

PROTOCOL
on Coordinated Policy in the Field of Consumer Rights Protection

1. This Protocol is developed in accordance with Section XII of the EAEU Treaty and defines the principles of conduction by the member States of agreed policy in the field of protection of the rights of consumers and its main directions.

2. Definitions used in this Protocol are as follows:

"Member State's legislation on the protection of consumer rights" - the sum of legal norms that are in force in the member State and that regulate relations in the field of consumer protection;

"Manufacturer" - the organization regardless of ownership, as well as individual registered as an individual entrepreneur, producing goods for sale to consumers;

"Performer" - the organization regardless of ownership, as well as individual registered as an individual entrepreneur, performing work or providing services to consumers;

"Unscrupulous Economic Subjects" - sellers, manufacturers, performers, allowing in their activity violations of the law of the member States on protection of rights of consumers, business practices, if these violations may cause or has caused material or non-material harm to consumers and (or) the environment;

"Associations of consumers" - registered under the laws of the member States non-profit associations (organizations) of citizens and (or) legal persons established in order to protect the legitimate rights and interests of consumers, as well as international non-governmental organizations operating in the territories of all or several member States;

"Consumer" - an individual who intends to order (purchase) or ordering (purchasing, using) goods (works, services) exclusively for personal (household) needs, not related to implementation of business activity;

"Seller" - an organization regardless of ownership, as well as the individual registered as an individual entrepreneur, selling goods to consumers under a contract of sale;

"Competent authorities in the protection of rights of consumers" - public authorities of the member States performing control (supervisory) activities and (or) legal regulation in the field of consumer rights protection in accordance with the laws of the member States, international treaties and acts constituting the laws of the EAEU.

II. Implementation of Main Directions of Policy in the Field of Consumer Rights Protection

3. In order to form for the citizens of member States an equal conditions for protection of the legitimate rights and interests of consumers the member States implement conducting of coordinated policy in the field of protection of rights of consumers under the laws of the member States on the protection of consumers rights and norms of international law in this area in the following main directions:

1) providing consumers, public authorities and public associations of consumers with the timely and accurate information about the goods (works, services), manufacturers (sellers, performers);

2) taking measures to prevent activities of unscrupulous business subjects and sales of not quality (services) in the territories of the member States;

3) creation of conditions for consumers, promoting the free choice of goods (works, services), through the development of legal literacy and legal awareness of consumers, their awareness of the nature, ways of implementation of consumer rights protection and protected by law interests in the administrative and judicial order, as well as access of consumer of member States to qualified legal assistance;

- 4) implementation of education programs in the field of consumer protection as an integral part of training citizens in the educational systems of the member States;
- 5) involvement of the media, including radio and television, in the propaganda and systematic coverage of issues of consumer protection;
- 6) approximation of laws of the member States on the protection of consumer rights.

III. Interaction with the Public

Associations of Consumers

4. Member States shall contribute to the creation of conditions for the activities of independent associations of consumers, their participation in the formation and implementation of coordinated policy in the field of protection of the rights of consumers, propaganda and explaining the rights of consumers as well as to establishing a system of information exchange in the field of consumer protection between the member States.

IV. Interaction of the Authorized Bodies in the Field of Consumer Rights Protection

5. Interaction of the authorized bodies in the field of consumer protection is implemented through:

- 1) the exchange of information:

on the practices of member States in the field of state and public consumer rights protection;

on measures on improving and providing the functioning of the system of control of compliance with legislation of the member States on the protection of consumer rights;

on changes in the legislation of the member States on the protection of consumer rights;

- 2) cooperation in the prevention, detection and suppression of violations of the legislation of the member States on the protection of consumer rights by residents of the

member States, including the exchange of information about the revealed violations of consumer rights in the domestic market, including on the basis of requests of the authorized bodies in the field of consumer rights protection;

3) conduction of collaborative analyzes on issues affecting the mutual interests of the member States in the field of consumer rights protection;

4) providing practical assistance on issues arising in the process of cooperation, including the establishment of working groups, exchange of experience and training of personnel;

5) organization of exchange of statistical information on the results of activity of the authorized bodies in the field of consumer rights protection and public associations of consumers;

6) implementation of joint actions on other issues of cooperation.

V. Powers of the Commission

6. The Commission executes the following powers:

1) provides recommendations for the member States on applying measures directed at improving the efficiency of interaction between the authorized bodies in the field of consumer rights protection;

2) makes recommendations to the member States on the order of implementation of the provisions specified in this Protocol;

3) creates a consultative body for the protection of consumer rights of the member States.