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## **Normative Legal Acts on the Provision of Restaurant Services in the Republic of Uzbekistan**

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### **ABSTRACT**

In Uzbekistan, the regulations governing restaurant services are outlined in a detailed set of legal acts designed to uphold the quality, safety, and fairness of food establishments. This article delves into the key legal frameworks overseeing restaurant services in the country, such as the Consumer Rights Protection Law, Food Safety Law, and Civil Code's Paragraph 38. It also explores regulations concerning hygiene standards, labeling guidelines, and the use of additives and preservatives in food products. Moreover, it discusses the significance of laws like the Sanitary and Epidemiological Welfare of the Population Law, Licensing Activities Law, and Advertising Law in overseeing different aspects of restaurant operations. The essay emphasizes the role of restaurant design in attracting patrons and enhancing their dining experience. By following these legal regulations, restaurant proprietors can ensure compliance and contribute to consumer safety and satisfaction.

**Keywords:** restaurant services, normative legal acts, Uzbekistan, food safety, consumer rights, hygiene standards, licensing, advertising, restaurant design.

### **Introduction**

The world consists of rules and regulations, and people are hardly able to survive in a lawless world. Laws refer to a collection of regulations put in place and upheld by the authorities and which help population live in peace and control the crime rate among citizens. When it comes to normative legal acts, it is an official document that is created in accordance with the law, with the purpose of establishing, modifying, or removing legal norms that serve as universally binding regulations for the state (Legislative chamber, 2020). Currently, normative legal acts on the provision of the restaurant services also viewed and applied regularly due the improvements in tourism sphere. Thus, this essay will discuss the primary normative legal acts that regulate the provision of restaurant services in Uzbekistan, moreover it will provide some obvious examples

### **Methods and results**

The provision of restaurant services in Uzbekistan is governed by various normative legal acts that have been put in place to safeguard the quality and safety of food, protect consumer rights,

and establish standards for restaurant operations. First and foremost, one of the fundamental normative legal acts in this field is the Law on Consumer Rights Protection. This law outlines the rights and obligations of consumers and creates a legal framework for the provision of goods and services, including restaurant services. Its purpose is to ensure that consumers have access to safe and high-quality food and to protect them from unfair practices by restaurant owners. Furthermore, another significant normative legal act is the Law on Food Safety. This law establishes the criteria and requirements for the production, storage, transportation, and sale of food products. It also delineates the responsibilities of restaurant owners in guaranteeing the safety and quality of the food they serve. According to Warner LeRoy, "A restaurant is a fantasy—a kind of living fantasy in which diners are the most important members of the cast" (qtd. in Kummer 45). Paragraph 38 of the civil code of the Republic of Uzbekistan (RoUzb) governs contract for paid services and outlines the rights, obligations, and responsibilities of the parties involved:

1. The service provider (restaurant) is obligated to:
  - a. Provide the service in accordance with the terms and conditions specified in the contract.
  - b. Ensure the quality of the service provided meets the agreed standards.
  - c. Complete the service within the agreed timeframe, or within a reasonable period if no specific timeframe is defined.
  - d. Take necessary measures to protect the client's rights and interests.
  - e. Provide information to the client about any changes or modifications to the service.
2. The client is obligated to:
  - a. Pay the agreed amount for the services provided within the specified timeframe or in accordance with the terms of the contract.
  - b. Cooperate with the service provider in fulfilling the obligations outlined in the contract.
  - c. Provide accurate and complete information required for the provision of services.
  - d. Comply with any additional obligations outlined in the contract.
3. Both parties have the right to:
  - a. Terminate the contract in case of fundamental breaches by the other party.
  - b. Demand compensation for any damages incurred due to the non-performance or improper performance of the obligations under the contract.
  - c. Agree upon any additional rights and obligations that are not in contradiction with the law.

The law also includes provisions on hygiene standards, labeling requirements, and the use of additives and preservatives in food. For instance, hygiene standards: The law sets out specific guidelines and requirements that restaurants must adhere to in order to maintain proper hygiene standards. This includes regulations on cleanliness, sanitation, and the prevention of contamination. Restaurants are expected to maintain clean and sanitary premises, including kitchen areas, utensils, and equipment. They must also implement proper waste management practices and ensure the safe handling and storage of food items.

