



## **Some Issues of Consumer Protection in the Republic of Uzbekistan**

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**Abstract:** *This article analyzes the current issues and importance of consumer protection in the Republic of Uzbekistan, as well as existing problems and ways to overcome them.*

**Key words:** *services, consumer rights, standardization, certification, competition, branding.*

The Law of the Republic of Uzbekistan "On Consumer Protection" on the legal protection and regulation of consumers in this area was adopted on April 26, 1996. The law regulates the relations between consumers and entrepreneurs, not to endanger the rights and health of consumers in connection with the purchase of goods (services) of appropriate quality, to obtain information about goods (services), their producers (manufacturers), the state and their interests. protection by society and mechanisms for the exercise of these rights.

Today, many reforms are being carried out in our country to protect the rights of consumers. In particular, on September 11, 2019, the Decree of the President of the Republic of Uzbekistan No. P-5817 "On measures to radically improve the legal and institutional system of consumer protection". According to the decree, the Consumer Protection Agency under the Antimonopoly Committee of the Republic of Uzbekistan was established as a competent state body implementing a single state policy in the field of consumer protection and regulation of the advertising market, as well as coordinating the activities of government agencies and organizations.

It should be noted that as social relations develop, it is necessary to improve the normative legal acts regulating them. Therefore, there is a need to constantly improve the regulatory framework. The ongoing reforms require the improvement of the Law on Consumer Protection.

According to Article 23 of this law, the state guarantees the protection of the rights and legally protected interests of consumers in the purchase and use of goods (works, services). The protection of consumer rights by the state is ensured by public authorities and administration, as well as the courts.

The following are the state bodies specially authorized to protect the rights of consumers: the State Committee of the Republic of Uzbekistan for Privatization and Development of Competition; Uzbek Agency for Standardization, Metrology and Certification (hereinafter referred to as the Agency "Uzstandard"); Ministry of Health of the Republic of Uzbekistan; State Committee for Architecture and Construction of the Republic of Uzbekistan; State Committee for Ecology and Environmental Protection of the Republic of Uzbekistan; other public administration bodies that control the observance of the legislation on consumer protection within their competence.

In particular, standardization, certification and marking, the impossibility of restricting competition, strengthening consumer positions in relations with manufacturers, suppliers and sellers, reviewing measures to inform consumers, establishing consumer grievance redressal centers, counseling centers, trade unions and consumer organizations. granting the right to participate in court on behalf of the plaintiff, such as the legal regulation of environmental protection. In Germany, the functions that represent the interests of consumers are performed by non-governmental organizations. As non-governmental organizations perform urgent tasks, they are funded by the state.



The Federation of Consumer Rights Protection Societies and its regional, district and city societies were established in the country in accordance with the Resolution of the Cabinet of Ministers No. 414 of November 28, 2002 "On measures to expand public participation in consumer protection". It is noted that the supply of the executive apparatus, district, city societies, as well as the executive apparatus of their territorial associations is carried out at the expense of monthly membership fees, and no funding is provided by the government. Also, measures to protect the rights of consumers in Germany are not regulated by a special law, but are provided for in various legal documents.

According to the Presidential Decree No. PF-4848 of October 5, 2016 "On additional measures to ensure the rapid development of entrepreneurial activity, comprehensive protection of private property and improving the quality of the business environment" from January 1, 2017 all unscheduled inspections of business entities species have been abolished. This excludes appeals from individuals and legal entities on violations of the law, and in other cases only short-term inspections conducted in accordance with the decision of the Republican Council for Coordination of Supervision.

However, in practice, despite the fact that public catering establishments do not fully comply with sanitary requirements by business entities, the issue of inspections by DSENM staff to clarify this situation is limited. Accordingly, in order to ensure the protection of consumer rights as above, to establish a special organization for independent testing and authorize unrestricted inspection of products and services of all types of manufacturers and service organizations or allow short-term inspections of institutions such as Veterinary, DSENM without exception It is advisable to include an appropriate norm on the issuance.

Based on the results of the study, the following is proposed in order to improve the field of consumer protection.

1. Introduce an "anti-rating" system of harmful enterprises that violate consumer rights;
2. Improving consumer education through the mandatory introduction of appropriate "refresher courses" in general education and higher education;
3. Introduce the concept of "absolute responsibility of the manufacturer" for all goods and services supplied to the market, create a system of incentives for producers and sellers of high quality and safe products;
4. Establish special organizations for independent testing, check the quality and safety of goods and services sold in the market.

**List of used literature:**

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