

THIS REPORT CONTAINS ASSESSMENTS OF COMMODITY AND TRADE ISSUES MADE BY USDA STAFF AND NOT NECESSARILY STATEMENTS OF OFFICIAL U.S. GOVERNMENT POLICY

Voluntary Public

Date: 23.01.2012

GAIN Report Number: RS1205

Russian Federation

Post: Moscow

Draft Regulation on Registration of Products

Report Categories:

FAIRS Subject Report

Sanitary/Phytosanitary/Food Safety

Biotechnology and Other New Production

Technologies

Beverages

Approved By:

Morgan Haas

Prepared By:

Staff

Report Highlights:

Russia's Ministry of Health and Social Development (MoHSD) published a draft order on approval of the Administrative Regulation on the state registration of certain products by the Federal Service for Supervision of Consumer Rights Protection and Human Wellbeing (Rospotrebnadzor). The Regulation describes the procedure of state registration of products, including such food products as bottled water, soft drinks, alcoholic products, specialized food products (e.g. baby-food), biologically active additives, organic products, food derived from genetically modified organisms, etc., as well as certain food products imported into the customs territory of the Russia-Belarus-Kazakhstan Customs Union (CU) for the first time.

General Information:

On October 24, 2011, Russia's Ministry of Health and Social Development (MoHSD) published a draft order on approval of the Administrative Regulation on the state registration of certain products by the Federal Service for Supervision of Consumer Rights Protection and Human Wellbeing (Rospotrebnadzor). The Regulation describes the procedure of state registration of products, including such food products as bottled water, soft drinks, alcoholic products, specialized food products (e.g. baby-food), biologically active additives, organic products, food derived from genetically modified organisms, etc., as well as certain food products imported into the customs territory of the Russia-Belarus-Kazakhstan Customs Union (CU) for the first time.

Under Russia's current legislation, the state registration of certain products is carried out in order to identify and exclude the properties of products that pose a threat to human life and health. For the current list of commodities subject to the state registration in the CU please see Section II of the [Unified List of Commodities Subject to Sanitary-Epidemiological Surveillance \(Control\) at the Custom Boarder and in the CU Territory](#), approved by Decision of the CU Commission No. 299 of May 28, 2010.

Currently, the state registration is regulated by [MoHSD order No. 657 of October 2007](#), which will be replaced by the above draft order and regulation when adopted. The Ministry of Economic Development (MED) has just held public consultations on these draft documents in order to assess their regulatory impact, with a public comment period expiring on January 24, 2011. The timeframe for adoption and entry into force of the new MoHSD order and Administrative Regulation on the state registration is not yet clear.

An unofficial translation of the new draft Administrative Regulation follows. The document also has the following three attachments: (1) [Attachment No. 1](#) "The List of Territorial Bodies of the Federal Service for Supervision of Consumer Rights Protection and Human Wellbeing," (2) [Attachment No. 2](#) "Form of Application for the State Registration of Products, Substances, Drugs," (3) [Attachment No. 3](#) "Flow Chart of Administrative Procedures of the State Service in Rospotrebnadzor and its Territorial Bodies."

Approved
By order of the Ministry
Of Health and Social
Development of the Russian Federation
Number _____ of _____

ADMINISTRATIVE REGULATION

on provision by the Federal Service for Supervision of Consumer Rights Protection and Human Wellbeing of the public service for state registration of the chemical and biological substances and drugs manufactured on their basis, which are potentially dangerous to humans (except for medicines) and are introduced into production for the first time and have not been used previously; individual types of products that pose a potential danger to humans (except for medicines); certain types of products, including food products, imported into the customs territory of the Customs Union for the first time

I. General Provisions

Subject of regulation

1. Administrative Regulation of the Federal Service for Supervision of Consumer Rights Protection and Human Wellbeing (hereinafter - the Rospotrebnadzor) for the implementation of public service of state registration of the chemical and biological substances and drugs manufactured on their basis, which are potentially dangerous to humans (except for medicines) and are introduced into production for the first time and have not been used previously; individual types of products that pose a potential danger to humans (except for medicines); certain types of products, including food products, imported into the customs territory of the Customs Union for the first time (hereinafter - Administrative Regulation) defines a standard and procedure for providing the public service in Rospotrebnadzor (hereinafter – the public service).

Range of applicants

2. Applicants for state services are legal and natural persons engaged in manufacturing in the Customs Union, import into the customs territory of the Customs Union and the circulation in the customs territory of the Customs Union of the products included in the unified list of goods subject to sanitary surveillance (control) at the customs border and the customs territory of the Customs Union, approved by the Customs Union Commission on May 28, 2011 No. 299 (hereinafter - the Unified List).

For controlled goods, which are produced in the customs territory of the Customs Union, the applicant is a manufacturer (the producer) of controlled goods, or person authorized by him in due course.

For controlled goods manufactured outside the customs territory of the Customs Union, the applicant is a manufacturer (the producer) supplier (importer) of controlled goods, or person authorized by him in due course.

Requirements to the procedure of providing information on the provision of the public service

3. Information to applicants on the provision of the public service is provided directly in Rospotrebnadzor and its territorial bodies:

with the use of telephone, electronic communication;
through deployment in the information and telecommunications networks (including Internet), publication in the media, publication of information materials (brochures, leaflets, etc.).

4. Information on the locations of Rospotrebnadzor's regional offices can be found on the official website of Rospotrebnadzor on the Internet (www.rospotrebnadzor.ru) and the official websites of the territorial bodies of Rospotrebnadzor on the Internet, as well as information stands of Rospotrebnadzor's territorial bodies.

A list of Rospotrebnadzor's regional offices can be found in Appendix No. 1 to the Administrative Regulation.

5. Information on how to provide the public service shall be provided as follows:

directly on the premises of Rospotrebnadzor and its regional offices;
with the use of telephone, electronic communication and electronic equipment;
through deployment in the information and telecommunications networks, including the official website of Rospotrebnadzor on the Internet (www.rospotrebnadzor.ru) (hereinafter - the official site of Rospotrebnadzor), as well as in the federal public information system "Unified portal of public and municipal services (functions)" (hereinafter - the Unified portal of public and municipal services (functions)) (www.gosuslugi.ru).

6. Applicants shall submit documents for the provision of the public service at the address of Rospotrebnadzor and its regional offices, available on the official website of Rospotrebnadzor and its territorial offices.

7. Schedule for reception of applicants:

Day of Week	Schedule
Monday	10.00 - 12.00
Tuesday	13.00 - 15.00
Wednesday	10.00 - 12.00
Thursday	13.00 - 15.00

8. Provision of information (consultations) to provide the public service shall be carried out by experts, providing the public service, including specialists, dedicated to providing consultations.

9. Consultations are available upon written request by a personal visit, as well as through the official website (<http://www.rospotrebnadzor.ru>), phone or email.

In case of consultations upon on written request a response to the request shall be sent by mail to the applicant within a period not exceeding 30 calendar days after receipt of written request.

Location of Rospotrebnadzor: 127994, Moscow, Vadkovsky Pereulok 18, Building 5 and 7.

