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Consumer Protection in the Russian Federation

Presentation

Prof. Anna Popova
Head
Federal Service for Surveillance on Consumer Rights,
Protection and Human Well-being
Russian Federation

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CONSUMER PROTECTION IN THE RUSSIAN FEDERATION

Prof. Anna Popova

HEAD OF THE FEDERAL SERVICE FOR SURVEILLANCE ON CONSUMER RIGHTS PROTECTION AND HUMAN WELL-BEING

Geneva, 2025



CONSUMER PROTECTION SYSTEM IN THE RUSSIAN FEDERATION



FEDERAL LEVEL

Federal Consumer Protection
Rospotrebnadzor



REGIONAL LEVEL

State executive authorities in the regions of Russia



MUNICIPAL LEVEL

Local self-government bodies



PUBLIC ASSOCIATIONS

Public Consumer Organizations (societies,
associations, unions)

Constitution of the
Russian Federation

Consumer Rights Protection Law

UN Guidelines
for consumer protection

International treaties

National Consumer Protection Strategy until 2030

- prevention of unfair business practices against consumers
- formation of rational consumption patterns among consumers
- protecting consumers in e-commerce
- international cooperation development



NATIONAL CONSUMER PROTECTION STRATEGY UNTIL 2030

8 YEARS OF STRATEGY IMPLEMENTATION

✓ **ROSPOTREBNADZOR** introduced **39 systemic** amendments to the Russian Consumer Protection Law

E-commerce and the legal status of information aggregators of goods and services have been **SETTLED**

A **list of contractual terms** infringing on consumer rights has been **ADOPTED**

Administrative **liability** for violation of time limits for claims consideration has been **INTRODUCED**

✓ **Rospotrebnadzor** filed more than **222 class-action lawsuits**

7 court practice **reviews** on consumer protection issues prepared by the Russian Supreme Court



103 LAWS ADOPTED TO IMPROVE THE LEGAL STATUS OF CONSUMERS



A SYSTEM OF PROTECTIVE MEASURES IS ESTABLISHED TO PROTECT **SOCIALLY VULNERABLE CONSUMERS**



IMPROVED **ACCESS** TO JUSTICE FOR CONSUMERS



THE REGIONAL AND MUNICIPAL LEVELS OF CONSUMER RIGHTS PROTECTION SYSTEM HAVE BEEN STRENGTHENED



HIGH administrative responsibility for the violation of vulnerable consumers rights, children and elderly people to access services



ALL constituent entities of the Russian Federation have adopted **regional** consumer protection programs/subprograms

Consumer rights **coordination** agencies have been established in **EVERY** region of the Russian Federation



A PACKAGE OF NEW LAWS REGULATING PLATFORM ECONOMY **RECENTLY** SUPPORTED BY THE GOVERNMENT OF RUSSIA (July, 2025)



CONSUMER EDUCATION AND INFORMATION PROGRAMMES

STATE INFORMATION RESOURCE - DIGITAL PORTAL FOR CONSUMERS

ABOUT
1 MILLION VISITS
PER YEAR

10
MODULES



Educational videos, claims
and lawsuits **forms**



Legal practice of Rospotrebnadzor



Other useful and relevant
information for consumers



Information on products that **do not meet mandatory requirements**



Various guidances



Inspection results



Entire **regulatory legal framework**



Information on Rospotrebnadzor bodies providing **advisory assistance**



Public consumer organizations database



More than
170 000
information posts
in **8 years**



649

advisory centers
and service points



3 800 000

events held in the past
7 years at advisory centers
and service points



97 461

leaflets and brochures
distributed to
consumers in 2024

STRATEGY

for improving
financial literacy
and building
a financial culture
by 2030



CONSUMER PROTECTION IN COURTS

- filing lawsuits or statements in court
- providing expert opinion

More than 95%

of court decisions are made in favor
of consumers

150–300%

of good value will be compensated to
the consumer if his/her legal rights are
not satisfied voluntarily





STATE CONSUMER PROTECTION CONTROL



ARTICLE 40

of the Law on Consumer Protection
in the Russian Federation



CLAUSE 1 AND SUB-CLAUSE 5.1.2

of the Regulation on the Federal Service,
adopted by the decision of the Government
of the Russian Federation



