

# SLOVENIA

<b>1. Consumer policy institutions .....</b>	<b>2</b>
1.1. MINISTRY RESPONSIBLE FOR CONSUMER POLICY .....	2
1.2. PUBLIC AGENCIES .....	3
1.3. NATIONAL CONSUMER ORGANIZATIONS .....	4
1.4. NATIONAL COUNCILS/ASSEMBLIES OF CONSUMER ORGANISATIONS AND OTHER STAKEHOLDERS.....	6
1.5. CONSUMER MEDIA .....	6
1.6. REDRESS BODIES: COURTS AND ADRS.....	6
1.7. EUROPEAN CONSUMER CENTRE .....	7
1.8. SELF OR CO-REGULATION .....	7
<b>2. Consumer policies.....</b>	<b>7</b>
2.1. CONSUMER PROTECTION LEGISLATION .....	7
2.2. CONSUMER ORGANIZATIONS .....	7
2.3. ENFORCEMENT/REDRESS .....	7
2.4. INFORMATION AND EDUCATION .....	9
2.5. INFORMATION GATHERING/RESEARCH .....	9

# 1. Consumer policy institutions

## 1.1. MINISTRY RESPONSIBLE FOR CONSUMER POLICY

The Authority responsible for consumer policy, consumer protection and consumer affairs is the Ministry of the Economy. The Ministry's vision is centered on support for the further strengthening of the international competitiveness of Slovenian companies and on the adjustment of the structure of Slovenia's economy into a structure most adapted to the demands of the global economy.

Policy measures are therefore prioritized towards developing a business culture and common standards in society that promote innovation, investment in knowledge, new technology and enterprise, and towards formulating regulations that stimulate enterprise and innovation in companies.

The Ministry therefore contributes to reducing the risks for companies and for individuals owing to the increasingly major and rapid changes, and thereby also to reducing the resistance to changes that today more than ever are the motive force for progress and international competitiveness.

A legislative amendment expanded the area of responsibility covered by the Ministry of the Economy. It is now divided into six directorates, covering:

- enterprise and competition,
- foreign economic relations,
- the internal market,
- tourism,
- energy and
- electronic communications.

There are also bodies operating within the ministry, performing tasks in the areas of:

- intellectual property,
- consumer protection,
- protection of competition,
- market inspection,
- inspection of electronic communications and mail, and
- energy sector inspection.

The Ministry is responsible for EU and national legislation and policy protecting consumer economic interests, certain financial services and general product safety.

The activities of the Consumer Protection Office, a body in the framework of the Ministry, are the following: technical and administrative tasks relating to preparation and implementation of the program for consumer protection in administrative bodies, professional organizations and non-governmental organizations.

**Contact Information (Ministry):***General Director:* Peter Vrtačnik*Address:* Kotnikova 5, SI-1000 Ljubljana, Slovenia*Tel:* +386 1 478 3564*Fax:* +386 1 400 3622*E-mail:* [gp.mg@gov.si](mailto:gp.mg@gov.si)*Website:* <http://www.mg.gov.si/>**Contact Information (Office):***Director:* Mojca Burgar*Address:* Kotnikova 28, SI-1000 Ljubljana, Slovenia*Tel:* +386 1 478 3618*Fax:* +386 1 478 3440*E-mail:* [uvp.mg@gov.si](mailto:uvp.mg@gov.si)*Website:* <http://www.uvp.gov.si/>**1.2. PUBLIC AGENCIES**

Directives	Public Enforcement Agencies
Directive 84/450/EEC	<b>Market Inspectorate of RS</b> Contact Information: <i>Address:</i> Parmova 33, Ljubljana <i>Tel:</i> +386 1 280 8700 <i>Fax:</i> +386 1 280 8740 <i>Website:</i> <a href="http://www.ti.gov.si/">http://www.ti.gov.si/</a>
Directive 85/577/EEC	
Directive 87/102/EEC	
Directive 93/13/EEC	
Directive 94/47/EC	<b>Market Inspectorate of RS</b> Contact Information: <i>Address:</i> Parmova 33, Ljubljana <i>Tel:</i> +386 1 280 8700 <i>Fax:</i> +386 1 280 8740 <i>Website:</i> <a href="http://www.ti.gov.si/">http://www.ti.gov.si/</a>
Directive 97/7/EC	
Directive 97/55/EC	
Directive 98/6/EC	
Directive 1999/44/EC	
Directive 2002/65/EC	
Directive 90/314/EEC	
Directive 2002/65/EC	
Directive (EC) 2005/29	