Telephone: +7 (499) 973 26 90.

Fax: +7 (499) 973 26 43.

Official Site: www.rospotrebnadzor.ru.

E-mail address to send requests: depart@gsen.ru.

10. Informing about the status of provision of the public service is carried out by specialists in personal contact with applicants, with the use of the Internet (Internet address <http://www.rospotrebnadzor.ru/activity/gosreg/>), mail, telephone, and e-mail.

The applicants who have submitted documents to Rospotrebnadzor and its territorial bodies for state registration of products, shall receive the following mandatory information from the specialists:

- on the suspension of state registration of the product;
- on refusal of state registration of products;
- on the term of completion of paperwork and the possibility of their receipt.

11. Information materials relating to the provision of the public service are placed in the appropriate section of the official website of Rospotrebnadzor and its territorial bodies.

12. The following information shall be placed on information boards of Rospotrebnadzor and information stands of Rospotrebnadzor's regional offices, as well as on the official site of Rospotrebnadzor and Rospotrebnadzor's regional offices:

- excerpts from the legislative and other regulatory legal acts containing rules governing the provision of the public service;

- text of the Administrative Regulation with annexes (a full version and excerpts, including the form of application for state registration of products);

- lists of documents required for state registration of products and requirements for these documents;

- sample application;

- size and details of the state fee;

- location and work schedule (hours), phone number, address, official site and e-mail;

- grounds for suspension of state registration of products;

- grounds for refusal of state registration of products;

- procedure for appealing the decisions, actions or inaction of officials, providing the public service.

II. Standards of the public service

Name of the public service

13. The public service for the implementation of state registration of the chemical and biological substances and drugs manufactured on their basis, which are potentially dangerous to humans (except for medicines) and are introduced into production for the first time and have not been used previously; individual types of products that pose a potential danger to humans (except for medicines); certain types of products, including food, first imported into the customs territory of the Customs Union.

Name of body providing the public service

14. Provision of the public service is carried out by Rospotrebnadzor and its territorial bodies.

Description of the result of providing the public service

15. The final results of the provision of the public service may include:

- state registration of products;

- denial of state registration of products;

16. The procedure for granting the public service is complete by the receipt by the applicant of the following:

- certificate of state registration of products;

decision on refusal of state registration of products;
excerpt from the Register of certificates of state registration of products (hereinafter - the Register).

17. Certificate of state registration of products is of indefinite duration.

18. The right to sign the certificate of state registration of products shall rest with the head of Rospotrebnadzor (his deputies), heads of territorial bodies of Rospotrebnadzor in the regions of the Russian Federation (their deputies).

19. It is allowed to combine the following in one certificate of state registration of the product: several kinds of products of one or more manufacturers, manufactured according to the unified technical requirements, having a common component (ingredient) composition, hygiene qualities, scope of application, but with slight differences that do not have hygienic value (for example: different shape or volume of goods, the percentage composition, a different color or flavor caused by the introduction of colors and flavors).

20. Information that cannot be placed in the form of certificate on state registration of products for reasons of limited volume, shall be placed in an annex to a certificate of state registration, issued pursuant to the decision of the Customs Union Commission on May 28, 2010 No. 299.

21. Excerpt from the Register is made on the basis of a written request, registered by Office of the affairs of Rospotrebnadzor, from state authorities, local governments, businesses or individuals,.

The deadline for providing the public service

22. Review by Rospotrebnadzor or its territorial body of documents submitted by the applicant, the issuance of certificate of state registration of a product or a decision on refusal, shall be carried out within a period not exceeding 30 calendar days from receipt of the application with all required documents.

23. Notice of refusal to provide the public service with an indication of its rationale shall be forwarded to the applicant within a period not exceeding three days after the request is denied.

24. Notice of suspension of the public service with an indication of its rationale shall be forwarded to the applicant within a period not exceeding three days after the decision on suspension.

25. Resumption of the procedure for providing the public service shall be performed when the grounds that led to the suspension are removed.

26. An excerpt from the Register shall be issued within 30 working days on the Rospotrebnadzor letterhead and signed by the head (deputy head) of Rospotrebnadzor.

The list of legal acts regulating the relations arising in connection with the provision of the public service

27. Provision of the public service by Rospotrebnadzor is carried out in accordance with the following legal acts:

Customs Union Agreement on Sanitary Measures between the Government of the Russian Federation, the Government of the Republic of Belarus and the Government of the Republic of Kazakhstan on December 11, 2009 (Laws of the Russian Federation, 2010, No. 40, art. 4989; 2011, No. 28, art. 3996);

Commission Decision of the Customs Union on April 7, 2010 No. 299 "On the application of sanitary measures in the Customs Union";

Law of the Russian Federation on April 27, 1993 No. 4866-1 «On appeal to the court actions and decisions, violating rights and freedoms of citizens" (Rossiyskaya Gazeta, 1993, No. 89; No. 245; 2009, No. 25);

Federal Law of March 30, 1999 No. 52-FZ "On sanitary and epidemiological wellbeing of population" (Code of Laws of the Russian Federation, 1999, No. 14, art. 1650; 2002, No. 1 (Part 1), Art. 2. 2003, No. 2, art. 167; No. 27 (Part I), Art. 2700; 2004, No. 35, art. 3607; 2005, No. 19, art. 1752; .2006, No. 1, art. 10; No. 52 (1 pm), Art. 5498; 2007, No. 1 (1 pm), Art. 21; No. 1 (1 pm), Art. 29; No. 27, art. 3213; No. 46, art. 5554 ; No. 49, art. 6070; 2008, No. 29 (Part 1), Art. 3418; No. 30 (Part 2), Art. 3616; No. 24, art. 2801; No. 44 Art. 4984; No. 52 (p.1) of Art. 6223; 2009, No. 1, art. 17 2010, No. 40, art. 4969; 2011, No. 1, art. 6; No. 30 (Part 1), Art. 4563; No. 30 (Part 1), Art. 4590; No. 30 (Part 1), Art. 4591; No. 30 (Part 1), Art. 4596);

Tax Code of the Russian Federation (Part Two) (Collection of legislation of the Russian Federation, 2000, No. 32, art. 3340; No. 32, art. 3341; 2001, No. 53 (Part 1), Art. 5023; 2002, No. 52 (h . 1), Art. 5138; 2003, No. 52 (Part 1), Art. 5030; 2004, No. 49, art. 4840; 2005, No. 52 (1 pm), Art. 5581; 2006, No. 52 (1 h), Art. 5498; 2007, No. 50, art. 6246; 2008, No. 52 (Part 1), Art. 6237; 2009, No. 52 (1 pm), Art. 6455; 2010, No. 48 , Art. 6251; 2011, No. 1, art. 7; No. 1, art. 9; No. 1, art. 21; No. 1, art. 37; No. 11, art. 1492; No. 11, art. 1494; No. 17, Art. 2311; No. 17, art. 2318; No. 23, art. 3265; No. 24, art. 3357; No. 26, art. 3652; No. 30 (Part 1), Art. 4583; No. 30 (h . 1), Art. 4587; No. 30 (Part 1), Art. 4593);

