



THE GEORGIAN NATIONAL COMPETITION AGENCY IS THE MAIN ORGANIZATION DEFINING AND IMPLEMENTING COMPETITION POLICY.

THE AGENCY PROMOTES FAIR COMPETITION ON THE MARKET, TO SUPPORT THE COUNTRY'S ECONOMIC GROWTH, BUSINESS COMPETITIVENESS AND CONSUMER WELFARE.

www.gnca.gov.ge

WHAT TO KNOW WHEN YOU SHOP ONLINE OR ON SOCIAL MEDIA?

THE NAME, ID NUMBER AND ADDRESS OF THE TRADER

SHIPPING COSTS AND DELIVERY TIMES, EXCHANGE/RETURN POLICY, GUARANTEE/WARRANTY TERMS

FEATURES OF THE GOODS/SERVICES

OTHER PEOPLE'S REVIEWS ON THE GOODS/SERVICES

(032) 2 05 44 22

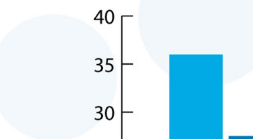
+995 598 05 44 22

consumer@gnca.gov.ge

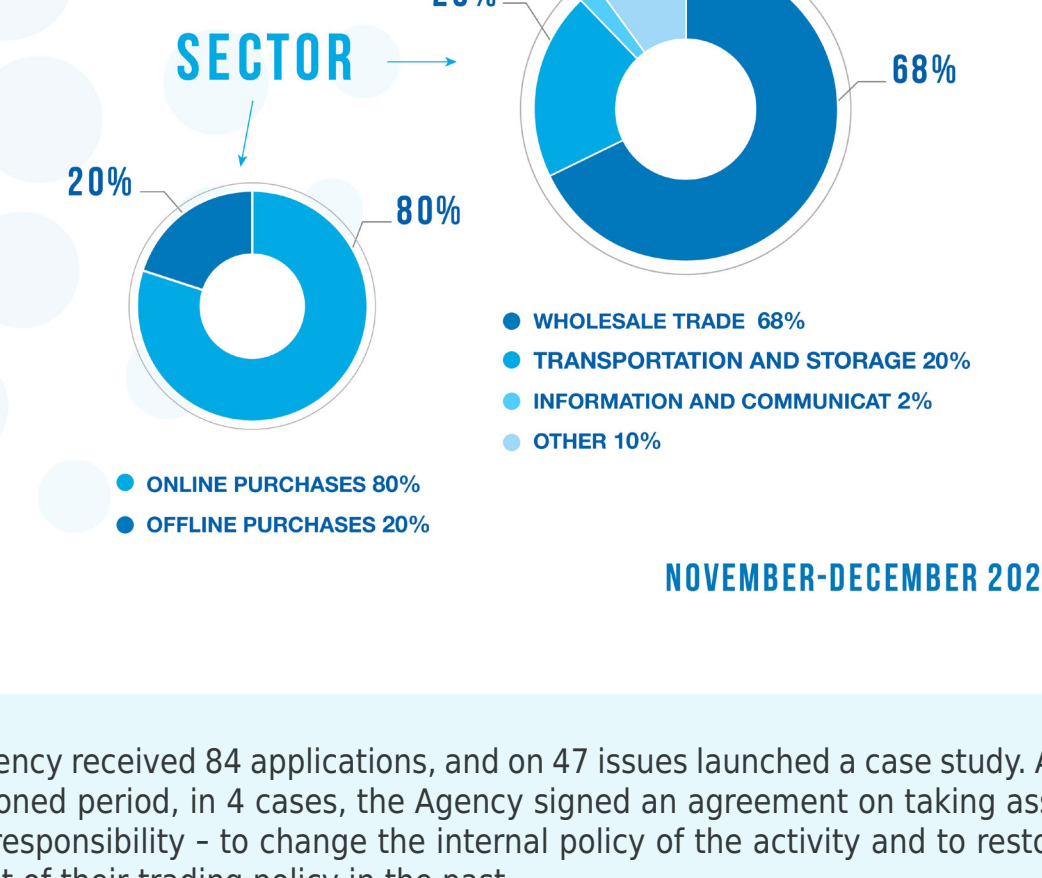
IF YOUR RIGHTS HAVE BEEN VIOLATED, CONTACT US

On the territory of Georgia, to protect the rights and legal interests of consumers, to prevent violations and promote the restoration of violated rights, to reveal facts, and to respond appropriately, the Georgian National Competition Agency started receiving and considering applications from November.

