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# 1. Consumer policy institutions

## 1.1. MINISTRY RESPONSIBLE FOR CONSUMER POLICY

The National Authority for Consumer Protection (hereinafter ANPC) coordinates and realizes the strategy and policy of the Romanian Government with regard to the enforcement of Consumer Protection in the country, preventing and fighting against the practices which prejudice consumers' life, health, safety or economic interests and estimates the efficiency of the market surveillance system for products and services provided.

The scope of the ANPC responsibilities in the consumer protection field is:

- **A high level of consumer protection through:**
  - a) Transposition of the *aquis communautaire*, elaboration and promotion of legal acts and regulations regarding the import and trading of the food (including labelling) and non-food products and of the services (including services of general interest and financial services) in order to assure consumers safety as well as the protection of their economic interest ,
  - b) Strengthening cooperation with central and local public administration bodies, including through the elaboration of legal acts, as well as the development or, by case, the conclusion of cooperation agreements,
  - c) Developing cooperation with business society in promotion and protection consumers' interest,
  - d) Developing ANPC's administrative capacity by increasing human resources and strengthening technical economical base.
  
- **Effective enforcement of consumer protection rules through:**
  - a) Performance of control actions
    - in order to ensure the safety and/or conformity requirements for products and services,
    - in order to protect consumer rights and economic interest at the supplying of products and services, including public interest services and financial services,
  - c) Solving consumer complaints and improving complaints handling and control actions for solving consumers' complaints, and setting-up a legislative framework enabling alternative dispute resolution mechanisms by mediation,
  - d) Cooperation with other institutions of central and local public administration and with Member States or EU candidate countries, in order to perform control actions,
  - e) Cooperation, as national contact point for rapid exchange of information regarding dangerous products, with its territorial offices and other central and local public administration bodies, or with MS contact points RAPEX,
  - f) Performing specific control actions regarding precious metals in Romania,
  - g) Acting as competent authorities and single liaison office responsible for the application of Regulation no 2006/2004 on cooperation between national authorities responsible for the enforcement of consumer protection laws,
  - h) Acting as national enforcement body accordingly to the Regulation no 261/2004 establishing common rules on compensation and assistance to passengers in the event of denied boarding and of cancellation or long delay of flights.

- **Strengthening consumers' information, consulting and education through:**
  - a) Developing consumers information tools (radio-TV interviews, articles, seminars, conferences, etc), and cooperation with mass media for warning actions regarding dangerous products or services,
  - b) Active implication of the NGOs (consumers associations) in the decision making process, in order to take decisions with an impact on their interests,
  - c) Support and counselling for consumers associations.

Outside the scope of EU consumer policy, ANPC has also as main responsibilities:

- To test and mark valuable metals and their alloys,
- To expertise valuable metals and precious stones,
- To authorize natural and legal persons, according to law, in order to develop operations with valuable metals, their alloys and precious stones,
- To apply the Kimberley process certification scheme.

Taking into account the consumer issues complexity, ANPC collaborates closely with any other public administration departments having responsibilities in the area of market surveillance, based on specific protocols.

The ANPC covers by market surveillance activities the following areas:

- Safety of goods (new general product safety, safety of toys, dangerous imitations, child-resistant lighters),
- Electrical safety (LVD), electromagnetic compatibility (EMC), energy efficiency (EE) requirements, airborne noise emitted, ANPC competence being only for consumer products,
- Consumers' economic interests (unfair commercial practices, unfair contract terms, door-to-door and distance selling, distance contracts for financial services, package travel, timeshare, compensation and assistance to air passengers, price indication, consumers goods and associated guarantees, injunctions, consumer credit, cross-border payments in euro, payment services in the internal market),
- Name, marking and labelling of textiles, footwear, crystal glass, detergents, cosmetics,
- Labelling of foodstuffs, price indication, conformity of foodstuffs with the legal or declared parameters (excluding contaminants, pesticides, heavy metals), physical, chemical and organoleptic parameters, respect of the date of minimum durability, respect of the declared net quantity and the admissible limits referred to in legal rules, respect of the storage, marketing and transportation requirements (temperature etc.), advertising of foods, information and education of consumers regarding the food safety and solving consumer complaints,
- Labelling of GMOs and novel food placed on the market, including conformity with the legal or declared parameters, advertising, solving consumers' complaints, consumers' information and education.