Federal Law of January 2, 2000 No. 29-FZ "On the Quality and Food Safety" (Collected Legislation of the Russian Federation, 2000, No. 2, art. 150, 2002, No. 1 (Part 1), Art. 2. 2003, No. 2, art. 167, No. 27 (Part I), Art. 2700; 2004, No. 35, art. 3607; 2005, No. 19, art. 1752; No. 50, art. 5242; 2006, No. 1 , Art. 10; No. 14, art. 1458; 2007, No. 1 (1 pm), Art. 29; 2008, No. 30 (Part 2), Art. 3616; 2009, No. 1, art. 17; No. 1, Art. 21; 2011, No. 1, art. 6; No. 30 (Part 1), Art. 4590; No. 30 (Part 1), Art. 4596);

Federal Law of May 19, 2010 No. 100-FZ "Customs Union Agreement on Sanitary Measures' between the Government of the Russian Federation, the Government of the Republic of Belarus and the Government of the Republic of Kazakhstan dated 11.12.2009 (Collection of legislation of the Russian Federation, 2010, No. 21, article . 2538);

Federal law of July 27, 2010 No. 210-FZ "On the organization of public and municipal services" (Collected Legislation of the Russian Federation, 2010, No. 31, art. 4179; 2011, No. 15, art. 2038; 2011, No. 27, of Art. 3880; 2011, No. 29, art. 4291);

Government Decree of November 12, 1992 No. 869 "On state registration of potentially dangerous chemical and biological agents" (Collection of Acts of the President and the Government of the Russian Federation, 1992, No. 20, art. 1669; 1999, No. 15, art. 1824) ;

Government of the Russian Federation of December 21, 2000 No. 988 "On state registration of new food products, materials and products" (Collected Legislation of the Russian Federation, 2001, No. 1 (Part 2), Art. 124, 2001, No. 18, art . 1863; 2002, No. 3, Art. 222; 2003, No. 7, Art. 653, 2007, No. 6, art. 760; No. 12, art. 1414);

Government Decree of April 4, 2001 No. 262 "On state registration of individual products that pose a potential danger to humans, as well as certain types of products, first imported into the territory of the Russian Federation" (Collection of legislation of the Russian Federation, 2001, No. 17, of Art. 1711; 2002, No. 3, Art. 222; 2003, No. 7, Art. 653, 2005, No. 7, Art. 560 2007, No. 6, art. 760; No. 12, art. 1414; 2010, No. 50, Art. 6714);

Government of the Russian Federation on June 30, 2004 No. 322 "On Approval of the Federal Service for Supervision of Consumer Rights Protection and Human Wellbeing" (Collected Legislation

of the Russian Federation, 2004, No. 28, art. 2899; 2006, No. 22, of Art. 2337; No. 52 (Part 3), Art. 5587; 2008, No. 40, art. 4548; No. 46, art. 5337; 2009, No. 30, art. 3823, No. 33, art. 4081; 2010 number 9, Art. 960; No. 26, art. 3350; 2011, No. 14, art. 1935, No. 43, art. 6079; No. 44, art. 6272);

Government of the Russian Federation on May 16, 2011 No. 373 "On the development and adoption of administrative regulations the performance of state functions and administrative regulations of public services" (Collected Laws of the Russian Federation, 2011, No. 22, art. 3169; No. 35, art. 5092);

Order of the Ministry of Health of the Russian Federation from November 10, 2002 No. 344 "On state registration of disinfectants, pest and rodent funds for use at home, in hospitals and other facilities to ensure the safety and health" (registered by Ministry of Justice Russia December 20 2002 No. 4063);

Order Rospotrebnadzor from September 1, 2004 No. 11 "On commission of the Federal Service for Supervision of Consumer Rights Protection and Human Wellbeing on State Registration and Licensing" (on the conclusion of the Ministry of Justice in this document does not require state registration - a letter dated 13 September 2004 No. 07/8705-YUD;

Rospotrebnadzor order dated September 9, 2004 No. 13 "On the State Register, and information tracking system products, substances, preparations, passed state registration" (registered by the Ministry of Justice of September 17, 2004 No. 6029);

Rospotrebnadzor order dated July 20, 2010 No. 290 "On state registration of products by territorial authorities" (registered by the Ministry of Justice of July 22, 2010 No. 17 943).

List of documents required in accordance with regulatory legal acts for the provision of the public service

28. The basis for the provision of the public service is an application for a certificate of state registration of products - a document confirming the safety of the product.

The form of an application for the state registration of products, substances and preparations can be found in Annex No. 2 to the Administrative Regulation.

29. For the purposes of issuing a document certifying the safety of products, the following documents shall be submitted:

a) for products produced in the customs territory of the Customs Union:
application;

copies of the documents under which the products are manufactured (standards, technical standards, regulations, technological instructions, specifications, recipes, information on the composition), certified by the manufacturer (the producer);

written notice from the manufacturer (the producer) that the products it produces (product samples) complies with the requirements of the documents pursuant to which it is manufactured (the following is accepted as such notice: a copy of the certificate of quality, safety (quality) data sheets, certification of quality, certified by the manufacturer (the producer), or letter of the manufacturer (one of the above documents shall be provided));

document of the manufacturer (the producer) for use (exploitation, utilization) of controlled goods (instruction, guidance, regulations, guidelines) or a copy thereof, certified by the applicant (if any);

copies of labels (package) or their mock-ups of controlled goods, certified by the applicant;
copies of the specific activity of biologically active food additives (for products containing

unknown components, informal recipe) certified by the applicant;

the act of sampling (taking of samples);

declaration of the manufacturer (the producer) on the presence of genetically modified (transgenic) organisms, nanomaterials, hormones, pesticides in food products;
examination protocols (testing) (act of hygienic analysis), scientific reports, expert opinions;
excerpt from the Unified State Register of legal entities or the Unified State Register of Individual Entrepreneurs.

b) for controlled goods manufactured outside the customs territory of the Customs Union:
application;

copies of the documents under which the products are manufactured (standards, technical standards, regulations, technological instructions, specifications, recipes, information on the composition), certified in accordance with the laws of the Russian Federation - one of the documents referred to in this paragraph shall be provided;

declaration of the manufacturer (the producer) on the presence of genetically modified organisms, nanomaterials, hormones, pesticides in food products;

document of the manufacturer (the producer) for use (exploitation, utilization) of controlled goods (instruction, guidance, regulations, guidelines) or a copy thereof, certified by the applicant (if any);

written notice from the manufacturer (the producer) that the products it produces (product samples) comply with the requirements of the documents pursuant to which they are produced (the following is accepted as such notice: a copy of the certificate of quality, safety (quality) data sheets, the certificate of analysis, certification of quality, certificate of free sale or letter from the manufacturer, certified in accordance with the laws of the Russian Federation (one of the above documents shall be provided);

copies of labels (package) or mock-ups of labels (package) of products certified by the applicant;

originals or copies of the document on the specific activity of biologically active food additives (for products containing unknown components, informal letters), certified in accordance with the laws of the Russian Federation;

originals or copies of documents on the toxicological characteristics of the drug (for pesticides, agricultural chemicals, means of protection and plant growth regulators), certified in accordance with the laws of the Russian Federation;

copy of the competent health authorities (other government statutory bodies) of the country, in which is the biologically active food supplement, food additive, disinfectant (pest, rodent) products, cosmetic products, confirming the safety and allowing free circulation of these products in the territory of the state of the manufacturer (the producer), certified in accordance with the laws of the Russian Federation, or the information from the manufacturer that it is not necessary to provide such a document;

examination (testing) protocols (act of hygienic analysis), scientific reports, expert opinions;

copies of documents confirming the importation of samples of controlled goods to the customs territory of the customs union, certified in accordance with Russian law.

