



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



Georgian National
Competition
Agency

IN ACCORDANCE WITH THE LAW ON
PROTECTION OF CONSUMER RIGHTS

THE TRADER IS OBLIGED
! TO PROVIDE SERVICES IN THE GEORGIAN LANGUAGE

! IN CASE OF VIOLATION OF THE LAW, A CONSUMER HAS
THE RIGHT TO APPLY TO THE NATIONAL COMPETITION
AGENCY AND FILL OUT THE APPLICATION FORM.

#STAYINFORMED #PROTECTYOURRIGHTS

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CONSUMER RIGHTS PROTECTION MECHANISMS AND ENFORCEMENT POLICY

! WAS ESTABLISHED

THE SERVICE STANDARD IN
GEORGIAN BY THE TRADER

- THE TRADER IS OBLIGED - TO PROVIDE SERVICES IN THE GEORGIAN LANGUAGE
- IN CASE OF VIOLATION OF THE LAW, THE CONSUMER HAS THE RIGHT TO APPLY TO THE NATIONAL COMPETITION AGENCY AND FILL OUT THE APPLICATION FORM.

<https://shorturl.at/dmsuM>

IN THE SECOND QUARTER OF 2023, A COMMITMENT AGREEMENT WAS SIGNED IN FAVOR OF THE CONSUMER

postalon

WITH THE COMPANY
POSTALON

კარფორი
Carrefour

WITH THE SHOPPING
NETWORK
CARREFOUR

ზაპორი

WITH THE COMPANY
WITH ZOOMER

Wolt

WITH THE COMPANY
WOLT

emansm

WITH THE COMPANY
DOMINO

ACCORDINGLY, TRADER WAS INSTRUCTED TO RESTORE THE RIGHTS OF THOSE CONSUMERS WHO ALLEGEDLY SUFFERED DAMAGES DUE TO THE TRADER'S POLICY.

FROM 1 NOVEMBER 2022, GEORGIAN NATIONAL COMPETITION AGENCY STARTED RECEIVING AND HANDLING CONSUMER COMPLAINTS

270 COMPLAINTS WERE RECEIVED
FROM NOVEMBER TO JUNE

175 CASE INVESTIGATIONS STARTED

2073 INCOMING CALLS

48 AGREEMENT ON CONDITIONAL
OBLIGATIONS WERE CONCLUDED (84 CASE)

14 BREACH WAS ESTABLISHED (28 CASE)

03 BREACH WAS NOT ESTABLISHED (3 CASE)

CONSUMER DEMANDS

- 86 RETURN OF THE MONEY
- 86 REPAIR/REPLACEMENT OF THE GOODS NOT IN CONFORMITY WITH THE CONTRACT
- 22 PROHIBITION OF MISLEADING COMMERCIAL PRACTICE
- 15 UNCONDITIONAL RETURN OF GOODS
- 61 OTHER DEMANDS

9% 12% 79%

WHOLESALE TRADE 79%
TRANSPORTATION AND STORAGE 9%
OTHER SECTORS 12%

30% 70%

ONLINE PURCHASES 70%
OFFLINE PURCHASES 30%

REGION

IBEREYI 8%
MYSKHETA MTSKHETI 1%
SHIDA KARTLI 1%
ADJARA 3%
KVEMO KARTLI 1%
TBILISI 88%

NOVEMBER 2022 - JUNE 2023

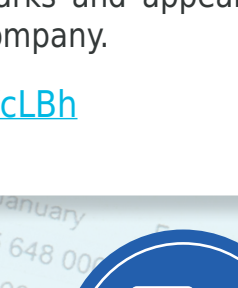
THE GEORGIAN NATIONAL COMPETITION AGENCY CONDUCTED A RE-STUDY OF THE CASE DUE TO THE NON-FULFILLMENT OF THE COMMITMENT AGREEMENT BY "UNO". AS A RESULT OF THE EVALUATION AND STUDY OF THE CIRCUMSTANCES OF THE CASE AND THE PRESENTED EVIDENCE, THE FACT OF VIOLATION WAS ESTABLISHED IN RELATION TO THE STORE "UNO".
<https://shorturl.at/dsvC3>