**Autoritatea Nationala pentru Protectia Consumatorilor (ANPC) - National Authority for Consumers Protection**

*Address :* Bd Aviatorilor 72, sector 1, RO-011865 Bucuresti

*Phone:* +40 21 312 12 75

*Free phone line for consumers' complaints:* 0800 080 999

*Fax:* +40 21 314 34 62

*Website:* <http://www.anpc.gov.ro>

## 1.2. PUBLIC AGENCIES

ANPC is the responsible body for enforcement of rules on general product safety and consumer economic interests, including certain financial services (consumer credit, distance contracts for financial services, cross-border payments in euro).

ANPC has 825 places for its personnel, including 136 specialists working at headquarter. Within the 42 territorial offices (named commissariats) for consumers' protection, subordinated to the 12 regional offices (named commissariats), a number of 689 employees (named commissars) - personnel with 4-5 years of university education - perform monitoring and control activities.

### **Autoritatea Nationala pentru Protectia Consumatorilor (ANPC) - National Authority for Consumers Protection**

*Address:* Bd. Aviatorilor N°72, sector 1, RO-011865 Bucuresti

*Phone:* + 40 21 312 12 75

*Fax:* + 40 21 314 34 62

For contact points details of the 42 territorial Commissariats for Consumers Protection and 12 regional Commissariats see the Website: <http://www.anpc.gov.ro>

### **Significant attributes of ANPC and territorial Commissariats for Consumers Protection:**

1. to supervise, so that they are respected, the legal provisions in the consumer protection field concerning the safety of products and services destined to the population and to defend the legitimate rights of consumers, by making inspections on the market, (to producers, importers, retailers, sellers, service performers as well as in custom houses); ANPC commissars may have access to the places where products are manufactured, stored or traded or where services are performed, including access to the documents referring to them;
2. to ascertain the infringements and to adopt the legal measures for limiting the consequences of manufacturing, import, trade or free delivery or performance of some products or services that do not meet the legal stipulations on the field of ANPC activity by applying the main and complementary sanctions according to law, to notify the penal bodies as often as violations of penal law are found;
3. to co-ordinate the rapid exchange of information with the national or international competent bodies, regarding the products and services which present risk for consumers health and safety; ANPC being designate as National Contact Point for RAPEX System;
4. to inform the decision bodies and the operators involved in the certification system of the quality of products and services, based on personal findings and on the information received from the non-government bodies and from the consumers, concerning the non-conformity of products and services offered to consumers; Also ANPC may propose the improvement or the issuing of new legal acts in consumer protection field;
5. to receive and solve complains from consumers, consumer associations or, by case, to transmit them to other competent bodies to be solved according to law;
6. to perform analyses and tests in accredited laboratories, or in its own or agreed laboratories;
7. to develop consumers information, consulting and education activities; to inform permanently the consumers about the products and services which present risks for their health and safety or which could affect their economic interests;
8. to provide specialized consultancy in consumers protection field for legal persons ;
9. to authorize the operations with valuable metals, their alloys and precious stones;

10. to establish and to approve the marks used by domestic producers, importers or traders by case, based on its own tariffs, and also its own certification mark;
11. to perform expertise of valuable metals and precious stones, according to law.

ANPC co-operate, at central and local level, with other central and local public administration bodies, by case with:

- **National Customs Authority, for imported products**  
*Address:* 13, Matei Millo Street, sector 1, RO-010144 Bucharest  
*Website:* <http://www.customs.ro>
  
- **National Authority for Administration and Regulation in Communications Field (ANCOM)**  
for all radio-communication services destined to consumers  
*Address:* 2, Delea Noua street, Sector 3, RO-030925 Bucharest  
*Website:* <http://www.anrcti.ro/>
  
- **National Authority Sanitary, Veterinary and for Food Safety – for foodstuffs and foods of animal origin**  
*Address:* 1B, Negustori street, sector 2, RO-023951 Bucharest  
*Website:* <http://www.ansvsa.ro/>
  