Directive 89/522/EEC	<p><b>Shared competences between Culture and Media Inspectorate of RS</b></p> <p>Contact Information:  <i>Address:</i> Metelkova 4, Ljubljana  <i>Tel:</i> +386 1 400 7901  <i>Fax:</i> +386 1 400 7981  <i>Website:</i>  <a href="http://www.mk.gov.si/si/o_ministrstvu/organi_v_sestavu/">http://www.mk.gov.si/si/o_ministrstvu/organi_v_sestavu/</a></p> <p>and</p> <p><b>Postal and Electronic Communications Agency of RS</b></p> <p>Contact Information:  <i>Address:</i> Stegne 7, Ljubljana  <i>Tel:</i> +386 1 583 6300  <i>Fax:</i> +386 1 511 1101  <i>Website:</i> <a href="http://www.apek.si/">http://www.apek.si/</a></p>
Directive 2000/31/EC	<p><b>Shared competences between Market Inspectorate of RS and Postal and Electronic Communications Agency of RS</b></p>
Directive 2001/83/EC	<p><b>Agency for Medicinal products and Medicinal devices of RS</b></p> <p>Contact Information:  <i>Address:</i> Ptujška ulica 21, Ljubljana  <i>Tel:</i> +386 8 200 0500  <i>Fax:</i> +386 8 200 0630  <i>Website:</i> <a href="http://www.jazmp.si/index.php?id=56">http://www.jazmp.si/index.php?id=56</a></p>
Regulation (EC) No 261/2004	<p><b>Transport inspectorate of RS</b></p> <p>Contact Information:  <i>Address:</i> Tržaška 19 A, Ljubljana  <i>Tel:</i> +386 1 478 8300  <i>Fax:</i> +386 1 478 8149  <i>Website:</i> <a href="http://www.pi.gov.si/">http://www.pi.gov.si/</a></p>
Directive 2002/58/ES concerning the processing of personal data and the protection of privacy in the electronic communications sector (Directive on privacy and electronic communications): article 13	<p><b>Postal and Electronic Communications Agency of RS</b></p> <p>Contact Information:  <i>Address:</i> Stegne 7, Ljubljana  <i>Tel:</i> +386 1 583 6300  <i>Fax:</i> +386 1 511 1101  <i>Website:</i> <a href="http://www.apek.si/">http://www.apek.si/</a></p>

There are no publicly funded research organizations, observatories or advocacy policies dedicated to general consumer affairs.

### 1.3. NATIONAL CONSUMER ORGANIZATIONS

The list of national consumer organizations is not an official register of national consumer organizations but just information to the Member States and public. The Consumer Protection Office cannot guarantee that the organizations are active. The Consumer Protection Office can just follow the activities of national consumer organizations.

- **Slovene Consumers' Association (SCA)**

*Address:* Frankopanska 5, SI-1000 Ljubljana

*Tel:* +386 1 474 0600

*Fax:* +386 1 433 71

*E-mail:* [zps@zps.si](mailto:zps@zps.si)

*Website:* <http://www.zps.si/>

The SCA is an independent, non-profit, internationally acknowledged organization, dealing with consumers and consumer information and lobbying on behalf of consumers. It was founded in June 1990. By its legal status, it is an association, which is led by an elected Council.

- **Association of Consumers from Zasavje**

*Address:* Cesta Zmage 33, SI-1410 Zagorje

*Tel:* +386 3 566 9040

*Fax:* +386 3 566 9041

*E-mail:* [zpz.potros@siol.net](mailto:zpz.potros@siol.net)

*Website:* <http://www.zagorje.si/zpz/>

- **International Consumer Research Institute**

*Address:* Frankopanska 5, SI-1000 Ljubljana

*Tel:* +386 1 474 0610

*Fax:* +386 1 433 3371

*Website:* <http://www.zps.si/o-nas/mednarodni-institut-za-potrosniske-raziskave/index.php?Itemid=364>