THE NATIONAL COMPETITION AGENCY HAS COMPLETED THE CASE STUDY ON THE ALLEGED VIOLATION OF THE LAW OF GEORGIA ON THE PROTECTION OF CONSUMER RIGHTS BY "IPLUS" AND ESTABLISHED THE FACT OF VIOLATION.
<https://shorturl.at/rsDG1>

APRIL-JUNE | 2023

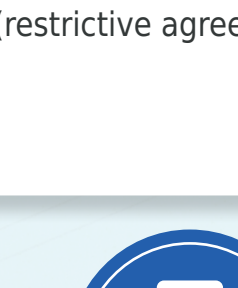
GEORGIAN NATIONAL COMPETITION AGENCY

INVESTIGATION



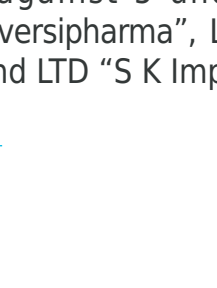
AN INVESTIGATION INTO THE DISPUTE BETWEEN THE COMPANIES OPERATING IN THE FAST FOOD MARKET HAS BEEN STARTED

The case concerns the alleged violation of unfair competition by two companies. In particular, appropriation/imitation of the trademarks and appearance of the applicant company.
<https://t.ly/cLBh>



THE AGENCY HAS STARTED TO INVESTIGATE THE ONLINE TICKET SALES MARKET

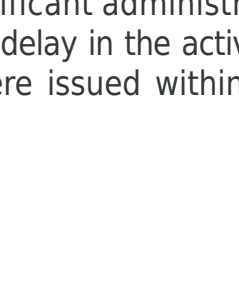
The Georgian National Competition Agency started the process of investigation based on the complaint of "E-tickets" against the five undertaking. The case concerns the fact of a possible violation of the Law of Georgia on Competition in the market of online sale of cinema tickets. An investigation has been launched in 2 directions, the possible violation of Article 6 (abuse of a dominant position) and Article 7 (restrictive agreements).
<https://t.ly/wo9dF>



THE NUMBER OF RESPONDENT COMPANIES HAS INCREASED TO FIVE WITHIN THE FRAMEWORK OF THE ONGOING INVESTIGATION IN THE PHARMACEUTICAL MARKET

According to the decision of the Georgian National Competition Agency, one more company "S K Impek" was added to the case study started in the direction of 4 companies in the pharmaceutical market.

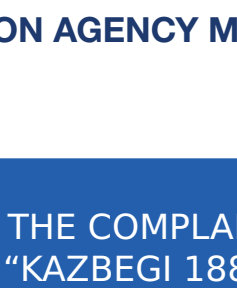
Accordingly, regarding the possible violations of Articles 6 and 7 of the Law of Georgia on Competition (abuse of dominant position and restrictive agreements,) the Agency conducted a market investigation against 5 undertakings - JSC "Gepha", LTD "Aversipharma", LTD "PSP Pharma", LTD "Mermis" and LTD "S K Impek".
<https://t.ly/QLBa>



WAS ESTABLISHED THE FACT OF RESTRICTION OF COMPETITION BY SEVERAL REGIONAL MUNICIPALITIES

In particular, by the Marneuli Municipality City Hall and the Gori Municipality City Hall. also, in the framework of the investigation the fact of using the disputed condition in the state procurement process has been revealed by six additional municipalities - Khashuri, Kareli, Kaspi, Dmanisi, Gardabani and Tsalka.