- **Ministry of Health - for public health services**  
*Address:* 1-3, Cristian Popișteanu street, sector 1, RO-010024 Bucharest  
*Website:* <http://www.ms.ro/>
  
- **Labour Inspectorate – for products migrating from the industrial sector towards consumers Sector**  
*Address:* 14, Matei Voievod street, Sector 2, RO-021455 Bucharest  
*Website:* <http://www.inspectmun.ro/>
  
- **Ministry of Tourism- for package travel services**  
*Address:* 38 Dinicu Golescu street, Sector 1, RO-010873 Bucharest  
*Website:* [www.turism.gov.ro](http://www.turism.gov.ro)
  
- **Ministry of Transports and Infrastructure – for passengers rights**  
*Address:* 38 Dinicu Golescu street, Sector 1, RO-010873 Bucharest  
*Website:* <http://www.mt.ro/index.html>
  
- **Ministry of Economy – for toys, textiles, cosmetics, glass and crystal products**  
*Address:* 152 Victoriei street, Sector 1, RO-010096 Bucharest  
*Website:* <http://www.minind.ro/>

In consumer protection field there are no publicly funded research organizations in Romania.

### 1.3. NATIONAL CONSUMER ORGANISATIONS

The consumers' associations develop actions for consumers' education and information, and ensure the representation of consumers' interests in consultative bodies organized at central and local level. They may also introduce actions in justice to defend the consumers' legitimate rights and interests.

<i>Organisation name and members</i>	<i>Postal address</i>	<i>Website (if available) and main activities</i>	<i>Main contact person</i>	<i>General contact details*</i>
Association for Consumers Protection from Romania (APC Romania)  17.094 members and 26 branches in Romania	32-34, Nicolae Bălcescu, 4 <sup>th</sup> floor, ap. 16, Sector 1, RO-010055 Bucharest	<a href="http://www.apc-romania.ro">www.apc-romania.ro</a> <b>Lobby</b> for improvement of level of consumers' protection, enforcement of consumers' rights, as well as consumers' information and education <b>Enhance</b> transparency of production methods and quality of products and services offered on the market <b>Inform</b> consumers on the main characteristics of the products and services offered on the market. <b>Educate</b> consumers on their rights <b>Give advice</b> to consumers referring to solving specific problems. <b>Create</b> equal chances for all consumers	Costel Stanciu	<i>Phone:</i> + 401 311 02 43 <i>Fax:</i> +401 311 02 43 <i>E-mail:</i> <a href="mailto:office@apc-romania.ro">office@apc-romania.ro</a>

### 1.4. NATIONAL COUNCILS/ASSEMBLIES OF CONSUMER ORGANISATIONS AND OTHER STAKEHOLDERS

Consultative Councils for Consumer Protection (set up in 1994), acting by the Prefect institution of the 42 regions (judet) of Romania and rallying representatives of the state authorities and consumer associations at regional level, ensure the necessary informational and organizational framework to establish and to enforce consumer protection policy, as well as to harmonize the actions undertaken by the public administration bodies and by the nongovernmental organization in this field.

## **1.5. CONSUMER MEDIA**

**Conso Media Group** – a private company managing the financial portal <http://www.conso.ro> destined to compare online different financial products for consumers.

*Address:* Spl. Independentei nr. 56B, ap. 1, Sector 5, RO-050085 Bucuresti

*E-mail:* [office@conso.ro](mailto:office@conso.ro)

## **1.6. REDRESS BODIES: COURTS AND ADRS**

Generally consumer complaints are solved through administrative procedures. The consumer may address a complaint to the ANPC or to the territorial Commissariats for Consumer Protection. During a period of 30 days from the date of the complaint, the ANPC commissars have to analyse and solve it. If the complaint is well-grounded, the commissars take measures according to the legal rules, including the redress or the reparation for the non-conformity of the product or service, following the consumer complaint. If the complaint is considered as ungrounded according to law, the reasons shall be officially communicated by the ANPC or by the territorial Commissariats for Consumer Protection to the consumer.

If the economic operator or consumer is not satisfied by the ANPC decision, he may appeal to the court of justice. In relation to the subject-matter, the court may be:

- the administrative court, where a decision is attacked,
- the court of general jurisdiction, on a complaint of an individual.