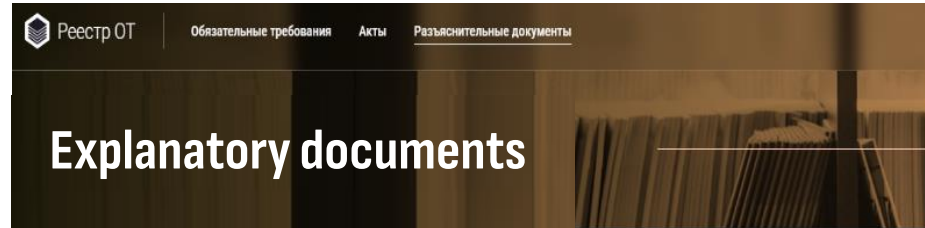
REGULATIONS

on the **State Consumer Protection Control**,
adopted by the decision of the Government of
the Russian Federation

The **PURPOSE** of state
control (surveillance) is:

compliance with the mandatory
requirements established by the

Mandatory Requirements Register



Роспотребнадзор

The LIST OF REGULATORY LEGAL ACTS is posted on the official
website of Rospotrebnadzor, as well as in the register of
mandatory requirements

115

REGULATORY
LEGAL ACTS

6 253

MANDATORY
REQUIREMENTS

Law of the Russian
Federation
On Consumer
Rights
Protection

Technical
regulations
or the Federal Law
On Technical
Regulation

Labeling rules
for certain
goods subject
to mandatory labelling
by identification
means



DIGITAL LABELLING

27 Types of goods already labelled



100 billion units of goods labelled annually

≈ **20%** national GDP

17

Types of goods planned to be labelled



900 000

COMPANIES JOINED LABELLING

> 120 million

UNIQUE TYPES OF PRODUCTS DESCRIBED IN LABELLING SYSTEM

41 times

SALES OF EXPIRED GOODS HAVE DECREASED

1,7 billion

UNITS OF GOODS BLOCKED AT THE CASH REGISTER (INCLUDING UNSAFE)



INTERNATIONAL COOPERATION IN CONSUMER PROTECTION



Commonwealth of
Independent States



Roundtable «Consumer Protection in
BRICS countries», organized in
Moscow, 4th October, 2024





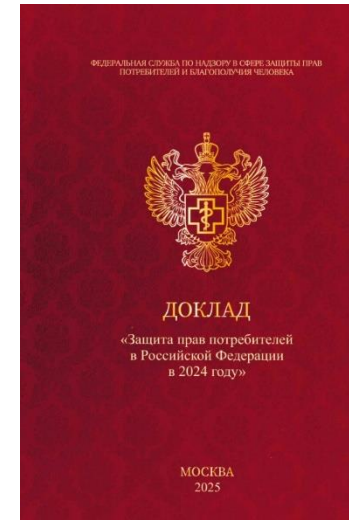
STATE REPORT ON CONSUMER PROTECTION IN THE RUSSIAN FEDERATION

The state supervisory body (Rospotrebnadzor) **shall annually draw up a state report** on consumer protection in the Russian Federation in accordance with the procedure established by the Government of the Russian Federation

An official document that provides public authorities, local self-government bodies, public consumer organizations (associations and unions) and Russian citizens with objective systematized analytical information on the results of federal state surveillance on consumer protection, as well as a basis for determining priorities in consumer protection, developing necessary measures and improve regulatory environment.

INFORMATION SOURCES

- ✓ Federal executive authorities
- ✓ Central Bank
- ✓ Financial Ombudsman
- ✓ Eurasian economic commission
- ✓ Public unions
- ✓ Associations/Unions



STATE REPORT

MOSCOW



E-COMMERCE AND RISKS



**E-COMMERCE MARKET IN
RUSSIA GREW 12-FOLD IN
2015-2025**

2,54
**BILLION PEOPLE
PURCHASE ONLINE**

**80% of Russian population over 12 years
VISIT E-COMMERCE PLATFORMS AT LEAST ONCE A MONTH**

Consumer suffers from risks of



**Hacker and phishing
attacks**



**Personal data leaks and
privacy breaches**



**nonconformity between the received
goods and their declared
characteristics; difficulties
in dispute resolution**



**automatic imposition of
additional services in
digital contract**





PROSPECTS FOR FUTURE WORK



To enhance consumer protection in e-commerce, including by digital tools



To increase the level of protection of consumers' personal data



To improve contractual practice in favor of consumers – to introduce a “weak party wins” principle, where a weak party is a consumer