30. Translation of documents of the manufacturer (the producer) in foreign languages must be notarized or signed by a translator with a copy of a diploma certifying his qualifications.

31. Responsibility for the authenticity of documents submitted for the purpose of issuing a document certifying the safety of products shall rest with the applicant.

List of documents, required for the provision of the public service, which are available to agencies involved in the provision of the public service, including in electronic form

32. Excerpt from the Unified State Register of legal entities, or the Unified State Register of Individual Entrepreneurs in the possession of the Federal Tax Service.

33. A document confirming payment of state duty for state registration of products in the possession of the Federal Treasury.

34. The documents referred to in paragraphs 2.20 and 2.21 can be obtained by the applicant in electronic form, as well as using the Unified portal of public and municipal services (functions).

35. Applicants may submit the above documents themselves.

Failure to submit these documents by the applicant when applying for the state registration of products, substances, and drugs, is not grounds for denial of service.

Inadmissibility of requiring from the applicant to provide documents and information not provided for by the regulatory legal acts regulating the provision of the public service

36. Requiring from the applicant any documents that are not provided for in paragraph 2.17 of the Administrative Regulation shall not be permitted.

The list of grounds for refusal to accept the documents necessary for the provision of the public service

37. The grounds for refusal to accept the documents necessary for the provision of the public service is:

incompliance of the products to part II of the Unified list;

incompliance of the set of documents provided by the applicant for the provision of the public service to the registration authority with the list of documents required for the provision of the public service in accordance with paragraph 2.17 of the Administrative Regulation.

The list of grounds for suspension or refusal to provide the public service

38. Reasons for the denial of the public service are as follows:

the product does not comply with the Unified sanitary requirements established by the decision of the Customs Union Commission on May 28, 2010 No. 299;

the provided documents and (or) information do not meet the requirements of the legislation of the Russian Federation, or contain false information;

there are no grounds provided for by the legislation of the Russian Federation for processing and issuing of the document confirming the safety of products;

at the present level of scientific development safety requirements in respect of products and conditions of their production and circulation cannot be established, and there are no methods of defining and measuring the hazards of such products in the products and the human environment;

availability of information on cases of adverse effects by the products on human health and environment in the manufacture, circulation and consumption (use) of products.

39. The decision to refuse the state registration of products and the reasons for the refusal shall be forwarded to the applicant within 3 working days in writing or in an electronic document.

40. Grounds for suspension of the provision of the public service are as follows:

establishment of incompliance of the products with the Unified sanitary requirements, which is not reliably associated with violations of the conditions of transportation, storage and sale of controlled goods;

adoption by the Commission the Customs Union of changes to the safety requirements of products based on the results of modern scientific knowledge;

information from authorities and institutions of the Member States of the Customs Union, having the authority in the sphere of sanitary-epidemiological wellbeing of the population (hereinafter - the competent authorities of the Parties), carrying out and (or) coordinating technical regulation, sanitary, veterinary and phytosanitary measures, from international organizations or States, which are not members of the Customs Union, that the products pose a risk to human life and health.

Information about the suspension, resumption or termination of the certificate on state registration of products shall be immediately forwarded to the heads (deputies) of the competent authorities of the Parties and entered into the information system of the Eurasian Economic Community in the field of technical regulation, sanitary and phytosanitary measures, and the Integrated information systems for external and mutual trade of the Customs Union, and it shall be forwarded to the manufacturer (supplier) of the product in writing or in an electronic document, which shall suspend the production and sale of these products on the basis of such decision.

The list of services needed and required for the provision of the public service, including information about the document, issued by the organizations involved in the provision of the public service

41. Expert analysis (sanitary and epidemiological analysis, as well as examination, testing, toxicological and hygienic, and other types of assessments), required for state registration are carried out by the federal budget (state) institutions - hygiene and epidemiology centers, federal budget (state) institutions of science, accredited testing laboratories (centers) of the competent authorities (a list of facilities is available on the official website of Rospotrebnadzor), laboratories of the authorized bodies listed in the Unified Register of certification bodies and testing laboratories (centers) of the Customs Union (<http://www.tsouz.ru>).

Expert opinions, issued by the authorized federal budget (state) institutions - hygiene and epidemiology centers, Rospotrebnadzor's federal budget (state) institutions of science, accredited testing laboratories of the competent authorities listed in the Unified Register of certification bodies and testing laboratories (centers) of the Customs Union may be represented by to obtain a certificate of state registration in any Rospotrebnadzor's office without additional examination or re-examination.

The order, size and reasons of charging the state fee for the provision of the public service

42. State fee for the provision of the public service will be charged on the basis of the Tax Code of the Russian Federation.

For the provision of the public service in Rospotrebnadzor and its territorial bodies the following state duty shall be charged:

for state registration of a new food product, material, products - 3,000 rubles;

for state registration of a particular type of product, posing a potential threat to humans, as well as types of products, imported into the territory of the Russian Federation for the first time – 3,000 rubles;

for amending the certificate of state registration of products - 200 rubles.

For amending the certificate of state registration of products due to errors made by the the registration authority the state fee is not charged.

43. Expert analysis (sanitary and epidemiological analysis, as well as examination, testing, toxicological and hygienic, and other types of assessments) for the purposes of state registration of products shall be covered by the applicant.

The maximum waiting time in queues when applying for the provision of the public service and obtaining a result of providing the public service

44. Waiting in the queue when applying for the provision of the public service must not exceed 30 minutes.

45. Waiting in the queue upon receipt of the certificate of state registration shall not exceed 30 minutes.

46. Actions by officials to verify the documents certifying the right to obtain a certificate of state registration, the recording of a certificate of state registration in the register, as well as a issuance of a certificate of state registration shall not exceed 10 minutes.

Period and procedure of registration of applications for provision of the public service, including in electronic form

47. Acceptance of applications for the public service, including the check of completeness of the submitted documents, and registration of the application by entering information about the application (application number, applicant's name, product name, date of receipt of the application) to the log maintained in the electronic form, shall not exceed 20 minutes.

The log of applications for the public service is in electronic form and contains information about the registration number of the application, information about the applicant, the name of the product, the date of the registration of the application and contact information.

The applicant is informed of the registration number of the application when submitting the application.