Mediation, as alternative to the court system, was introduced according to law no. 192/2006 (Romanian O.J. 441/22.05.2006) regarding the mediation in civil matter and the profession of mediator, issued by the Ministry of Justice. An extra-judicial method for solving consumers' dispute will be promoted within this mediation system (<http://medierea.ro/>).

## **1.7. EUROPEAN CONSUMER CENTRE**

On 1<sup>st</sup> January 2008, the European Consumer Centre Romania joined the ECC Net, to assist EU citizens in matters related to cross-border shopping. ECC Romania helps with such questions and any other problems, which consumers may have in Europe when shopping in another country.

*E-mail:* [office@eccromania.ro](mailto:office@eccromania.ro)

*Website:* [www.eccromania.ro](http://www.eccromania.ro)

## **1.8. SELF OR CO-REGULATION**

In 2009 year has been put into practices a code of conduct in scanning field. This code lays down a correct information of the consumers, meaning to have the same price at the cash register and on the shelf.

## 2. Consumer policies

### 2.1. CONSUMER PROTECTION LEGISLATION

- A strategy in consumer protection field, for the period 2009-2012, will be defined until the end of 2009 year.
- **Government Decision nr. 1102/02.10.2002** (Romanian O.J. 758/17.10.2002) regarding the legal rules about placement on the market of equipment for amusement concerns the conditions for placing on the market the equipments for amusement and recreation (any equipment, installation or device powered by human movement or weight, by electric, pneumatic, hydraulic, mechanic power or any other power sources, on a temporary or definitive place, destined to the amusement, play or recreation of individuals) and equipment for play/fun areas (equipment for amusement and recreation, meant to be used especially by children, exclusively powered by human weight or human force and destined to be used on temporary or definitive collective fun/recreation areas). The decision includes requirements on safety, consumer' information (warnings and inscriptions), maintenance and protective equipment, as well as risks evaluation analyses and the necessary licence of functioning for the equipment. The failure to comply with the provisions of this decision means offence and shall be penalized by fines and, depending on the circumstances, temporary stop of providing services until the deficiencies are remedied. Sanctions for infringements affecting the consumers' health, safety, life or economic interests were established according the specific legislation and generally consist in administrative fines, if the contravention is not subject of Penal Code. ANPC commissars may dispose also, by case, complementary measures, i.e. temporary or definitively stop marketing.
- The site of the National Authority for Consumer Protection contains many laws related to the field of consumer protection:
  - General legislation:  
[http://www.anpc.gov.ro/anpc/index.php?option=com\\_content&view=category&layout=blog&id=29&Itemid=37](http://www.anpc.gov.ro/anpc/index.php?option=com_content&view=category&layout=blog&id=29&Itemid=37)
  - Food products:  
[http://www.anpc.gov.ro/anpc/index.php?option=com\\_content&view=category&layout=blog&id=31&Itemid=38](http://www.anpc.gov.ro/anpc/index.php?option=com_content&view=category&layout=blog&id=31&Itemid=38)
  - Non-food products:  
[http://www.anpc.gov.ro/anpc/index.php?option=com\\_content&view=category&layout=blog&id=32&Itemid=39](http://www.anpc.gov.ro/anpc/index.php?option=com_content&view=category&layout=blog&id=32&Itemid=39)
  - Services:  
[http://www.anpc.gov.ro/anpc/index.php?option=com\\_content&view=category&layout=blog&id=33&Itemid=40](http://www.anpc.gov.ro/anpc/index.php?option=com_content&view=category&layout=blog&id=33&Itemid=40)

### 2.2. CONSUMER ORGANISATIONS

Consumers associations shall mean any non-governmental organization, registered according to the law, without intention to obtain profit for its members, having as the sole target the defence of the rights and legitimate interests of its members or of consumers in general.

The natural and legal persons that intend to develop activities of general interest or in the interest of some collectivities or, by case, in their non-patrimonial private interest, may constitute associations according to Law no. 246/2005 that approved the Government Ordinance no. 26/2000 on associations and foundations.