The case concerned, the use of competitive bidding conditions within the frame of the announced tender of the state procurement for the provision of supervisory services for the construction works of infrastructural facilities within the respective municipalities. According to the Agency's position, the use of disputed bidding conditions by the defendant parties created a significant administrative barrier to market entry, which caused a delay in the activity of the undertakings. Recommendations were issued within the framework of the investigation.
<https://t.ly/2MHU>



THE COMPANY WAS REPEATEDLY FINED DUE TO PARTIAL NON-COMPLIANCE WITH THE DECISION OF THE COMPETITION AGENCY

On September 20, 2022, the Georgian National Competition Agency completed the investigation of the case based on the complaint of "S.E.A" and established the fact of violation. The case concerned the dispute between two companies in the city tour service sector for tourists in Tbilisi, where the Agency confirmed the unfair action of the company BST. As a result of the observation, it was established, that the obligation set for the respondent company was partially fulfilled. Therefore, the Agency made a decision to repeatedly fine the defendant undertaking with an increased amount.
<https://t.ly/pgqi>



THE NATIONAL COMPETITION AGENCY MADE A DECISION ON INADMISSIBILITY:

ON THE COMPLAINT OF
"MED PHARMACY GROUP"

ON THE COMPLAINT OF
"KAZBEGI 1881"

ON THE COMPLAINT OF
IND. ENTREPRENEUR
VICTOR SUROGINI

Georgian National
Competition
Agency

Communications
Commission

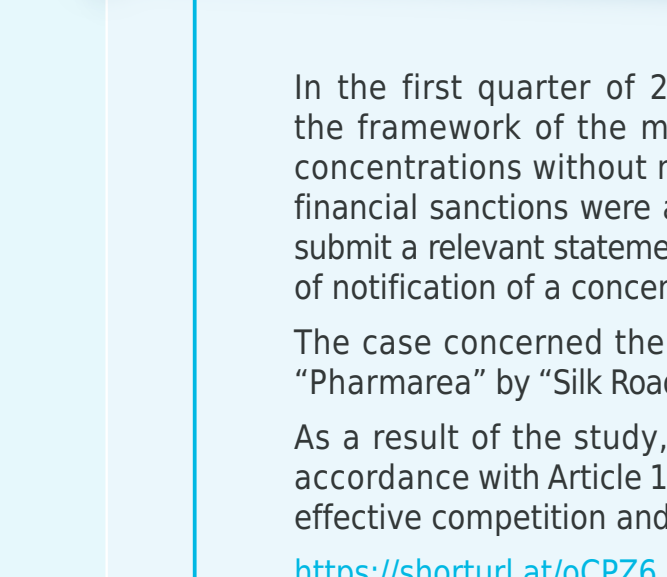
COOPERATION BETWEEN REGULATORS

COMCOM FINED 6 BROADCASTERS

The Communications Commission based on the complaints of "Magticom", "Silknet", "Akhali Network" and "Central Telecommunications Corporation of Georgia", established a violation of Article 7 of the Law of Georgia on Competition, by "Media Rights Georgia", "TV Imidi", "Mtavari Arkhi", "TV Pirveli", "Postv", "Formula" and "Media Holding". Which is a Restrictive agreement, decision and concerted practice, the so-called "cartel deal". The Georgian National Competition Agency actively participated in the process of studying the issue within the framework of the relevant powers provided by the legislation.
https://gnca.gov.ge/index.php?m=372&news_id=1263

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CONTROL OF CONCENTRATIONS IMPLEMENTED WITH PRIOR MANDATORY NOTIFICATION