Requirements for the premises, in which the public service is provided, to the waiting room and area of reception of applicants, placement and design of the visual, textual and multimedia information on the procedure for the provision of the public service

48. The locations where the public service is provided are to be equipped with parking lots, available public facilities (toilets) and places for storage of the citizens' outerwear.

49. Places for citizens to wait and fill in the documents required to provide the public service shall be equipped with chairs, tables (racks) to allow processing of documents, with writing paper and pens to be provided.

Entry and travel in the locations where the reception is held should not create difficulties for people with disabilities.

50. Places of obtaining information about the provision of the public service are equipped with information boards.

51. Information on how to provide the public service is communicated by telephone numbers for information (consultations), and is placed in the information and telecommunications networks (including Internet), as well as the Unified portal of public and municipal services (functions), on information stands of the territorial bodies of Rospotrebnadzor, published in the mass media, in informational materials for distribution (e.g. brochures, booklets, etc.).

Indicators of accessibility and quality of the public service

52. The applicant at the stage of the documents' consideration by Rospotrebnadzor or its territorial body, if he wishes, has the right to the following:

to receive information on the provision of the public service;

to obtain information on the term of completion of paperwork and the possibility of obtaining thereof;

to be notified of the suspension of state registration or refusal to register with a respective justification;

to file complaints against the decision or action (inaction) in connection with the application for the provision of the public service according to the administrative and (or) court procedure in accordance with the laws of the Russian Federation;

to apply for suspension of the provision of the public service.

53. Officials of Rospotrebnadzor and its territorial bodies shall ensure:

objective, comprehensive and timely review of documents submitted by the applicant;

obtaining of the necessary information to consider the application and materials in other state bodies, local authorities and from other officials, except for courts, bodies of the initial inquiry and preliminary investigation;

entering of the particulars of the product and its manufacturer (supplier) to the Register.

54. The officers of Rospotrebnadzor and its territorial bodies shall guarantee confidentiality of information that has become known in the consideration of documents submitted by applicants.

55. The basic requirements for quality review of applications for the public service in the Rospotrebnadzor and its territorial authority are as follows:

authenticity of the information provided to the applicants about the status of the application;

completeness of the information provided to the applicants during consideration of the application;

visual form of the information on administrative procedures;

convenience and accessibility of information on the procedure for providing the public service.

Other requirements, including taking into account the peculiarities of provision of public services in electronic form

56. The features of the provision of the public service are:

ensuring the possibility to obtain information on the public service on the official website of Rospotrebnadzor, as well as using the Unified portal of public and municipal services (functions);

ensuring the possibility to obtain application forms and other documents necessary to receive the public service electronically on the official website of Rospotrebnadzor, as well as using the Unified portal of public and municipal services (functions);

ensuring the possibility for applicants in order to obtain the public service to submit documents in electronic form using the official website of Rospotrebnadzor, as well as using the Unified portal of public and municipal services (functions).

III. The composition, sequence and timing of administrative procedures, requirements to the order of their performance, including the peculiarities of electronic execution of administrative procedures

57. The composition of the administrative procedures for the provision of the public service includes:

- receipt and registration of the application for state registration of products and documents attached thereto;

- formation and direction of the interagency requests to the bodies (organizations) involved in the provision of the public service.

- examination of documents submitted by the applicant;

- examination of the results of toxicological, sanitary, veterinary and other types of analysis (tests) (organoleptic, physico-chemical, microbiological, radiological regarding the permissible content of chemical, radiological, biological objects, prohibited components and compounds, microorganisms and other biological agents that pose a threat to human health, the effectiveness of application - for disinfectants and dietary supplements) of products;

- decision to issue the certificate of state registration of products or to refuse the state registration of products;

- keeping of the Register of certificates of state registration of products, the particulars of the product and its manufacturer (supplier) in the Register, as well as obtaining an excerpt from the Register;

- issuance of certificate of state registration of products;

- changes to the certificate of state registration of products, issuing a new certificate of state registration of products instead of the lost one.

58. Block diagram of the administrative procedures for the provision of the public service in Rospotrebnadzor and its territorial bodies is given in Annex No. 3 to the Administrative Regulation.

Receipt and registration of applications for state registration of products and attached documents

59. The basis for the initiation of the procedure of state registration of products is presentation by the applicant to Rospotrebnadzor or its territorial body of the application and the accompanying relevant package of documents.

The application form is provided in Annex No. 2 to the Administrative Regulation.

60. Applicants have the right to submit documents in person, send them by mail with a declared value and list of contents, in electronic form, certified by electronic signature of the applicant, through multifunctional centers of public and municipal services, as well as using the Unified portal of public and municipal services (functions).

61. Receipt and registration application for state registration of products is carried out by an official authorized to receive documents.

During the registration an incoming number is assigned to the application.

Application for state registration of products is registered in the register of applications for state registration of products.

Registration of applications for state registration of products in electronic form is allowed.

62. The result of the administrative procedure may be registration of the application or a justified refusal to the applicant, presented (forwarded) in writing or via e-mail on the day of receipt of the application.

Formation and direction of the interagency requests to the bodies (organizations) involved in the provision of the public service

63. The reason for the formation and direction of inter-departmental requests to the bodies (organizations) involved in the provision of the public service is receipt by Rospotrebnadzor or its territorial body of the application for the public service.

64. The responsible officer within 3 working days from receipt of the application for the public service sends a request in the framework of the interagency electronic interaction to the Federal Treasury to provide information about the state duty payment, to the Federal Tax Service - information from the Unified State Register of legal entities or Unified state register of individual businessmen.

The responsible official of Rospotrebnadzor or its territorial body shall notify the applicant on the request forwarded to these bodies (organizations) in writing or by sending an electronic message, in case of application for the public service and (or) the documents (information contained therein) in the form of an electronic the document.

65. In the case of submission by the applicant of the document confirming payment of the state duty, as well as data from the Unified State Register of legal entities, or the Unified State Register of Individual Entrepreneurs the specified documents or information contained therein, shall not be requested in the framework of the interagency interaction.

Examination of documents submitted by the applicant

66. The ground for starting a review of the documents is the receipt of an application and the documents attached thereto by the responsible official.

67. The responsible official shall check the data in the application against the information contained in the Unified State Register of legal entities (for legal entities) in the manner prescribed by the Regulations on the state register of legal entities and provision of information contained therein, approved by Decision of the Government of the Russian Federation No. 438 of 19 June, 2002, as well as in the Unified State Register of Individual Entrepreneurs in the manner prescribed by the Regulations on the state register of individual businessmen and provision of information contained therein, approved by Decision of the Government of the Russian Federation No. 630 dated October 16, 2003, within a period not exceeding five working days from the date of the registration of the application.

68. In case of absence of information on the state registration of the applicant in the Unified State Register of legal entities or in the Unified State Register of Individual Entrepreneurs, registration of the application is refused on the basis of absence or impossibility to provide effective measures to prevent harmful effects on human health products and its environment in the manufacture, circulation and consumption (use) of the products.