Associations shall be constituted by minimum 3 persons that, based on a mutual agreement, put together and without the right to take back their material contribution, knowledge and work in order to carry out the activities of general interest or in the interest of some collectivities or, by case, in their non-patrimonial private interest.

According to Romanian rules (Government Ordinance no. 21/1992, as amended) on consumer protection, the associations for consumer protection have **rights**:

- To obtain the logistical support of the central and local public administration in order to fulfil their purposes,
- To be granted subsidies from the State and local administration budget,
- To require the competent authorities to take measures in order to stop the production or to withdraw from the market products and services which do not meet the qualitative level prescribed or established by law or endanger consumers' life, health or safety,
- To require the economic operators to produce goods and to provide services under special circumstances, in order to satisfy the needs of disabled or elderly consumers,
- To be consulted on the drafting of standards or specifications which define the technical and qualitative characteristics of products and services intended for consumers,
- To request and obtain information on the price and quality specifications of the products or services, which should help them decide whether to purchase that product or service or not,
- To inform the general public through the mass media about the failure to comply with quality specifications of products and services and their damaging consequences for consumers,
- To bring legal actions for the defence of their members' rights and legitimate interests,
- To request that accredited laboratories perform analyses and tests of products intended for consumers, and then to publish the results,
- To initiate their own actions in order to identify cases in which traders are not observing consumers' rights as set by the law, and to notify, through an emergency procedure, the specialised bodies of public administration with powers in the field of consumer protection.

The legal actions instituted by consumer associations against economic operators who prejudiced the rights and legitimate interests of consumers are exempted from stamp taxes.

Consumers associations can be **social partners**, having the right to be represented in the Consultative Councils involved in consumer protection, in which the public administration bodies are represented, provided they meet the legal provisions.

According to Government Ordinance no. 21/1992, as amended, on consumer protection:

**Advisory and information centres** may be organised as offices of the consumers associations and develop cost-free activities in consumers' interests, consisting in information, recommendations and advice regarding the questions related to the acquisition of a product or service. Amounts received from the State budget, with the support of the National Authority for Consumers Protection, shall be exclusively used in order to set up and run the advisory and information centres.

In this context, we can mention that the Advisory and Information Pilot-Center for Consumers in Bucharest set up in 2000 by the Association for Consumers Protection from Romania, received

the following financial support offered by the budget of the National Authority for Consumers protection for the period 2000 – 2007:

- 200 million ROL, for 2000
- 284 million ROL, for 2001
- 400 million ROL, for 2002
- 500 million ROL, for 2003
- 600 million ROL, for 2004
- 110 000 RON, for 2005 (1 RON=10000 ROL).
- 140 000 RON, for 2006
- 170 000 RON, for 2007 ( ≈ 45 000 EURO)
- 130 000 RON, for 2008 ( ≈ 34 000 EURO)

According to the “Memorandum of Understanding between the Government of Romania and the European Community on the participation of Romania in the general framework for financing community actions in support of consumer policy for the years 2004 to 2007” ratified by Law 105/03.05.2005 (Romanian O.J. 393/10.05.2005), the financial contribution paid by ANPC to the general budget of the European Union amounts to 112.327 euro for 2005 and 115.260 euro for 2006. This support allowed the Association for Consumers Protection from Romania (non-governmental consumer organization) to participate to the programmes financed by EU.

In 2008 year, ANPC offered 132 000 RON for co-financing the European Consumer Centre Romania. In 2009 year, ANPC offered 60500 EURO for co-financing the European Consumer Centre Romania.

Since 2008, setting-up and functioning of advisory and information centers for consumers and the financing sources are established by Government Decision. The procedure for establishing the evaluation and selection criteria for granting financial support from the State budget was also defined in an ANPC Order.

### **2.3. ENFORCEMENT/REDRESS**

**ANPC is the enforcement body in matter of consumers’ rights, including on safety and non-safety measures. See Section 1.2.**

According to Government Ordinance no 21/1992 on consumer protection, as amended, **the fundamental rights of consumers** are:

- a) To be protected against the risks of purchasing a product or a service which can prejudice life, health or safety or to affect rights or legitimate interests;
- b) To be completely and precisely informed on the essential characteristics of products and services so that the decisions, which will be adopted in this respect, be the most appropriate to their needs and also to be educated in their capacity as consumers;
- c) To have access to markets which assure a wide range of products and services of quality;
- d) To get damages for prejudices generated by the lack or quality of products and services, using, to this end, the means prescribed by law;
- e) To organize themselves in associations for consumers protection aiming at defending their interests.