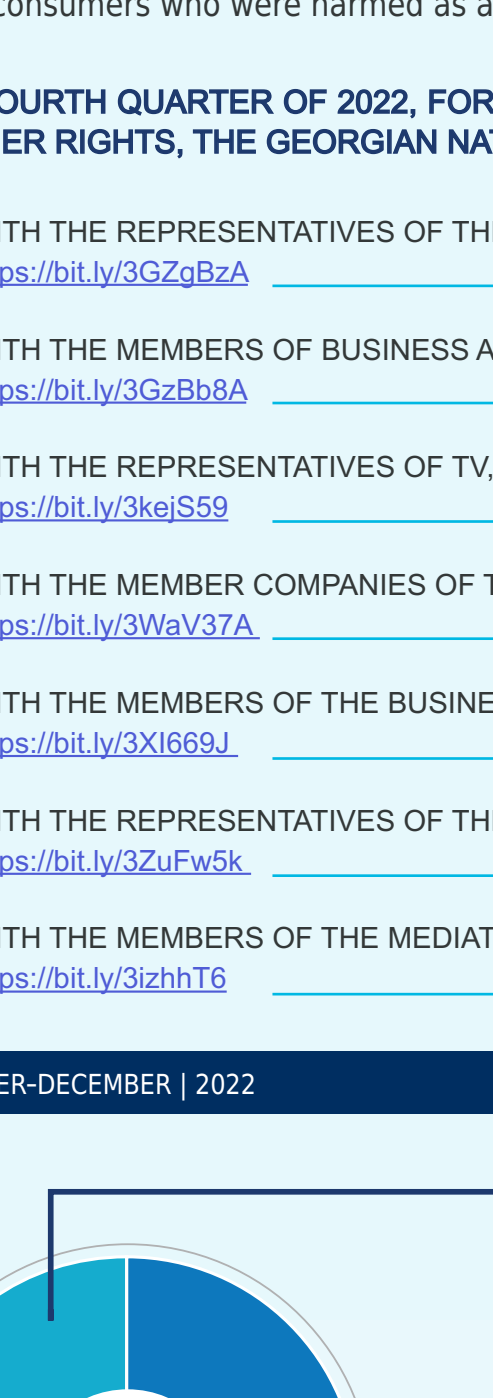
THE PURPOSE OF THE LAW ON THE PROTECTION OF CONSUMER RIGHTS IS TO ENSURE A HIGH DEGREE OF CONSUMER PROTECTION IN THE COUNTRY, AND IT IS PART OF THE OBLIGATION OF THE ASSOCIATION AGREEMENT SIGNED BETWEEN GEORGIA AND THE EUROPEAN UNION.



84 APPLICATIONS RECEIVED IN NOVEMBER AND DECEMBER
47 CASE INVESTIGATION
04 CONDITIONAL OBLIGATIONS IN FAVOUR OF THE CONSUMER



CONSUMER DEMANDS



SECTOR



NOVEMBER-DECEMBER 2022

From November 1 to December 31, 2022, the Agency received 84 applications, and on 47 issues launched a case study. Among them is the case of USA2GEORGIA. In the mentioned period, in 4 cases, the Agency signed an agreement on taking assumed obligations, which means that the traders took responsibility - to change the internal policy of the activity and to restore the rights of consumers who were harmed as a result of their trading policy in the past.

IN THE FOURTH QUARTER OF 2022, FOR THE DEVELOPMENT OF EFFECTIVE MECHANISMS FOR THE PROTECTION OF CONSUMER RIGHTS, THE GEORGIAN NATIONAL COMPETITION AGENCY HELD THE WORKSHOPS:

WITH THE REPRESENTATIVES OF THE MEMBER COMPANIES OF THE BUSINESS ASSOCIATION OF GEORGIA (BAG)
<https://bit.ly/3GZgBzA>

WITH THE MEMBERS OF BUSINESS ASSOCIATIONS AND NON-GOVERNMENTAL ORGANIZATIONS
<https://bit.ly/3GzEb8A>

WITH THE REPRESENTATIVES OF TV, RADIO, AND ONLINE MEDIA
<https://bit.ly/3keJS59>

WITH THE MEMBER COMPANIES OF THE GEORGIAN EMPLOYERS ASSOCIATION
<https://bit.ly/3WaV37A>

WITH THE MEMBERS OF THE BUSINESS FEDERATION ASSOCIATION "WOMEN FOR THE FUTURE"
<https://bit.ly/3Xl669J>

WITH THE REPRESENTATIVES OF THE BUSINESS ASSOCIATION OF DISTRIBUTORS AND THE RETAIL SECTOR
<https://bit.ly/3ZuFv5k>

WITH THE MEMBERS OF THE MEDIATORS ASSOCIATION OF GEORGIA
<https://bit.ly/3izh1t6>

OCTOBER-DECEMBER | 2022

GEORGIAN NATIONAL COMPETITION AGENCY

CONCENTRATION CONTROL SUBJECT TO PRIOR WRITTEN NOTIFICATION

INVESTIGATION

THE INVESTIGATION WAS COMPLETED AND THE FACT OF THE AGREEMENT WAS ESTABLISHED

TRANSLATION SERVICE SECTOR - ACCORDING TO THE DECISION OF THE AGENCY, THE FACT OF A RESTRICTIVE AGREEMENT WAS ESTABLISHED

As a result of the investigation, the violation of the Law was established by 2 respondent undertakings and by one of the translators.

According to the decision of the Agency, the mentioned companies were imposed the relevant financial sanction and instructed to eliminate immediately the violation. The mandatory recommendation for consideration to improve the competitive environment was given to the defendants.

<https://bit.ly/3X6hCf0>

THE INVESTIGATION STARTED

MUNICIPAL PROJECTS SUPERVISION SECTOR

The Agency has launched an investigation into the alleged fact of restriction of competition, by the administrative agency. The case concerns the complaint of the supervisory company against two municipalities of the region of Georgia.

<https://bit.ly/3QB9uRh>

MARITIME SHIPPING SECTOR

During the reporting period, the Georgian National Competition Agency has launched an investigation into the maritime shipping sector. The case concerns the dispute between two companies regarding the abuse of a dominant position and an alleged infringement of unfair competition.

<https://bit.ly/3Gcy2Vf>

REFUSING TO INVESTIGATE

The Georgian National Competition Agency recognized an inadmissible complaint, submitted by "Softline Georgia", regarding the alleged violation of unfair competition by the Ukrainian company "Bako Tech."

<https://bit.ly/3X7W1b4>

The Agency recognized an inadmissible complaint, submitted by "Demaclenko IT" S.R.L., regarding the alleged violation of Article 10 of the "Law of Georgia on Competition" by "MTA".

<https://bit.ly/3X5yLaf>

OCTOBER-DECEMBER | 2022

GEORGIAN NATIONAL COMPETITION AGENCY

MARKET MONITORING

LAUNCHED

MONITORING OF OFFERING/SALE OF INSURANCE PRODUCTS IN BANKS

To study the market situation and the competitive environment, the Competition Agency launched monitoring the market of offering/sale of insurance products by banking institutions during the credit relations.

The mentioned monitoring is implemented on the basis of the addressing of the "Insurance Union" and the information presented in the 2022 financial stability report of the National Bank of Georgia.

<https://bit.ly/3Zz22xE>

COMPLETED

MONITORING OF THE GLASS WASTE COLLECTION/RECYCLING MARKET

The National Competition Agency, based on the address of the member of the Parliament of Georgia, monitored the glass waste collection/recycling market.

According to the monitoring, it was established, that the annual volume of the market is small and does not exceed 2 million GEL. Recently, a new company has entered the glass waste collection market, as a result of which the amount of collected waste, the selling price and also the number of individuals/legal entities, from which glass waste collection is carried out have increased.