- **Zveza potrošniških združenj Slovenije**

*Address:* Trg zmage 4, SI-9101 Murska Sobota

*Tel:* +386 2 534 9390

*Fax:* +386 2 534 9391

- **Zavod za varstvo potrošnikov**

*Address:* Kopraska 94, SI-1000 Ljubljana

- **Združenje potrošnikov Gorenjske Kranj**

*Address:* Bertoncloveja 23, SI-4000 Kranj

*Tel:* +386 4 236 2540

*Fax:* +386 4 236 3031

*E-mail:* [info@potrosnik-zdruzenjedor.si](mailto:info@potrosnik-zdruzenjedor.si)

*Website:* <http://www.potrosnik-zdruzenjedor.si/>

- **Združenje potrošnikov Pomurja**

*Address:* Trg zmage 4, SI-9000 Murska Sobota

*Tel:* +386 2 534 9390

*Fax:* +386 2 534 9391

- **Društvo potrošnikov Spodnjega Podravja**  
*Address:* Arbajterjeva 1, SI-2250 Ptuj  
*Tel:* +386 2 748 2969  
*Fax:* +386 2 748 2944
- **Združenje potrošnikov Primorske**  
*Address:* Ulica Gradnikove brigade 33, SI-5000 Nova Gorica  
*Tel:* +386 5 333 4143

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

There is an Expert Advisory Council, comprising of representatives of competent national authorities, non-government consumer organizations, business chamber, craft chamber and academic experts in consumer protection. The Expert Advisory Council is consulted in the process of preparation of the national and annual consumer protection program. It examines other work in the field of consumer protection and gives opinion to the Director of the Office for Consumer Protection. The Council meets once or twice a year.

##### **Contact Information (Office):**

*Director:* Mojca Burgar  
*Address:* Kotnikova 28, SI-1000 Ljubljana  
*Tel:* +386 1 478 3618  
*Fax:* +386 1 478 3440  
*E-mail:* [uvp.mg@gov.si](mailto:uvp.mg@gov.si)  
*Website:* <http://www.uvp.gov.si/>

#### **1.5. CONSUMER MEDIA**

The most important media for consumers is the consumer magazine VIP, published by International Consumer Research Institute.

*Address:* Frankopanska 5, SI-1000 Ljubljana  
*Website:* <http://www.zps.si>

There are no other specialized media in this area.

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

There is no general ADR for consumer protection.

There is one consumer to business arbitration scheme in insurance claims at the Zavarovalnica Triglav

*Address:* Miklošičeva cesta 19, Ljubljana  
*Tel:* +386 1 474 7547, +386 1 474 7330  
*E-mail:* [arbitraza@zav-triglav.si](mailto:arbitraza@zav-triglav.si)  
*Website:* <http://www.triglav.si/stran.asp?id=604>

There is another out of court settlement of disputes in the bank sector - The bank association of Slovenia-Mediation centre, web-site: <http://www.zbs-giz.si/en>.

### **1.7. EUROPEAN CONSUMER CENTRE**

Evropski potrošniški center /European Consumer Centre Slovenia

*Address:* Frankopanska 5, SI-1000 Ljubljana

*Tel:* +386 1 432 30 35

*Fax:* +386 1 433 33 71

*E-mail:* [epc@epc.si](mailto:epc@epc.si)

*Website:* [www.epc.si](http://www.epc.si)

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

There are no other self-regulatory organizations so far.

## **2. Consumer policies**

### **2.1. CONSUMER PROTECTION LEGISLATION**

The legislation is stated under the 2.3. Enforcement.

### **2.2. CONSUMER ORGANIZATIONS**

A definition of a non-government consumer organization is provided by the Consumer Protection Act. By definition, consumer organizations are non-profit and non-government organizations established by consumers to protect consumer rights exclusively and are entered in a register of consumer organizations kept by the Office for Consumer Protection under the Ministry of the Economy.

There is an annual budget provided for the activities of consumer NGO's, the legal base of which is the National Program for Consumer Protection. On the basis of public tenders registered consumer NGO's may apply for public funding for co-financing of various consumer activities. In addition a 5 year concession has been granted to one of the consumer organizations for publishing a monthly consumer magazine VIP and two concessions have been granted to expert organizations for giving advice service to consumers.

The Consumer Protection Act offers the possibility for consumer protection organizations to bring an action against a company demanding that the court declares contract or certain parts of the contract null or void.

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

In Slovenia no class action or group action for compensation exists.