**Consumers are entitled to require that the sellers remedy or replace** free of charge the provided products and services, and to claim damages for deficiencies found within the guarantee or validity term. After the expiry of this term, consumers may require the products that cannot be used according to the intended purpose because of some *hidden vice* that became apparent within the average useful life of the products, to be remedied or to be replaced. The seller shall perform all necessary operations to put again into service, to replace products or to remedy services within the guarantee period or the shelf life, because of latent defects that became apparent within the average useful life or due to transportation, handling, diagnosis and inspection operations, dismantling, assembling and packaging; the seller is also liable for all the expenses lied with these deficiencies, cases which does not relieve from liability the producer in its relation with the seller.

**Redress:** The reimbursement of the price paid or the replacement of the purchased product or service is undertaken by the seller immediately after establishing the impossibility of using it, where this is not due to the consumer.

The consumer may bring action to the court in order to require damages according to the contract terms or legal dispositions or in case of remedy or replacement of the inadequate products or services.

ANPC performs control and surveillance actions regarding food products, non-food products and services, including public utilities services and financial services.

ANPC reports to the National Institute of Statistics the following indicators:

- The number of inspection actions
- The value of non conform goods and services verified : the total value of non conform goods and services verified and the value of non conform goods and services imported from third countries verified
- The total value of penalties applied
- Total value of the payment at the state budget from the penalties: The value of the penalties cashed and The value of the penalties sent to the financial bodies for enforcement.

**Sanctions for infringements affecting the consumers' health, safety, life or economic interests** were established according to the specific legislation and generally consist in administrative fines, if the contravention is not subject to the Penal Code. ANPC commissars may also value, according to the case, complementary measures, *i.e.* temporary or definitively stop marketing.

According to **Government Decision 1553/2004** (Romanian O.J. 902 /5 October 2004, (<http://legislatie.just.ro>) on injunctions for the protection of the collective interests of consumers, where the **collective interests of consumers** from a Member State of the European Union are harmed by infringements originating in Romania or the author of these infringements has its headquarter in Romania, the qualified entities from that State may appeal to the competent authorities from Romania in order to receive and solve the complaints.

Before addressing to the competent authority with responsibilities in consumer protection field in order to dispose the measures necessary to stop the infringement, the qualified entity of a Member State shall address to the person responsible for the infringement as well as to the qualified entity from Romania, for the cessation of the infringement. If the cessation of the infringement is not achieved within 14 days after the request for consultation is received, the entity of which collective interest was harmed will address to the competent authority with

responsibilities in consumer protection field. The complaints shall be accompanied by the list of the qualified entities from that state, in order to prove their capacity to address the competent authorities.

List of national legal rules covered by the national legal act on injunctions for the protection of consumers' interests

List of Directives covered by Article 1 of the Directive 98/27/EC <b>on injunctions for the protection of consumers' interests</b>	List of national legal rules covered by the national legal act on injunctions for the protection of consumers' interests	
Directive <b>2005/29/EC</b> on Unfair Commercial Practices	<b>Legal acts</b> <a href="http://legislatie.just.ro">http://legislatie.just.ro</a>	<b>Competent authorities and Internet Web Page for general contact details</b>
Council Directive <b>85/577/EEC</b> to protect the consumer in respect of contracts negotiated away from business premises	<u><a href="#">Government Ordinance no 106/1999</a></u> on consumer contracts negotiated away from business premises approved as amended by Law N° <u><a href="#">60/2002</a></u> , republished	National Authority for Consumer Protection <a href="http://www.anpc.gov.ro">www.anpc.gov.ro</a>
Council Directive <b>87/102/EEC</b> concerning consumer credit	Law N°289/2004 on legal rules concerning consumer credit agreements destined to consumers, natural persons, republished, as amended	National Authority for Consumer Protection <a href="http://www.anpc.gov.ro">www.anpc.gov.ro</a> National Bank of Romania <a href="http://www.bnro.ro">www.bnro.ro</a> Other Competent Authorities having competence by law
Council Directive <b>89/552/CEE</b> on the coordination of certain provisions laid down by Law, Regulation or Administrative Action in Member States concerning the pursuit of television broadcasting activities	Law N°504/2002 on audiovisual, as amended	National Authority for Administration and Regulation in Communication Field <a href="http://www.anreti.ro">www.anreti.ro</a> National Audio—Visual Council <a href="http://www.cna.ro">www.cna.ro</a>

