection for countries of the Eurasian region.