

**The State Committee of Ukraine for Technical regulation and
Consumer policy
Belarus**

**Protection of consumers against fraud and counterfeited goods in
Ukraine**

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...we are facing an imminent changeover for a new paradigm of development focused on individual and quality of his life. Take notice: neither technological progress nor economic efficiency but individual who has the right to decent and safe life as well as for children and future generations.

President of Ukraine Leonid Kuchma

The last some years the big attention was given protection of consumers rights in Ukraine the President, the government and a Verkhovna Rada.

The president of Ukraine L.Kuchma has signed some Decrees among which it is necessary to note the following: «Measures on the enhancement of government of protection of consumers rights» from January, 12, 2002, «About the Program of protection of consumers rights on 2003-2005» from December, 11, 2002 and others.

For maintenance of the control over the decision of problems connected to protection of consumers rights «Councils on coordination of activity in sphere of protection of consumers rights» in each area are created. Their structure included heads of supervising bodies (militia, tax service and others).

With the purpose to unit effort for protection of consumers rights The State Committee of Ukraine for technical regulation and consumer policy (Committee) cooperation agreements with 6 regional administrations and Council of Ministers of Autonomous republic Crimea are signed.

Unfortunately the situation in the consumer market remains intense.

The committee together with other supervising bodies constantly carries out quality assurance and safety of the goods and foodstuffs in the consumer market.

In 2003 it has been checked up 42,4 thousand subjects of activity. At 92 % from checked up it is established and warned more than 220 thousand infringements of the rights of consumers.

It is revealed almost 5,7 thousand facts of a deceit of buyers, 49,2 thousand infringements of sale of the goods which do not correspond to requirements of standards and others.

It is checked up the goods and services for the sum of 70 million grivnas (10,9 million euro). It is defective and is forbidden to realization for the sum of 22,5 million grivnas (32,1 %).

It has been checked 3,1 thousand tons of products from bread. It has been defective and is forbidden to realization 1,1 thousand tons (35,4 %).

From 10 thousand trading enterprises by alcoholic and tobacco production of infringement have been found out at 5062. It is forbidden to realization of 36,4 % from the checked up goods.

The last year checks of services of hotels, at the airports, air transportation, housing also have been carried out. Checks of realization of products of a children's meal, an animal origin, the confectionery products, the packed potable water, automobile gasoline's, jewelers and pyrotechnic products, home appliances.

With the purpose of studying a condition of maintenance of submission of heat to apartment houses has been carried out in October questioning consumers. The received results of questioning have helped to carry out checks and in due time to remove infringements of consumers rights.

By results of checks in the administrative responsibility have been involved 40 thousand person. They have paid the penalty for the sum of 3,9 million grivnas (610 thousand euro). Trade enterprises have paid the penalty for the sum of 11,3 million grivnas (1,8 million euro).

84,9 thousand times realization of the goods stopped. 530 times activity of trade enterprises stopped.

Sessions of local councils authorize Regional programs of protection of consumer's rights in all areas of Ukraine. For effective performance of these programs the regional commissions of protection of consumers rights are created.

Under patronage of the President of Ukraine by Committee in 2003 competition «100 best goods of Ukraine » for the first time have been carried out. In competition have accepted more than 800 participants.

According to the Law of Ukraine «About protection of consumers rights», in institutions of local government 147 structural divisions of protection of consumers rights have been created. All experts of these divisions were on training in territorial divisions of Committee.

In Ukraine exist about 100 public organizations on protection of consumers rights. All of them operate is isolated. Therefore, at participation of Committee in 2003 Ukrainian public organization «Union of consumers of Ukraine» is created. The basic purpose of this organization to unit effort of all public organizations.

With the purpose to improve legal education of businessmen and consumers the Committee in 2003 has given more than 21,7 thousand written legal consultations. On materials of checks it is made more than 6,9 thousand publications in newspapers, statements on TV and radio.

Territorial bodies of Committee had been carried out almost 500 seminars for businessmen on questions to a consumer policy, protection of consumers rights, standardization, metrology and certification.

The committee cooperates with the Ministry of Education and Sciences of Ukraine. The general Program on training children at schools to a special course of

«the Basis of consumer knowledge» is authorized. The textbook for pupils of 8-11 classes of " the Basis of consumer knowledge » is let released.

The Kiev National Trade and Economic University on a speciality «the expert of the goods and services» trains students. Graduates of university work in bodies of protection of consumer's rights and in business. Between Committee and University the cooperation agreement is signed. The committee founds two nominal grants.

In 2003 the Committee had been issued 6 numbers of the collection of **нормативно**-legal acts on questions of protection of consumers rights «the Bulletin of protection of consumers rights». It is issued the book «Norms and rules of the market wine of the European Union». Addition "Consumer" to the newspaper «the Kiev telegraph» is issued. It enables to inform a state policy in sphere of protection of consumers rights to the broad audience of consumers.

In 2003 it has been adapted to requirements of the European instructions the Law of Ukraine «About advertising». In the new Law it is established restrictions on advertising for teenagers.

The committee made active participation of Ukraine in work of the international and regional organizations on protection of consumers rights. It is considered a priority direction the introduction before the International organization of consumers (CI). For Ukraine probably reception governmental **аффилиёваного** memberships.

Also participation in COPOLCO became more active. It is planned to create in Ukraine technical committee with the purpose of operative consideration of questions that concern to competence COPOLCO and their realization.

By committee are negotiated with the countries of EU for cooperation in the field of protection of the rights of consumers (Germany, France, Spain). Projects of agreements are developed and transferred on the coordination of Russia and Lithuania. Between the Ministry of the Industry, Trade and Work of the state Israel and Committee the Memorandum of intentions is signed.

Example of protection of consumers against swindle and the forged goods in Ukraine.

At realization of production in Ukraine Company P&G has faced a problem. Volumes of sale of her production have essentially fallen. Independently having studied the reasons of this fact, the company has established, that in the market a plenty of the forged goods is realized.

In 1998 the company has addressed in Committee with the request for the help. As a result of discussion of a problem the decision has been found. The company has given to territorial bodies on protection of consumer's rights the mobile laboratories for carrying out the express of researches of household chemical goods.

Therefore checks on all country have been carried out. Experts of territorial bodies of protection of consumers rights carried out selection of the goods in a trading network, them during one hour investigated in mobile laboratories and if the fake at once was found out was forbidden sale of these goods and the penalty was imposed.

Checks have been carried out during three years that has given a positive effect. Many trade enterprises have preferred to trade in true production P&G of delivery of these goods from the company for contracts signed. Special certificates signed by the company and Committee has been given to these enterprises and consumers seeing these certificates shopped at these enterprises.

Today the company has simplified procedure of check of authenticity of production. An invisible mark is rendered on packing and using the special indicator this marks can be read. Cost of such indicator 1000 \$. To all territorial bodies of protection of consumers rights the Company had been transferred such indicator free-of-charge. Now there is no necessity on checks to carry out researches in mobile laboratories.

It is necessary to note, that it not a unique example of cooperation of the company of the manufacturer with Committee for protection of consumers against swindle and the forged goods in Ukraine.