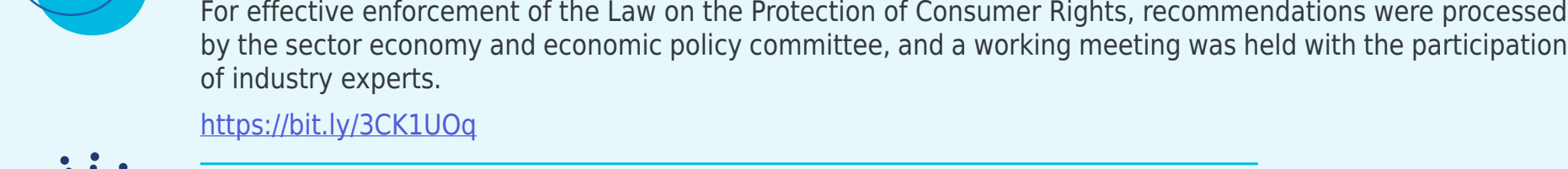
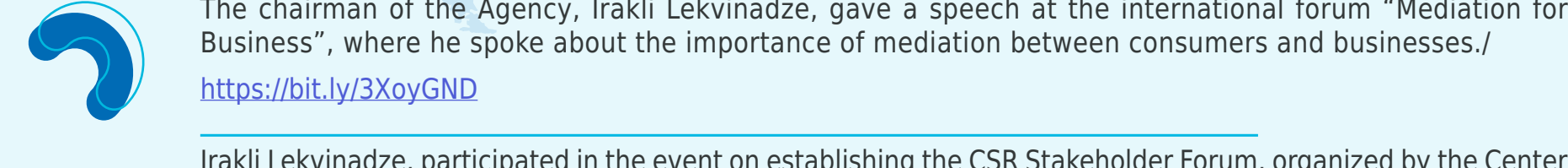
According to the Agency's decision, there were no risks of violation of Georgian competition legislation in the mentioned market. Therefore, there is no basis for continuous monitoring.

<https://bit.ly/3GEyYrK>

OCTOBER-DECEMBER | 2022

GEORGIAN NATIONAL COMPETITION AGENCY

THE FIRST INTERNATIONAL CONFERENCE ON "COMPETITION AND CONSUMER PROTECTION" WAS HELD IN GEORGIA



On November 16-17, the first international conference on "competition and consumer protection" was held. The Event was organized by the Georgian National Competition Agency, the Georgian National Energy and Water Supply Regulatory Commission, the National Bank of Georgia, the National Communications Commission, and the Insurance State Supervision Service of Georgia. 45 international delegates from 20 countries, more than 250 participants, Government, and Parliamentary team members, representatives of the Diplomatic Corps, Business, Non-Governmental and Academic Community participated in the Conference. Including the Head of the Competition and Consumer Policies Branch at the United Nations Conference on Trade and Development (UNCTAD), Teresa Moreira, and other invited international experts. In the frame of the 6 thematic sessions, the participants shared the experience gained in Georgia and Europe in the field of competition and consumer rights protection.

TERESA MOREIRA
"Today in Georgia you are actively working to create a business environment that provides equal opportunities, which in turn will contribute to the sustainable development of the country. All this is very important for both businesses and citizens. I can say that Georgia is on the right path in the direction of growth and development."

IRAKLI LEKVINADZE
"We are continuing the reforms started in the direction of competition policy and consumer rights protection. The promotion of the principles of a healthy competitive environment and the introduction of European standards for the protection of consumer rights is of the utmost importance for the process of our country's integration into the European Union. The international conference received significant support and evaluations both at the local and international levels. We think, that this platform should be developed and Tbilisi should be marked as an active location in the frame of the World Competition Week."

In the frame of the conference, memorandums of cooperation were signed with the counterpart Agencies of Uzbekistan, Azerbaijan, Lithuania, Poland, North Macedonia, and Albania. Also, with Caucasus International University and Grigol Robakidze University.

<https://ccc.gov.ge/>

OCTOBER-DECEMBER | 2022

GEORGIAN NATIONAL COMPETITION AGENCY

INTERNATIONAL AND LOCAL COOPERATION FORMATS

Irakli Lekvinadze in Paris, France, participated in the Global Forum on Competition, at the invitation of the Organization for Economic Cooperation and Development (OECD).
<https://bit.ly/3k21TPI>

The chairman of the Agency, Irakli Lekvinadze, participated in the 12th forum of local economic development of Tbilisi. The event - "Sustainable Economic Recovery" was organized by the City Service of Economic Development of Tbilisi City Hall.
<https://bit.ly/3vXEwZj>

For the purpose to share international practice and experience, in Warsaw, Poland the Agency's employees went through the study program in two parts. The workshops were organized by the Office of Competition and Consumer Protection of Poland (UOKiK) and with the financial support of the Eastern Partnership Academy for Public Administration.
<https://bit.ly/3kbHWWs>