The main powers of the main enforcement body Market Inspectorate of RS are: derived from the Consumer Protection Act, which specifies the role of the Market Inspectorate of RS as a surveillance authority for market activities is a key regulation in this area and regulates consumer rights in relation to legal entities. The Market Inspectorate of RS is competent for surveillance (Consumer Credit Act, Consumer Protection against Unfair Commercial Practices Act and Consumer Credit Act) in the area of protection of consumer rights in relation to creditors, other than banks.

The Market Inspectorate of Republic of Slovenia is at present responsible for surveillance of implementation of the following acts and regulations, adopted specifically for protecting of consumer rights:

Consumer Protection Act (Official Gazette of RS, No. 98/2004, 126/2007, 86/2009)

- Rules on Price Indication for Goods and Services (Official Gazette of RS, No. 63/1999, 27/2001, 65/2003)
- Rules on goods to be covered by a warranty for proper operations (Official Gazette of RS, No. 73/2003, 92/2003)

Consumer Protection against Unfair Commercial Practices Act (Official Gazette of RS, No.53/2007)

Consumer Credit Act, Official consolidated text (Official Gazette of RS, 59/2010)

- Rules on the conditions to be met by credit intermediaries (Official Gazette of RS, No. 102/2000)
- Order on the form and contents of the label showing compliance with the requirements of consumer crediting (Official Gazette of RS, No. 102/2000)
- Average Effective Interest Rates Applying to Consumer Credits of Banks and Savings Banks reported on web page of Bank of Slovenia
- Rules on the reporting of creditors with regard to conclusions of credit agreements and to the agreed effective interest rates (Official Gazette of RS, No. 28/2008)

Electronic Communications Act (Slovene Official Gazette, No. 13/2007, 110/2009) where the competences are shared with Post and Electronic Communications Agency.

The Market Inspectorate of Republic of Slovenia ensures that consumer rights are fully respected by surveillance of legal entities and by management of consumer complaints, as specified by national legislation from this area. To be able to do so, the Market Inspectorate can take several measures, such as administrative decisions, which forbid sales or advertising of a product or service. Another measure came in force at the beginning of 2005 and gave the Market Inspectorate right to fine a legal entity if their action (or omission) is considered a criminal offence.

The Inspectorate for aviation traffic is just one of the authorities responsible for control in the field of consumer protection. Its responsibilities are in the Regulation (EC) No. 261/2004 establishing common rules on compensation and assistance to air passengers in the event of denied boarding and of cancellation or long delay of flights (Slovene Official Gazette, No. 61/2005). The competences of the Inspectorate for aviation traffic are in the first case defined in the Aviation Act (Slovene Official Gazette, No. 81/2009), Act on the provision of air navigation services (Slovene Official Gazette, No. 30/2006), which gives inspection control to the execution of laws and other regulations for the field of aviation or aviation traffic as



operations, maintenance, production, aviation meteorology, navigation devices, licenses, navigation service (flight control), flight school etc. Besides that there are also a lot of regulations from the European civil aviation authorities, which define the field of aviation control as JAA, ECAC, IATA, EUROCONTROL etc.

The competences of the Post and Electronic Communications Agency in connection with consumer protection lie primarily in the provision of simple and not too expensive dispute resolutions procedures when a consumer as an end-user of an electronic communications service does not agree with the handlings or the decisions of the operator supplying this service.

The Agency for Medical Products and Medical Devices makes the professional inspection in the field of medical products in the frames of pharmacy inspection according to the Medicinal Products Act (Slovene Official Gazette, No. 31/2006, 45/2008).

The Culture and Media Inspectorate covers the field of media inspection, in accordance with Media Act (Slovene Official Gazette, No. 110/2006) and Law on Radio television Slovenia No. 96/2005) The Culture and Media Inspectorate and Post and Electronic Communications Agency have shared competences for Directive 89/522/EEC on the coordination of certain provisions laid down by law, regulation or administrative action in Member States concerning the pursuit of television broadcasting activities: Articles 10 to 21 transmitted in Media Act and Law on Radio television Slovenia.

#### **2.4. INFORMATION AND EDUCATION**

There is an annual budget provided for the activities of consumer NGO's in the area of information and education, the base of which is the National Program for Consumer Protection. On the basis of public tenders registered consumer NGO's may apply for public funding for co-financing of various consumer projects.

#### **2.5. INFORMATION GATHERING/RESEARCH**

The last study or research was price watch run by a nongovernmental organization and financed by the Office for Consumer Protection, connected with the introduction of euro in Slovenia. The project is finished.