



**Asia-Pacific
Economic Cooperation**

2021/CTI/WKSP5/009

Russia - Consumer Protection in Digital Economy

Submitted by: Russia



**Workshop on Consumer Protection in
Digital Trade: Towards Building an APEC
Regional Consumer Protection Framework
4 August 2021**

Federal Service for Surveillance on Consumer Rights Protection and Human Wellbeing (Rospotrebnadzor)



Consumer protection in Digital economy

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Development of digital economy



Challenge:

How can consumer protection tools catch up with technology and ensure level of protection in digital economy no lower than in offline environment

Federal program for the period up to 2024 was adopted (until 2024) In Russia in 2017. This program includes:

- **Creation of a new legal environment**
- **Personnel training, new educational standards**
- **Modernization of infrastructure, creation of communication networks and digital platforms for working with data**
- **Digitalization of public administration (automation of processes, reduction of costs for business, increase of citizens' confidence in digital services)**

Consumer protection on online marketplaces

In highly competitive environment marketplaces tend to significantly increase consumer protection standards.

Online platform (marketplace) is responsible only for disclosure of full information about seller as well as for returning money to consumer within 10 days



Changes in legal environment

For the period 2020-2021:

- **New regulation on online trade of goods and services were adopted**
- **A draft law on online dispute resolution on was developed and is now being considered by Parliament**
- **A draft law on experimental legal regimes (for large digital projects) has been developed and is now being considered by Parliament**



Challenges:

Business is interested in minimal regulation of trade and services (for example, it had concerns about the idea of an online complaint book; advocates for being granted right not to fulfill online order)

Common cycle of drafting and approval of new laws (1-2 years) is delayed due to the fact that with regard to new technologies and processes, working groups on new legal acts include hundreds of experts from science, business, regulators

E-marking and Mobile App for consumers

Main objectives of the Honest SIGN application is to guarantee authenticity and declared quality of products for consumers and increase transparency in product markets.

Application reads Data Matrix digital code or other type of labelling applied by manufacturers on product package and instantly displays check results.

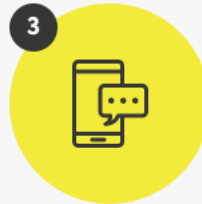
Consumer is able to find reliable information on product: name, type and quality of product, information on manufacturer, date and time and place of production, expiration date (if applicable), information on product movements throughout supply chain up to retail point.



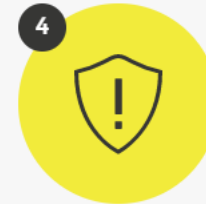
**Choose
product**



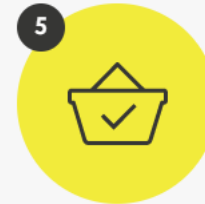
**Scan
code**



**Receive
information**



**Report a
violation**



**Trace
purchases**