The Chairman of the Georgian National Competition Agency, Irakli Lekvinadze, held an official meeting with the Chairman of the Competition Council of the Republic of Moldova, Alexei GHERIȚESCU.
<https://bit.ly/3GvtGt0>

The chairman of the Agency, Irakli Lekvinadze, held the meeting with the Head of the Competition and Consumer Policies Branch at the United Nations Conference on Trade and Development (UNCTAD), Teresa Moreira.
<https://bit.ly/3COclcr>

At the invitation of the Ombudsman of the Small and Medium Enterprises of Poland, the Chairman of the Georgian National Competition Agency, Irakli Lekvinadze, and the Business Ombudsman of Georgia, Otar Danelia, participated in the European Congress, which was held in Katowice, Poland.
<https://bit.ly/3ZCcWf0>

In Vienna, the Chairman of the Georgian National Competition Agency, Irakli Lekvinadze, met with the General Director of the Austrian Competition Authority, Natalie Hardsdorf. In the frame of the working visit, meetings were held with the cartel court panel president, the judge, Ms. Sonja Kjeller, and the Federal Cartel Prosecutor, Mr. Heinz Ludwig Majer.
<https://bit.ly/3ZJMj1M>

The chairman of the Agency, Irakli Lekvinadze, gave a speech at the international forum "Mediation for Business", where he spoke about the importance of mediation between consumers and businesses.
<https://bit.ly/3XgyGND>

Irakli Lekvinadze, participated in the event on establishing the CSR Stakeholder Forum, organized by the Center for Strategic Research and Development of Georgia, (CSRSG) with the support of the European Union and the Konrad Adenauer Foundation.
<https://bit.ly/3lBEoMQ>

For effective enforcement of the Law on the Protection of Consumer Rights, recommendations were processed by the sector economy and economic policy committee, and a working meeting was held with the participation of industry experts.
<https://bit.ly/3CK1UoQ>

The 2022 summary meeting was held with media representatives, where Irakli Lekvinadze, together with the Agency's employees and invited Experts, presented the Agency's 2022 data.

The chairman of the Agency, Irakli Lekvinadze, together with the Deputies and Heads of the Department, discussed the results of the 2022 activities, existing challenges and future plans.
<https://bit.ly/3Lm7dLR>

OCTOBER-DECEMBER | 2022

GEORGIAN NATIONAL COMPETITION AGENCY

IMPORTANT CASES IMPLEMENTED IN THE DIRECTION OF COMPETITION POLICY

INTERNATIONAL REVIEW

Belgium The Belgian Competition Authority has launched an investigation against CERP (Centre européen de réparation pharmaceutique SA). The violation was established in two separate infringements. The first infringement concerns an agreement on the terms and conditions applicable to the distribution of medicinal products, the second relates to the conditions for the marketing of vaccines.
<https://bit.ly/3kg6duj>

Australia Case of the Australian Competition and Consumer Commission - The Federal Court has ordered that overhauled crane company "NQ Cranes Pty" pay a \$1 million penalty after NQ Cranes admitted that it had entered into an anti-competitive cartel agreement with a competitor.
<https://bit.ly/3W7JdFE>

Italy Italian Competition Authority, and partner agencies were fined more than 5 million for misleading practices. According to the Authority, the companies unduly provided call center operators with lists of customers on the protected market and used an automated voice machine to promote Enel's commercial offers.
<https://bit.ly/3XqC2yV>

Armenia State Commission for Protection of Economic Competition of the Republic of Armenia imposed a fine of about 433 million AMD on the organizers of online winning games for unfair competition.
<https://bit.ly/3GQgQuj>

Austria The Autorité de la concurrence fines "Audiens Santé-Prévoyance" for the abuse of dominant position for 800 000EURS. It was revealed, that the company was in a dominant position in the markets for collective supplementary social protection for entertainment workers.
<https://bit.ly/3lMn7Hn>

Austria Cartel Court imposes fine of EUR 26.33 million on HABAU Hoch- und Tiefbaugesellschaft, Held&Franke Baugesellschaft, ÖSTU-STETTIN Hoch- und Tiefbau and STRAKA Bau for anti-competitive concerted practices following the Austrian Federal Competition Authority's (AFCA) decision. As a result of the investigation, found that cartel law had been breached by way of official price fixing, market divisions, and the exchange of information with competitors in relation to public and private tenders in the sector of building construction and civil engineering in Austria.
<https://bit.ly/3Xfx4xf>

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