69. The responsible officer carries out examination of the documents describing the properties of the products and the efficiency of measures to prevent their harmful effects on human health, confirming compliance of the products and the conditions of their production and circulation with the Unified sanitary requirements, documents supporting the existence of a trade mark (if any) within a period not exceeding 10 working days from the date of registration of the application on state registration of products. Simultaneously, correctness of the certification of the documents, their validity period, attribution of the submitted documents to the products being registered as well as the powers of the organizations that issued the documents is checked. Certification of documents of the manufacturer of products (or their copies) is carried out by a notary or seal (or stamp) of the manufacturer and (or) the signature (and seal) of the authorized person of the manufacturer or applicant (specifications, technical standards, information letters from the manufacturer of the product, etc.)

70. In case of discrepancies in the documents submitted for the products, the responsible official within a period not exceeding 3 working days after discovery of inconsistencies establishes a connection with the applicant by telephone, via e-mail and reports revealed discrepancies and informs the applicant of the need to address them. The applicant within 15 working days from the date of communication about the need to eliminate inconsistencies passes through the expedition of the registration authority the missing or replacing documents. In the event of failure to submit such documents the official issues a written notice that is forwarded to the address of the manufacturer or his authorized representative within 3 days from non-provision of the required documents.

71. A justified refusal to the applicant provided (forwarded) in writing or via e-mail can be the result of the administrative procedure. If no discrepancy is established in the documents, an official of Rospotrebnadzor or its territorial body begins the procedure of examination of the results of toxicological, sanitary, veterinary and other types of analysis (tests) of the products.

Examination of the results of toxicological, hygienic, veterinary and other types of analysis (tests) (organoleptic, physico-chemical, microbiological, radiological for the permissible content of chemical, radiological, biological objects, prohibited components and compounds, microorganisms and other biological agents that pose a threat to human health, the effectiveness of application - for disinfectants and dietary supplements) of the products

72. The ground for starting examination of the results of toxicological, sanitary, veterinary and other types of analysis (tests) of the products is the receipt by an official of the application with the documents that include reports of examinations (tests) (acts of hygienic analysis), scientific reports, expert opinions.

73. The responsible official shall verify the sphere of accreditation of the testing laboratory (center) and the consistency of information contained in the records to the requirements of the Unified sanitary regulations, the state sanitary and epidemiological rules and standards, as well as the completeness of the conducted examination and tests, their compliance with approved methods, within a period not more than 10 days from the date of registration of the application on state registration of products.

74. On the basis of examination of the documents, including reports of examinations (tests) (acts of hygienic analysis), scientific reports, expert opinions, the responsible officer prepares a draft certificate of state registration of products, assures it with his signature indicating the date, and then passes it to the head of the structural unit of the registration agency responsible for providing the public service.

75. Draft certificate of state registration of products is issued in electronic form using single specialized software that ensures storage and exchange of information.

76. The result of the administrative procedure may be issuance of draft certificate of state registration of products, or a justified refusal to the applicant, provided (forwarded) in writing or by e-mail.

Decision to issue a certificate of state registration of products or to refuse the state registration of products

77. The reason for taking a decision to issue a certificate of state registration of products shall be receipt by a responsible official of a draft certificate of state registration of products.

Head of structural unit of the registration authority, responsible for providing the public service, reviews the draft certificate of state registration of products and assures it with his signature indicating the date of consideration of the documents.

78. If there is an inconsistency in the draft certificate of state registration of products in the product name, the name and location of the manufacturer with the submitted documents, as well as incompliance of the products' safety indicators with the Unified sanitary requirements, the head of structural division of the registration authority, responsible for providing the public service, points out these errors and returns the documents for completion to the responsible official, who makes appropriate corrections in the draft certificate of state registration of the product within two days, and after that returns it for consideration to the head of the structural unit of the registration body responsible for providing the public service within a period not exceeding 7 days.

79. In the absence of inaccuracies the head of the structural division of the registration authority, responsible for providing the public service, passes the set of documents to the official responsible for maintaining the Register, for subsequent printing of the draft certificate of state registration of products on the letterhead and passing for the signature by the head.

80. In case of detection during the review of the documents of the grounds for refusal to provide the public service, a notice of denial of state registration of products with an indication of its rationale is forwarded to the applicant in writing or via e-mail within a period not longer than 3 days after the request is denied.

81. A decision to issue a certificate of state registration of products, or a justified refusal to the applicant may be the result of the administrative procedure.

Keeping the Register of certificates of state registration of products, entering of the particulars of the product and its manufacturer (supplier) in the Register, as well as obtaining an excerpt from the Register

82. The reason for maintaining the Register is the Regulation on registration of a single form of the document confirming the safety of products, in terms of its compliance with sanitary and epidemiological requirements, approved by the Customs Union Commission decision No. 299 on May 28, 2010.

83. The Register is kept in order to inform consumers, producers and suppliers of the products, as well as to ensure effective regulation of foreign and mutual trade within the customs territory of the Customs Union, customs, taxation, transport and other forms of state control.

84. The Register is the basis of the information system for recording of the products and is kept in the form of an electronic database that is protected from damage and unauthorized access, as well as in the form of annual publications on paper and magnetic media.

85. The reason for entering information about the product and its manufacturer (supplier) in the Register is the receipt by the official responsible for maintaining the Register, of a certificate of state registration of products, signed by the head of the registration authority and stamped by the registration authority.

86. The responsible officer conducts technical editing of the text, enters the information about the products submitted for state registration in the information system of accounting of products that have undergone state registration, checks for marks on the review of the documents, prepares a rough copy of a certificate of state registration, prints out information on products in the form of a certificate of state registration using single specialized software that provides storage and exchange of information, at

that the information system of accounting of products assigns a status of "not signed" to the document, and then passes the documents for signature to the head of the registration authority.

87. After certificate of state registration of products is signed by the head, it is sealed by the registration authority in a specially designed spot thereon.

88. Certificate of state registration of products, signed by the head of the registration authority and stamped by the registration authority is passed to the official responsible for maintaining the Register, after that a responsible officer enters in the information system of accounting the information on signing of the document and information on the registered products. The above information is posted on the official website of Rospotrebnadzor and in the specialized search engine on the Internet (<http://fp.crc.ru/gosreg>) within 3 working days after the transfer of information on state registration of the products to the responsible official.

89. Within 3 working days after receipt of information on the issuance of certificates of state registration in the Register the responsible official will send the data to the information system of the Eurasian Economic Community in the field of technical regulation, sanitary and phytosanitary measures, and the Integrated information system for external and mutual trade of the Customs Union.

90. The applicant is notified about the availability of the certificate of state registration by phone and by placing information on the official website of Rospotrebnadzor.

91. An excerpt from the Register is provided by Rospotrebnadzor to interested state agencies, businesses and individuals of the Russian Federation at no charge within 30 days after the request.

92. An excerpt from the Register is provided according to a Unified form approved by the decision of the Customs Union Commission decision No. 299 of May 28, 2010.