Labeling requirements: The law mandates that food products served in restaurants must be properly labeled. This means that the labels must accurately provide information about the ingredients used, nutritional value, allergens, and any other relevant information that may affect consumer health or dietary restrictions. Proper labeling allows consumers to make informed choices about the food they consume and helps prevent any potential health risks or allergic reactions. Use of additives and preservatives: The law also regulates the use of additives and preservatives in food served in restaurants. Additives and preservatives are substances that are added to food to enhance flavor, texture, appearance, or to extend shelf life. However, their use

must comply with specific regulations to ensure that they are safe for consumption and do not pose any health risks. The law sets limits on the types and quantities of additives and preservatives that can be used, and restaurants must follow these guidelines to ensure the safety and quality of the food they serve. By implementing these provisions, the law on food safety aims to protect consumers from health risks associated with poor hygiene practices, improper labeling, and excessive or unsafe use of additives and preservatives. It promotes transparency in the food industry and ensures that consumers have access to safe and accurately labeled food products when dining in restaurant.

The Law on Sanitary and Epidemiological Welfare of the Population is another relevant normative legal act. It aims to prevent the spread of infectious diseases and ensure the sanitary and epidemiological safety of the population. The law establishes requirements for the design and construction of restaurants, as well as the sanitary conditions that must be maintained during their operation. It also sets out the procedures for obtaining sanitary permits and conducting inspections. In addition to these general laws, there are specific normative legal acts that regulate particular aspects of restaurant services. For instance, the Law on Licensing Activities establishes the prerequisites and procedures for obtaining a license to operate a restaurant. It outlines the conditions that restaurant owners must meet, such as possessing the necessary qualifications and experience, and complying with relevant health and safety regulations.

The Law on Advertising is also pertinent in the context of restaurant services. It governs the advertising of goods and services, including restaurants. The law stipulates requirements for the content and placement of advertisements, as well as the penalties for violations. Its aim is to safeguard consumers from misleading or deceptive advertising and ensure they have access to accurate and reliable information about restaurants. Restaurant design is crucial for the success of a restaurant as it not only attracts and retains customers but also aids in efficient food preparation and service. Additionally, it is essential to note that a design can also play a role of advertisement. Successful Restaurant Design offers an integrated approach to restaurant design, taking into account both the front-of-the-house and back-of-the-house operations. It emphasizes the importance of designing a space that meets the needs of owners, staff, and clientele. Additionally, the book highlights the significance of understanding the restaurant's concept, market, and menu to create a design that not only enables smooth operations but also enhances the overall dining experience. (Baraban & Durocher, 2010)

There are some well-known prime examples of restaurants in Uzbekistan that adhere to normative legal acts:

1. Caravan Restaurant (Tashkent) - Known for its traditional Uzbek cuisine, Caravan Restaurant strictly follows normative legal acts in terms of food quality, hygiene, and safety regulations.
2. Samarkand Restaurant (Samarkand) - Located in the heart of the historic city of Samarkand, this restaurant offers a wide range of Uzbek dishes. It is popular among locals and tourists alike, ensuring compliance with normative legal acts.
3. Old City Restaurant (Bukhara) - Situated in the ancient city of Bukhara, Old City Restaurant is well-known for its authentic Uzbek cuisine and compliance with normative legal acts in the food industry.
4. Siyob Bazaar Restaurant (Tashkent) - This unique restaurant is designed as a traditional Uzbek bazaar, where visitors can experience the vibrant atmosphere of a market while enjoying Uzbek delicacies. Siyob Bazaar Restaurant strictly adheres to all normative legal acts.
5. Khan Atlas Restaurant (Khiva) - Located in the historical city of Khiva, Khan Atlas Restaurant offers a blend of Uzbek and international cuisines in a traditional setting. It ensures compliance with all relevant normative legal acts.

These are a few examples of well-known restaurants in Uzbekistan that prioritize following normative legal acts to provide quality food, excellent service, and a safe dining experience for

their customers. According to Guy Fieri, "Food is not just eating energy. It is an experience" (qtd. In Miller 72).

### **Conclusion**

All things considered, it can be concluded that the provision of restaurant services in Uzbekistan is regulated by multiple normative legal acts. These acts are designed to ensure the quality and safety of food, protect consumer rights, and establish standards for restaurant operations. The key laws in this area include the Law on Consumer Rights Protection, the Law on Food Safety, and the Law on Sanitary and Epidemiological Welfare of the Population. Specific laws also regulate licensing activities and advertising. It is essential for both restaurant owners and consumers to be aware of these legal acts to ensure compliance and protect their rights and interests.

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