Council Directive <a href="#">90/314/EEC</a> on package travel, package holidays and package tours	<a href="#">Government Ordinance no. 107/1999</a> on package travel, republished	National Authority for Consumer Protection <a href="http://www.anpc.gov.ro">www.anpc.gov.ro</a> Ministry of Tourism <a href="http://www.turism.gov.ro">www.turism.gov.ro</a>
Council Directive 92/28/CEE on the advertising of medicinal products for human use	Law N°95/2006 on reform of the health sector, as amended.	Ministry of Health <a href="http://www.ms.ro/">http://www.ms.ro/</a>
Council Directive <a href="#">93/13/EEC</a> on unfair terms in consumer contracts	<a href="#">Law no. 193/2000</a> on unfair terms in consumers contracts, republished, as amended	National Authority for Consumer Protection <a href="http://www.anpc.gov.ro">www.anpc.gov.ro</a> Local Public Administration Authorities
Council Directive <a href="#">94/47/EC</a> on the protection of purchasers in respect of certain aspects of contracts relating to the purchase of the right to use immovable properties on a timeshare basis	Law N°282/2004 on the protection of purchasers in respect of certain aspects of contracts relating to the purchase of the right to use immovable properties on a timeshare basis	National Authority for Consumer Protection <a href="http://www.anpc.gov.ro">www.anpc.gov.ro</a>
Directive <a href="#">97/7/EC</a> on the protection of consumers in respect of distance contracts	Government Ordinance N°130/2000 on legal system regarding the distance sale contracts, republished, as amended	National Authority for Consumer Protection <a href="http://www.anpc.gov.ro">www.anpc.gov.ro</a>
Directive 1999/44/EC on certain aspects of the sale of consumer goods and associated guarantees	Law N°449/2003 regarding the sale of products and associated guarantees, republished, as amended	National Authority for Consumer Protection <a href="http://www.anpc.gov.ro">www.anpc.gov.ro</a>
Directive 2000/31/EC on certain legal aspects of information society services, in particular electronic commerce, in the Internal Market ('Directive on electronic commerce')	Law N°365/2002 on the electronic commerce amended by Law N°161/2003	Ministry of Communications and Informational Society <a href="http://www.mcsi.ro">www.mcsi.ro</a> Ministry of Administration and Interior <a href="http://www.mai.gov.ro">www.mai.gov.ro</a>

Directive 2002/65/EC concerning the distance marketing of consumer financial services and amending Council Directive 90/619/EEC and Directives 97/7/EC and 98/27/EC	Government Ordinance N°85/2004 on consumer protection in conclusion and performing the distance contracts for financial services, republished, as amended	National Authority for Consumer Protection <a href="http://www.anpc.gov.ro">www.anpc.gov.ro</a>
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#### 2.4. INFORMATION AND EDUCATION

ANPC develops yearly:

- permanent activities for information of the consumers (since 2001) consisting in articles in mass media, press releases, press conferences ,
- in the period 30 November 2008 to 30 November 2009, ANPC is implementing The Project Phare RO 2006/018 – 147.05.01 “**Assistance in Strengthening the Consumer Movement in Romania**” which includes a National Campaign for Information of the Consumers and publishing of consumers guides,
- an annual national contest on consumer protection issues organized in economic high-schools (since 2003 year)
- Mini-headquarters “Seashore” (since 2001) and “Winter” (since 2005) in order to develop control and information actions in tourist areas.

#### 2.5. INFORMATION GATHERING/RESEARCH

Since June 2009 ANPC has a new IT System for collecting, at national level, of relevant information regarding the number of complaints, the number of inspections etc.