93. The result of the administrative procedure is the entrance of information about the products, their manufacturer (supplier) in the Register, transfer of the certificate of state registration of products to the official responsible for issuing certificates of state registration, as well as provision of an excerpt from the Register.

Issuance of certificate of state registration of products

94. The basis for issuing a certificate of state registration of products to the applicant is entrance of data about the products, its manufacturer (supplier) to the Register and receipt by the responsible official of the certificate of state registration of products, signed by the head of the registration authority and stamped by the registration authority.

95. Certificate of state registration of products is provided to the applicant within 3 working days from the date of signing and entering the information about the products, its manufacturer (supplier) to the Registry.

96. The responsible officer checks the identity papers and credentials of the applicant for receipt of a certificate of state registration of the product (power of attorney to receive a document, excerpt from the order of appointment).

97. The fact of receipt of a certificate of state registration of the product is recorded in the register of obtaining certificates of state registration of products.

98. The register of obtaining certificates of state registration of products contains information on the date of receipt, name of the recipient, number of certificate of state registration of products and its date, number of the typographic form, last name, initials and signature of a person who has received a certificate of state registration of the product.

The register of obtaining certificates of state registration of products is kept electronically or on paper.

99. The result of the administrative procedure is to issue a certificate of state registration of products.

Amendment of certificate of state registration of products, issuance of a new certificate of state registration of products instead of a lost one

100. The reason for amending the certificate of state registration of products or issue a new certificate of state registration of products instead of a lost one is a receipt of application for amendment or a new certificate of state registration of products instead of a lost one.

101. A certificate of state registration of products shall be replaced without additional or repeated examinations (tests) in the following cases:

detection during the circulation of the controlled goods in the document, confirming the safety of products, of errors (typographical errors), made by the authorized body;

change in the form on incorporation, legal address, the name of the manufacturer of the product or the applicant;

publication of a new regulatory legal act containing requirements for controlled goods, acceptance of which does not entail changes in the indicators of hygienic safety of the product, the content of the products.

In the above cases, the circulation of products for the time necessary to replace the documents confirming the safety of products, is not suspended.

102. In the case of reorganization of a legal entity, change of its name or location, as well as change of residence of an individual entrepreneur - the manufacturer (supplier) of the product or the applicant, change of the name of the product or forms of production, changes in the scope of application of the product or a court decision, an application is submitted to Rospotrebnadzor or its territorial body to amend the certificate of state registration of products with the attachment of the documents confirming the changes, as well as documents confirming the transfer of rights and responsibilities associated with the manufacture of products from the restructured successor entity (in the case of reorganization of a legal entity).

103. Application to amend the certificate of state registration of products is submitted in the form of application for state registration of products labeled "changes in the certificate."

104. When changing a certificate of state registration of products, a certificate of state registration of the product is issued instead of the one being reissued, with assignment of numbers and dates corresponding to the time of the change. The period for making changes in the certificate of state registration of the product must not exceed 15 working days from the receipt of a respective application.

In the column containing information about the grounds of issue of the certificate of state registration of the product instead of the one being reissued details of the certificate of state registration being reissued shall be specified.

When making changes in the certificate of state registration of products, the previously issued certificate of state registration of products shall be returned to the body of Rospotrebnadzor which granted the certificate.

105. In the event of loss of a certificate of state registration of products the recipient submits an application in free form to the body of Rospotrebnadzor, which has issued the certificate of state registration, on issuance of a duplicate copy of the certificate of state registration of products. The period of issuance of a certificate of state registration of products instead of a lost one should not exceed 15 working days from the receipt of a respective application.

106. It is not allowed to reissue a certificate of state registration in case of changes in the mail (actual) address of the manufacturer of the products.

107. Changes in the annex to the certificate of state registration of products in respect of providing additional information to it, not related to the safety performance of the controlled goods, information on indications (contraindications) for use by individual groups of population of certain types of food, and having no hygienic value (such as an indication of additional forms and volumes of goods, types of consumer packaging, trade marks) shall be made without requiring any additional protocols of examination (tests), acts of hygienic examination, expert conclusions on the products.

108. The result of the administrative procedure is amendments in a certificate on state registration of products or issuance of a new certificate of state registration of products instead of a lost one.

Formation and direction of interagency requests to bodies (organizations) involved in the provision of the public service.

109. The basis for the formation and forwarding of interagency requests to the bodies (organizations) involved in the provision of the public service is the receipt by Rospotrebnadzor or its territorial body of an application for the public service.

110. The responsible officer shall, within 3 working days of receipt of applications for the public service, send a request in the framework of the interagency electronic interaction to the Federal Treasury to provide information about the payment of the state duty, to the Federal Tax Service - information from the Unified State Register of legal entities or Unified state register of individual businessmen.

111. The official of Rospotrebnadzor or its territorial offices shall notify the applicant of forwarding the request to the indicated bodies (organizations) in writing or by sending an electronic message, in case of receipt of application for the public service and (or) the documents (information contained therein) in the form of electronic document.

112. In the case of submission by the applicant of the document on the payment of the state duty, as well as data from the Unified State Register of legal entities, or the Unified State Register of Individual Entrepreneurs, the specified documents or information contained therein are not requested in the framework of the interagency interaction.

IV. Forms of control over the implementation of the Administrative Regulation

Procedure for control over compliance with and implementation of the provisions of the Administrative Regulation and other regulations that set requirements for the provision of the public service by responsible officials, as well as making their decisions

113. Current control over the completeness and quality of the public service, the observance and performance by the officials of the territorial bodies of Rospotrebnadzor involved in the provision of the public service, of the provisions of the Administrative Regulation and other regulations that set requirements for the provision of the public service (hereinafter - the current control) is performed by Rospotrebnadzor officials responsible for organizing the work on the provision of the public service (hereinafter - the officials responsible for organizing the provision of the public service).

114. The current control is carried out both in a planned manner, and by unscheduled control measures.

115. The current control is implemented through carrying out by the officials responsible for organizing the provision of the public service of checks of the completeness and quality of the public service, compliance and enforcement of the provisions of the Administrative Regulation, other regulatory legal acts of the Russian Federation, detection and ensuring of elimination of violations, consideration, decision-making and preparation of responses to the petitions of applicants, containing complaints against actions (inaction) of officials of the territorial bodies of Rospotrebnadzor involved in the provision of the public service.

116. The frequency of the current control measures is established by the head (deputy head) of Rospotrebnadzor.

Procedure and frequency of scheduled and unscheduled inspections of completeness and quality of the public service, including procedures and forms of control over the completeness and quality of the public service

117. The following is required for the procedure and forms of the current control:
carrying out of the current control in the form of scheduled and unscheduled inspections;
carrying out of scheduled inspections at least once every three years;
carrying out of unscheduled inspections upon written request of a legal entity or an individual entrepreneur.

118. In order to verify compliance with and enforcement of the provisions of the Administrative Regulation by responsible officials a commission is formed by an order of Rospotrebnadzor.

119. At the end of an inspection an act is drawn up, consisting of the statement of facts, the conclusions and proposals aimed at improving the provision of the public service.