THE NATIONAL COMPETITION AGENCY APPROVED 3 CONCENTRATIONS

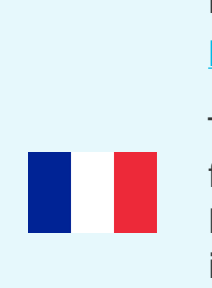
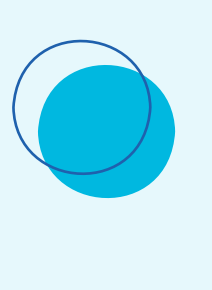
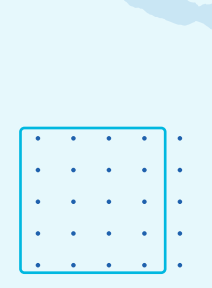
In the first quarter of 2023, 5311 concentrations have been verified in Georgia. Within the framework of the monitoring, it was determined that the undertakings implemented concentrations without notifying the Agency and without appropriate decision. As a result, financial sanctions were applied to the purchasing undertakings, and they were instructed to submit a relevant statement to the Agency for confirmation of concentration. For non-submission of notification a concentration, the undertakings were fined up to 32,000 GEL.

The case concerned the purchase of 100% share of "Arttime" by "Roniko", 100% share of "Pharmarea" by "Silk Road Engineering" and 100% share of "Legometal" by N/P Temur Bolkvadze.

As a result of the study, the Agency determined that the implemented concentrations, in accordance with Article 11 of the Law of Georgia on Competition, does not substantially restrict effective competition and are compatible with the competitive environment.
<https://shorturl.at/oCPZ6>

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- The Chairman of the Georgian National Competition Agency, Irakli Lekvinadze, met with representatives of donors and international organizations. Within the framework of the event, the parties discussed the possibilities of strengthening mutual cooperation.
<https://shorturl.at/ekxyY>
- The National Competition Agency held a meeting for judges on the protection of consumer rights.
<https://shorturl.at/uxDK0>
- The Chairman of the Georgian National Competition Agency, Irakli Lekvinadze met the Ambassador Extraordinary and Plenipotentiary of Romania to Georgia, Răzvan Rotundu.
<https://shorturl.at/yPRY6>
- In Brussels, the eighth session of the 2nd thematic group of the sub-committee on economic and sectoral cooperation of the Georgia-EU association was being held, where the EU side positively evaluated the activities implemented in the direction of protection of consumer rights.
<https://shorturl.at/egoAI>
- The 2022 activity report of the Georgian National Competition Agency was published.
<https://shorturl.at/quzAH>
- Irakli Lekvinadze, Chairman of the Georgian National Competition Agency, has opened a workshop on "Anti-Dumping in Georgia: Effective Enforcement and Best Practices" with the support of the division of the U.S. Department of Commerce - Commercial Law Development Program (CLDP).
<https://shorturl.at/rHfS4>
- A memorandum of cooperation was signed between Competition Agency and Ilia State University.
<https://shorturl.at/prV68>
- The working visit in Vilnius of the employees of the Georgian National Competition Agency was implemented with the support of the EU funded "TWINNING" project.
<https://rebrand.ly/9rrf52r>
- At the Georgian National Competition Agency, a review of the initial working version of the prepared strategy on the protection of consumer rights was held.
<https://rebrand.ly/0q6tkjv>
- Irakli Lekvinadze Participated In The 13th Local Economic Development Forum.
<https://rebrand.ly/5gkxik>
- The Chairman of the National Competition Agency, Irakli Lekvinadze, and the Rector of the Kutaisi International University, Aleksandre Tevzadze, signed a memorandum of cooperation.
<https://rebrand.ly/ky2w8gs>
- In the direction of consumer rights protection, a 6-month report was published.
<https://rebrand.ly/17ndhfg>
- Irakli Lekvinadze gave a speech at the event related to Insurance Day.
<https://rebrand.ly/wer90em>
- On the initiative of the National Competition Agency, a working meeting was held for representatives of the court.
<https://rebrand.ly/61a7n62>
- The fifth meeting of the steering committee was held in the framework of the EU-funded Twinning Project.
<https://rebrand.ly/noo1l40>
- With the support of the TWINNING project, the Agency's employees together with the European colleagues held a working meeting on market research mechanisms.
<https://rebrand.ly/tymgj85>

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