

MECHANISMS FOR THE PROTECTION OF CONSUMER RIGHTS

CONSUMER APPLIES TO THE AGENCY

THE APPLICANT HAS THE RIGHT TO SUBMIT A REQUEST TO TO THE GEORGIAN NATIONAL COMPETITION AGENCY (WITHIN 2 YEARS AFTER THE OBSERVED VIOLATION).

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THE AGENCY INITIATES AN INVESTIGATION OR REFUSES TO INITIATE AN INVESTIGATION

THE AGENCY BEGINS TO INVESTIGATE THE FACT OF THE ALLEGED VIOLATION OF THE CONSUMER'S RIGHT IF IT HAS INFORMATION THAT THE RIGHT OF A GROUP OF CONSUMERS IS VIOLATED OR MAY BE VIOLATED.

THE AGENCY EXAMINES THE CASE WITHIN 1 MONTH FROM THE DECISION TO INITIATE THE CASE INVESTIGATION. THE EXAMINATION OF THE CASE MAY BE EXTENDED UP TO 3 MONTHS.

THE AGENCY EVALUATES ALL INFORMATION IT RECEIVES

THE AGENCY IS ENTITLED TO REQUEST INFORMATION RELATED TO THE CASE FROM THE PARTIES AND EVALUATE THE PROVIDED EVIDENCE.

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THE AGENCY MAKES A DECISION

AS A RESULT OF CASE INVESTIGATION, THE AGENCY SHALL MAKE THE DECISION ON CONFIRMING THE VIOLATION OF THE RIGHTS OF THE GROUP OF CONSUMERS OR DENYING IT.

IN CASE OF CONFIRMATION OF THE VIOLATION, THE AGENCY SHALL SET A DEADLINE FOR THE TRADER AND DEMAND THE RESTORATION OF THE VIOLATED RIGHT AND/OR TERMINATION OF AN ACTION PROHIBITED BY LAW.

A DECISION OF THE AGENCY MAY BE APPEALED IN A COURT, IN ACCORDANCE WITH GEORGIAN LEGISLATION, WITHIN 30 CALENDAR DAYS AFTER SUCH DECISION WAS MADE.

THE AGENCY IMPOSES FINES

IN CASE OF NON-FULFILLMENT OF THE AGENCY'S DECISION WITHIN THE ESTABLISHED TERM OR UNTIMELY FULFILLMENT, THE TRADER SHALL BE IMPOSED A FINE.

THE AMOUNT OF THE FINE SHALL NOT EXCEED 2 % OF THE ANNUAL TURNOVER OF THE TRADER FOR THE PRECEDING FINANCIAL YEAR.
IF DURING A PERIOD OF 12 MONTHS, A TRADER COMMITS A VIOLATION REPEATEDLY, THE FINE SHALL BE DOUBLE THE AMOUNT OF THE PREVIOUSLY IMPOSED PENALTY.

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- IN 2022, THE PARLIAMENT OF GEORGIA APPROVED THE LAW "ON PROTECTION OF CONSUMER RIGHTS", WHICH ENTERED INTO FORCE ON JUNE 1. IN ACCORDANCE WITH THE REGULATION, THE DEPARTMENT OF CONSUMER RIGHTS PROTECTION WAS ESTABLISHED WITHIN THE SYSTEM OF THE NATIONAL COMPETITION AGENCY OF GEORGIA, WHICH IS RESPONSIBLE FOR RECEIVING, REVIEWING AND RESPONDING TO CONSUMER APPLICATIONS.
- IN THE PROCESS OF EFFECTIVE IMPLEMENTATION OF CONSUMER RIGHTS, A TEAM OF EXPERTS FROM LITHUANIAN AND AUSTRIAN COMPETITION AND CONSUMER PROTECTION AGENCIES PROVIDES SUPPORT TO THE NATIONAL COMPETITION AGENCY OF GEORGIA WITHIN THE FRAMEWORK OF THE EU-FUNDED TWINNING PROJECT "STRENGTHENING CAPACITY OF THE COMPETITION AGENCY OF GEORGIA".
- THE CONSUMER RIGHTS PROTECTION DEPARTMENT WILL START ACCEPTING APPLICATIONS FROM CITIZENS FROM NOVEMBER 1, 2022.

WHAT SHOULD WE KNOW ABOUT THE MECHANISM OF CONSUMER RIGHTS PROTECTION?

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COMPETITION COUNCIL
OF THE REPUBLIC OF LITHUANIA



Federal Competition Authority