120. During the current control comprehensive and thematic audits are carried out. When conducting a comprehensive audit the provision of the public service in general is considered, while during a thematic audit – the questions related to the execution of a certain administrative procedure.

Responsibility of Rospotrebnadzor officials for decisions and actions (inaction) taken (carried out) by them in the course of providing the public service

121. Upon results of the inspections in case of detection of violations of natural and (or) legal persons by actions (or inaction) of officials of the territorial bodies of Rospotrebnadzor involved in the provision of the public service, the offenders are brought to justice in accordance with the laws of the Russian Federation.

Responsibility of officials of Rospotrebnadzor and their regional bodies involved in the provision of the public service is set in their official regulations in accordance with the requirements of the regulations of the Russian Federation.

Provisions describing the requirements for the procedure and forms of control over the provision of the public service, including on the part of citizens, their associations and organizations

122. Control over the provision of the public service may be carried out by citizens, their associations and organizations by forwarding to Rospotrebnadzor of the following:

proposals for improvement of regulatory legal acts regulating the provision by Rospotrebnadzor officials of the public service;

reports of violations of the laws and other regulatory legal acts, deficiencies in the work of the regional offices of Rospotrebnadzor, and their officials;

complaints about violations by Rospotrebnadzor officials of the rights, freedoms or legitimate interests of citizens.

V. Pretrial (extrajudicial) procedure for appealing decisions and actions (inaction) of Rospotrebnadzor officials

123. Actions (inaction) of Rospotrebnadzor and its territorial bodies, as well as their officials in the provision of the public service, resulting in a breach of the rights of legal entities and individual entrepreneurs provided for by the legislation may be appealed in the pretrial procedure, upon a written or oral (during personal reception) petition to Rospotrebnadzor or its territorial body.

124. Appeals are reviewed by the head of Rospotrebnadzor, authorized officials of Rospotrebnadzor according to the procedure established by the legislation of the Russian Federation.

Petitions containing complaints (claims) about a violation by the employees and officials of Rospotrebnadzor or its territorial bodies of the requirements to the official conduct of the federal government civil servant, on corruption phenomena during decision-making process in the provision of the public service, carrying out of the actions or inaction, are considered by the authorized officials of Rospotrebnadzor and its regional offices within 15 calendar days from the date of registration of a written petition.

The complainant in his complaint shall mandatorily indicate the following:

name of the state body to which the complaint is directed;

last, first, and middle name (the latter - if available);

postal address to which the reply should be sent;

statement of the complaint;

personal signature and date.

If necessary, in support of his case the complainant shall enclose to his written complaint the relevant documents and materials, or copies thereof.

125. Rospotrebnadzor and its territorial bodies shall:

provide an objective, comprehensive and timely review of the petition, if necessary - with the participation of the complainant, who submitted the complaint, or his legal representative;

have the right to request the documents necessary to examine the complaint and materials from other state bodies, local authorities and from other officials, except for courts, initial inquiry and preliminary investigation bodies;

upon consideration of the complaint take measures to restore or protect the violated rights, freedoms and legitimate interests of the complainant, provide a written response on the merits of the issues raised in the complaint.

126. The response to the complaint shall be signed by the head of Rospotrebnadzor or his deputy, the head of the territorial authority or his deputy or by an authorized official.

Response to a complaint received by the state agency is sent to the postal address indicated in the petition.

A written complaint received by the public body shall be considered within 30 calendar days from the date of registration of the complaint.

In case of requests to other state agencies or local governments, directed in connection with the written petition, the head of Rospotrebnadzor or head of the territorial authority of Rospotrebnadzor, a duly authorized person is entitled to extend the term of consideration of a written request for no more

than 30 days, notifying the citizen who submitted the petition about the extension of the consideration period.

127. After consideration of a written complaint a reasoned decision on the following is made:
on the recognition of actions (inaction) of an official as illegal, if such actions (inaction) have caused a violation of the complainant's rights during the provision of the public service, with an indication of methods of addressing these violations;

on the cancellation of a decision of Rospotrebnadzor or its territorial body during the provision of the public service;

on dismissal of the petition, if the complainant's request is considered to be unfounded.

The text of the decision indicates the procedure for its appeal.

128. Action taken by the head of Rospotrebnadzor or his deputy may be appealed to the Ministry of Health and Social Development of the Russian Federation or in a court of general jurisdiction.

129. Action taken by the head of the territorial body of Rospotrebnadzor may be appealed to Rospotrebnadzor or a court of general jurisdiction.

130. In the event that a written petition contains a request of the applicant on bringing an official to responsibility, then this petition should be considered in accordance with the requirements of Article 32 of the Federal Law of July 27, 2004, No. 79-FZ "On Civil Service of the Russian Federation" (Collected legislation of the Russian Federation, 2004, No. 31, art. 3215; 2006, No. 6, art. 636, 2007, No. 10, art. 1151; No. 16, art. 1828; No. 49, art. 6070; 2008, No. 13, of Art. 1186; No. 30 (Part 2) st.3616; No. 52 (Part 1), Art. 6235; 2009, No. 29, art. 3597; No. 29, art. 3624; No. 48, art. 5719 ; No. 51, art. 6150; No. 51, art. 6159; 2010, No. 5, Art. 459; No. 7, Art. 704; No. 49, art. 6413; No. 51 (Part 3), Art. 6810; 2011, No. 1, art. 31; No. 27, art. 3866; No. 29, art. 4295).

131. Information on the application of disciplinary action to the official of Rospotrebnadzor or its territorial body, who committed unlawful actions (inaction), and (or) gross violations during the provision of the public service, shall mandatorily be forwarded to the applicant in writing within 10 days of the disciplinary sanction.

132. The grounds for refusal to consider a written petition of a legal entity or an individual entrepreneur appealing the actions (inaction) of Rospotrebnadzor and regional offices of Rospotrebnadzor, as well as their officials shall be as follows:

failure to indicate the name of the citizen who submitted the petition, or the postal address to which the reply should be sent.

obscene or abusive language, threats to life, health and property of the official and members of his family;

the text of the petition is illegible;

the issue is raised which has been addressed many times in written responses on its merits in connection with the previously received petitions, and thus the petition does not provide any new arguments or facts.

133. If a written petition contains information about a wrongful act that is being prepared, committed, or that have been committed, and about the person who is preparing, committing or has committed it, the petition should be sent to the government agency in accordance with its competence.

134. A written petition, which appeals a court decision, is returned to the citizen who submitted the petition with an explanation of the appeal process for this court decision.

135. Controversial issues that emerge at the stage of taking a decision to grant or deny the provision of the public service, to suspend a certificate of state registration of products shall be submitted for consideration to the Commission of Rospotrebnadzor or its territorial body of state registration and licensing (hereinafter - Commission), which meets as such issues arise.

136. The Commission is approved by an order of Rospotrebnadzor.

137. The Commission considers controversial issues at the stage of taking a decision to grant or deny the provision of the public service.

138. Disputes between the competent authorities of the Parties relating to the provision of the public service shall be settled through mutual consultation between the competent authorities to be determined by the Parties.